

Aditinet-as-a-service



WINNER
Channel Service
Provider of the Year
Aditinet



Helping you to maximise time and efficiency

Pre-sales

Pre-staging

Resourcing desk

Consultancy

SOC support

Call escalation

Reduce costs, complexity and overheads with our range of as-a-service options.

Services:

L2 and 3 support capability

Escalation process

Integration to ticketing systems

Pro-active call-management

Subject matter experts

Pre-scheduled support calls

Vendor escalation

Reporting

Change is constant in IT, so outsourcing can help to make your services and solutions sustainable. Identifying areas that benefit from managed services can improve your company efficiency and fuel your growth.

Aditinet call escalation can augment your L1 support offer with L2 and L3 services escalation to your current customers. We can fill in the gaps in your portfolio or expertise to allow you to offer a more complete service.

Our team can support you across your portfolio of technologies from initial contact through to professional services and ongoing support.

We include management and training to ensure that we can offer the best and most relevant support available.

Advantages:

Resilience – sickness; holiday

Managed scaling of resources

Experts in each field (multiple people)

Monthly reporting

Lower overheads

Integration with your systems

Included:

Management

Ticket-based options

Service levels

Contact us on

<https://aditinet.uk/contact-us>