



Modern Networks provides 24/7 monitoring of all the systems under our management. This means that we can spot potential IT issues early and intervene to stop them ever becoming problems. Our UK Service Desk provides immediate 1<sup>st</sup> and 2<sup>nd</sup> line technical support by email and telephone.

We are a Gold member of the Service Desk Institute and offer you ITIL best practice standards of IT support. ITIL is the most widely accepted approach to IT service management in the world.

Our SLAs (Service Level Agreements) ensure a fast, professional response and resolution of all technical support issues within strict time limits. Our team of highly trained Service Desk Engineers have a wealth of knowledge and experience, and consistently score over 90% for client satisfaction and happiness according to Customer Thermometer.

Where a technical incident cannot be resolved by our Service Desk, a Modern Networks engineer will attend on-site as soon as practical and convenient for you. Ultimately, our aim is to prevent technical incidents becoming problems and keep your systems running optimally at all times.





Established in 1999, Modern Networks is a managed service provider helping clients across the UK maximise the value of their entire IT infrastructure. We offer everything from the desktop to the data centre plus telephony and broadband. The company has offices in Hertfordshire and Manchester.

Modern Networks is a certified partner for Cisco, HP, Microsoft, VMware, NetApp and Pure. We have considerable expertise within commercial property, providing IT and telecoms services to over 1600 office buildings and shopping centres. Our clients include CBRE, Cushman and Wakefield, JLL, Knight Frank, Savills and Colliers. What sets Modern Networks apart is our ability to translate the needs of our clients into practicable framework agreements and competitively priced IT solutions.

Modern Networks provides advanced, innovative IT managed solutions to over 200 varied clients from architects, accountancy firms and not-for-profits to media companies. We are a corporate member of the British Institute of Facilities Management (BIFM). We are Cyber Essentials certified. We are also a Gold member of the Service Desk Institute and offer ITIL best practice standards of IT support.

Call our sales department now to learn more about our extensive range of IT and telecoms services or visit our website.

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