



Standard network support

SERVICE SUMMARY

A network connects your office computers, printers and servers together using cables or wirelessly, and ensures your IT devices can communicate properly with each other. Modern Networks provide a Standard Network Support service to ensure operational efficiency, security and availability. Our basic network support is included with your IT support contract, whereby our Service Desk responds to reported network incidents. However, our Standard Network Support offers proactive network monitoring, maintenance, critical firmware updates and security patching of network devices. Standard Network Support enables us to detect, identify and fix many common issues before they can become problems.

KEY BENEFITS

- Monitoring of internet connectivity and network performance
- Preventative network maintenance and change requests
- Security management
- Device backup and restoration
- Critical firmware/software updates and security patches
- Reporting and advice on replacing end-of-life services.

VALUE STATEMENT

Communication between computers is one of the most important aspects of daily life in a modern business. Common network issues range from intermittent dropouts for a single user to a total loss of IT services across your organisation. Computer networks require 24/7/365 monitoring and support to make certain business operations continue to run smoothly.

- Identify and resolve issues before they become problems
- Reduce unexpected downtime
- Improve quality of service
- Strengthen security and meet compliance obligations
- Cost effective solution
- Ensure your IT network can support business activities
- Peace of mind – 24/7 support from our expert team of network engineers.