technical support to keep your systems and your business running



An extension of your IT team As businesses continue to grow and we digitise more operations,

the demands on IT teams have become almost unattainable. The expectation on teams to address daily tasks, navigate the pace of change that enables users to work, and balancing this increased demand with budgetary and staffing constraints, can lead to not just tired employees, but business inefficiencies. Whilst competition across most markets is high, it becomes

Softcat

ever-more important for businesses to differentiate from the competition, which is primarily where we focus on technology for innovation. But when your teams are maxed out with scaling processes and operations, without enough support, the risk becomes very real that your IT team could fall.

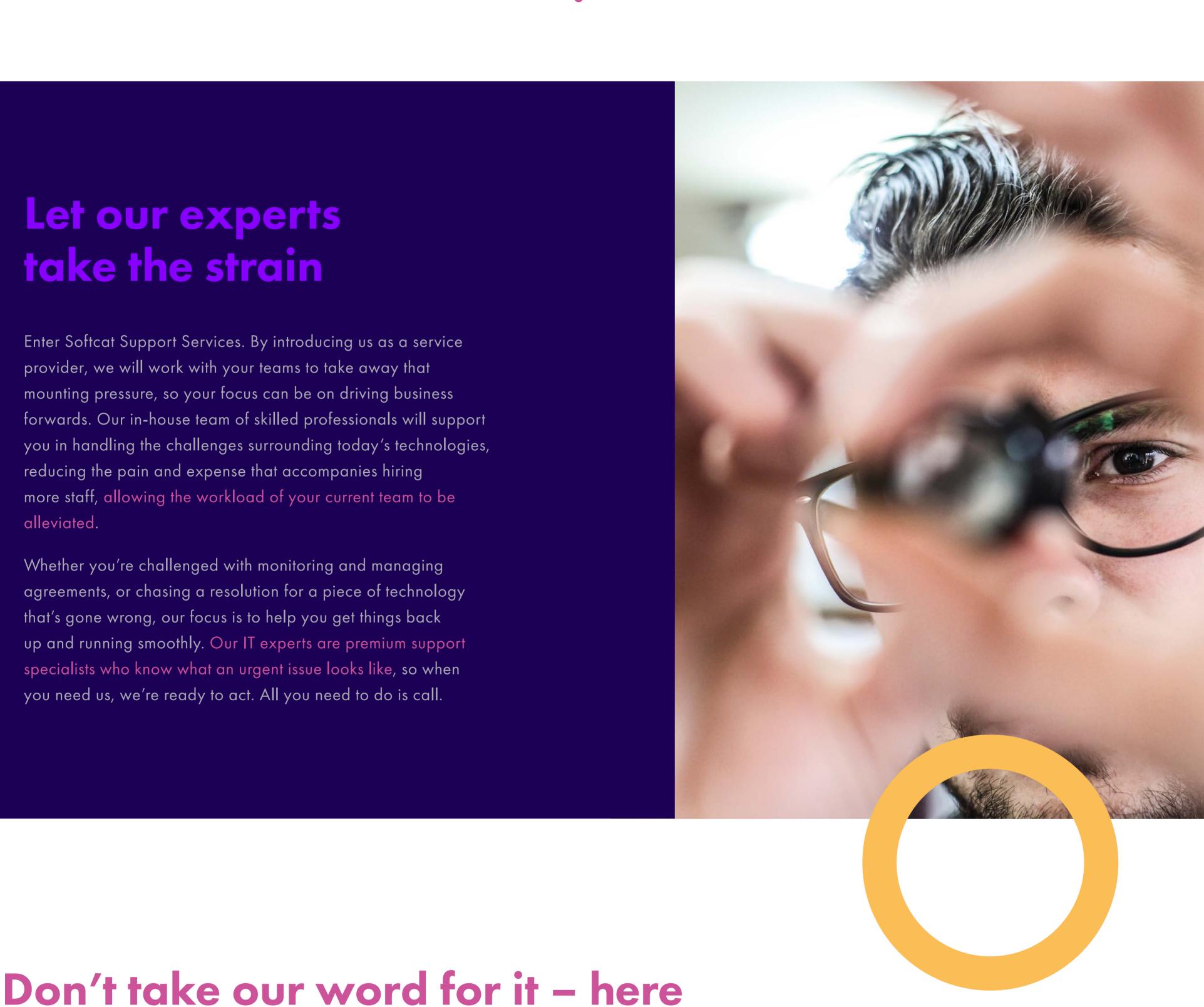
take the strain Enter Softcat Support Services. By introducing us as a service provider, we will work with your teams to take away that

Let our experts

mounting pressure, so your focus can be on driving business forwards. Our in-house team of skilled professionals will support you in handling the challenges surrounding today's technologies, reducing the pain and expense that accompanies hiring more staff, allowing the workload of your current team to be alleviated. Whether you're challenged with monitoring and managing agreements, or chasing a resolution for a piece of technology

up and running smoothly. Our IT experts are premium support specialists who know what an urgent issue looks like, so when you need us, we're ready to act. All you need to do is call.

that's gone wrong, our focus is to help you get things back



is what our customers are saying: In our annual Customer Experience Survey, our customers have shared their biggest challenges standing in the way of achieving their priorities in the next 12 months are:

Challenges facing your People, employee experience, recruiting and retaining talent, minimising your

skills gap.

Challenges facing your Technology platforms, managing every day operations, researching new technology, implementing/integrating new solutions.

At Softcat, we can support different elements of your business-as-usual platforms and processes to alleviate pressures on your business across these challenges.

Challenges facing Commercial Risk, creating a predictable cost model, mitigating risk, planning for

33%

unforeseen costs/missed outcomes.



a part of yours With a lack of resource and skillsets prevalent across many

People:

businesses alike, our Support Services focus on giving you the people power required to propel your business forward. Here's how we do it:

Non-technical: We fix the frustrating and generally disruptive challenges and help people get over issues with using software or devices.

On-site support: Our on-site support can be tailored to your needs, whether it be for scheduled days, specific projects or even full-time contracting.

1st/2nd line services: We offer full 1st line support based on

bespoke solutions that can include 2nd line specialist knowledge,

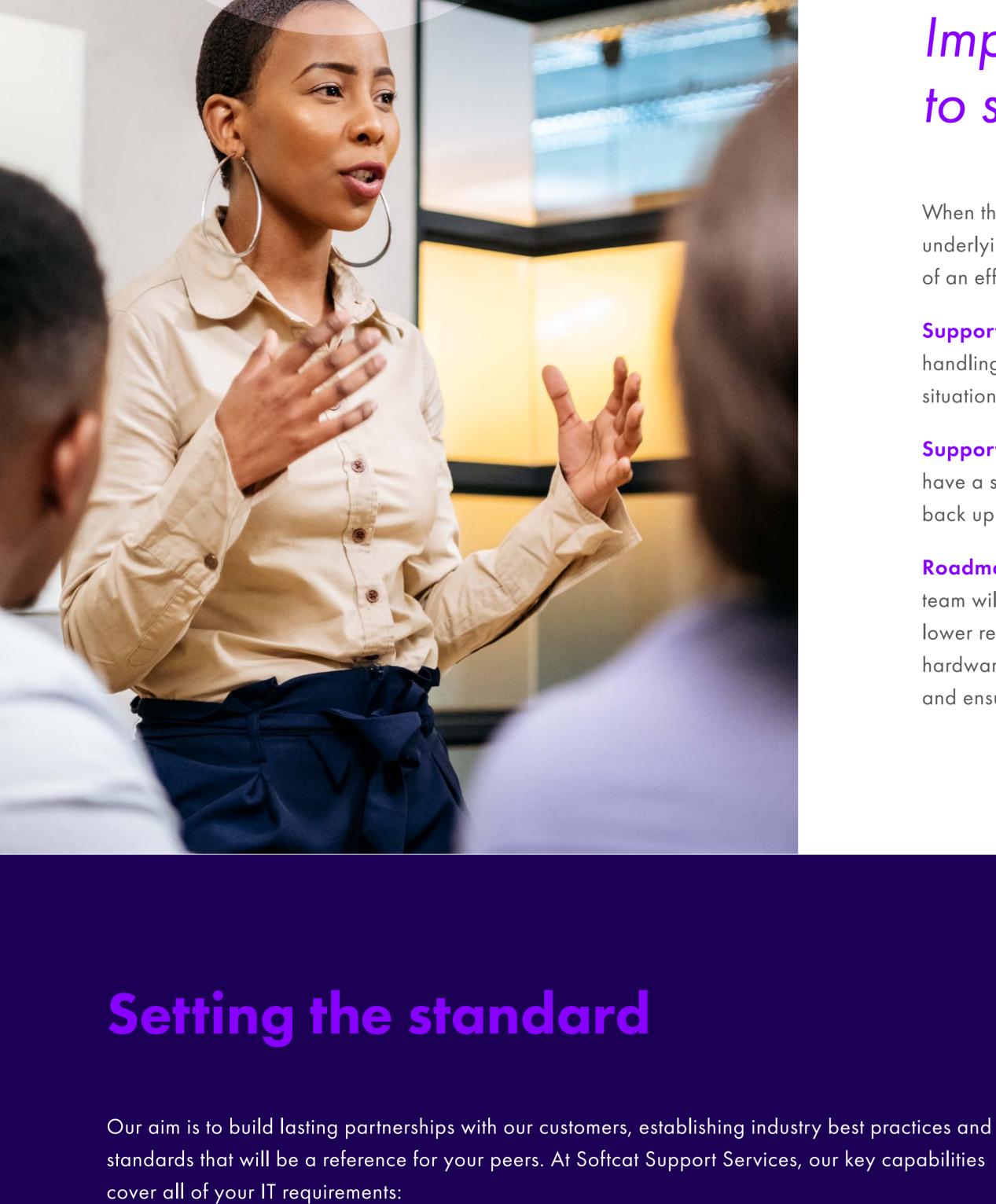
so your personnel get responsive and effective assistance day in, day out via phone, email or portal, delivered through our extensive partner network.

Break-fix for end-user and print devices: Whether a device is on-site or at the home of a remote worker, Support Services wherever they are.

an engineer will be sent to site.



will get an engineer to take care of it, so staff remain productive



When things go wrong, we fix them fast. But we also tackle their underlying causes, so your problems don't keep recuring, as part of an efficient and user-friendly service. Support consolidation: We can save you time and money on

back up and running as quickly as possible.

Commercials:

Improving processes

to save time and money

handling multiple support contracts by analysing the current situation and highlighting where consolidation would work well. Support contact: With one email and one contact number, you have a single point of contact for any support needs, getting you

team will implement a continuous service improvement process to lower repeat support tickets and help develop a strategy to map hardware lifecycles versus support, to maximise the life of assets and ensure coverage is complete.

Roadmap support: To help reduce support cases, the Services

Managed Workspace Infrastructure Support From ensuring joiners, movers Our UK-based 24x7x365 Secure

and leavers have the devices Management Analysts will ensure Operations Centre ensures your and software they need when IT teams have access to vendor your investments in software they need them, to managing certified network, storage, and and hardware are continually analysed, so you can be confident your print estate and ensuring compute technical engineers, all your assets are visible so you can make the most of your end users are supported



Managed Cloud

Softcat UK-based DevOps and

- our Managed Workspace

workspace experience.

Services deliver an enhanced

Public Cloud Technical teams will fully manage your public cloud environment, ensuring its continual security, innovation, and cost-effective performance.



at its best.

Managed Network

From managing your network

& Connectivity

your IT investments and ensure

your environment is performing

infrastructure to ensuring the connectivity it depends on, Softcat can manage your WAN, LAN, and connectivity to ensure your IT environment delivers the lifeblood of your business.



Our 24x7x365 highly skilled Cyber Analysts and Incident

Managed Security

IT Asset Management

Softcat's UK-based Asset

compliant, and cost-efficient.

Response team, will ensure your boundary, logs, and endpoints are all monitored and analysed, enabling faster identification and response to security threats to your business.



Cloud Support

Softcat's vendor-certified Solution

Architects, FinOps teams and

Chief Technologists will ensure

your public cloud environment

support it needs to be at its best.

has the continual technical

- how can we help? No matter where you are in your technology journey, we are here to support you any step of the way.

COLLECTIVELY

DEFINE WHAT

GOOD LOOKS

LIKE

We identify the

project's goals,

Our service journey

ADVISORY SERVICES

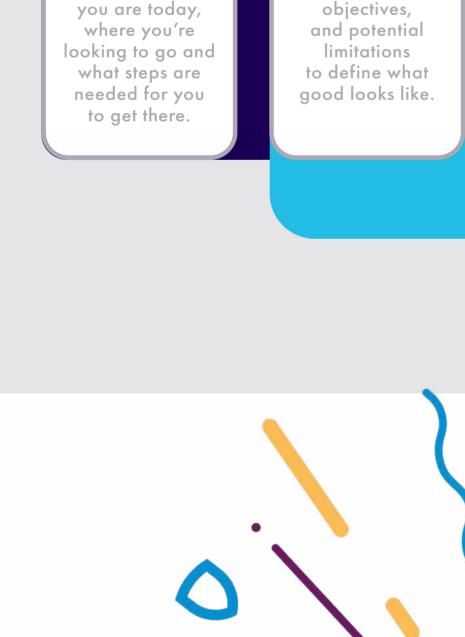
UNCOVER

OPPORTUNITIES

TO TRANSFORM

We work to

understand where



REVIEW SUITABLE YOUR **TECHNOLOGIES** We will then refine and review which technologies are most suitable for meeting your desired outcome.

ARCHITECTURE SERVICES

DESIGN FUTURE We capture your operational and technical needs and design a solution that best fits your needs.

project.

IMPLEMENTATION SERVICES GIVING YOU

PEACE OF MIND **ACTION** We will create a We implement scope of works your technology, that clearly ensuring compatibility defines objectives and milestones with your existing to meet for your environment to bring your

SUPPORT SERVICES AN EXTENSION TURNING PLANS INTO OF YOUR

> monitoring and support you with management of managing your IT operations, your technology taking the solution, aligning pain out of our capabilities technology to life. to your needs. technology. **MANAGED SERVICES**

IT TEAM

Our in house

team can

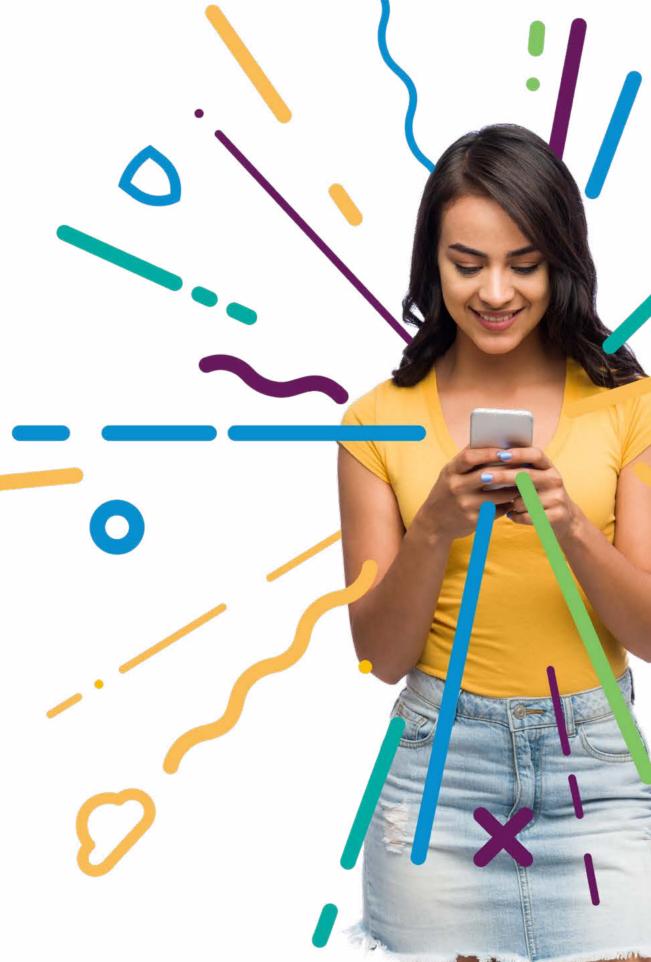
GIVING YOU

BACK TIME AND

REDUCING RISK

We can

take on the



The perfect combination

level of assistance in the way that's most helpful for your organisation. With many combinations on offer, we'll work with you to tailor the ideal support solution for your business, your budget, and your technology platforms.

It's important to choose support services that are

flexible enough to evolve with new technologies, and

which readily keep pace with new business strategies.

That's why we offer you a combination of Support

and Managed Services, to ensure you get the right

Let Softcat Support Services be your IT support rock, so you can release the creative power of your IT teams to revitalise your technology.

Support Services that bring your technology to life. Contact your Softcat Account Manager today or email us on AtYourService@softcat.com

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