

PROJECT MANAGEMENT

MAINTENANCE

There are two maintenance options for your **IT infrastructure-reactive and preventative**.

Not all businesses have a fixed maintenance plan in place and will require some reactive maintenance support to keep their systems online. Having regular support and maintenance of your system will assist to ensure reliability, reduce downtime and extend the working lifecycle of your equipment.

Reactive Maintenance

At TCS, we offer a **reactive maintenance service 24 hours a day, 7 days a week, 365 days a year**, including:

- Network Infrastructure
- support
- Security
- System support
- Smart Building support

All inbound **support calls** are managed at our head office before being assigned to the most relevant engineer. Our engineers may be able to resolve a fault remotely, however, if a **site visit** is required then this will be arranged to ensure your systems are fully functional.

Our engineers operate **across the UK** and are able to respond to faults within a quick timeframe. We store a range of spares which could be swapped out for faulty equipment to serve as an **interim solution**.

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Preventative Maintenance

If your business requires a **fixed maintenance solution**, TCS can provide **flexible Service Level Agreements** (SLA's) to suit all operational and budgetary requirements in the following key areas:

- Network infrastructures
- Security systems
- Smart building networks

Our monthly and annual support options allow each client to pre-plan maintenance schedules and control annual maintenance expenditure. These benefits include:

- Fixed SLA's
- Planned site visits to complete maintenance
- Greater cost efficiency
- Free site audit
- Full inventory of maintained equipment
- Unlimited access to our TCS helpdesk
- Single point of contact to register support requests
- Increased control of annual support expenditure

For more information on project management and maintenance for your business, our team of networking professionals are always on hand to offer support and advice

Contact them on sales@totalcontracting.co.uk

Call at 01642 610728