Internet support

SERVICE SUMMARY

An internet outage means no access to email, your VoIP telephone system goes down and your Cloud applications and services stop working. Thankfully, most internet outages are short-lived. However, a major outage of any duration will have a very damaging effect on business. Therefore, Modern Networks offers Internet Support, which uses industry-standard monitoring tools to notify us immediately an issue arises with your internet connection so we can quickly work to resolve it. Our support is available whether we provide your internet or a third-party supplier.

KEY BENEFITS

- Fast, reliable Internet Support service
- 24/7/365 internet monitoring and alerts
- Liaise with 3rd party internet service providers
- On-site support available
- Out-of-hours support for business-critical incidents.

VALUE STATEMENT

Businesses can rarely afford downtime on their internet service as a lack of connectivity will often halt key business operations. As more IT services move from onsite to cloud-based solutions, the dependency on internet services continues to increase, leading to a demand for a reliable service. Modern Networks offers an internet monitoring and resolution service, which aims to minimise downtime.

- Minimise the impact of service outages
- Single point of contact – we will deal with third party suppliers
- Reactive support based on monitoring and alerts
- Cost-effective solution.

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