DO YOU NEED I.T. SUPPORT?

TRY APPIAM FOR ALL YOUR NEEDS
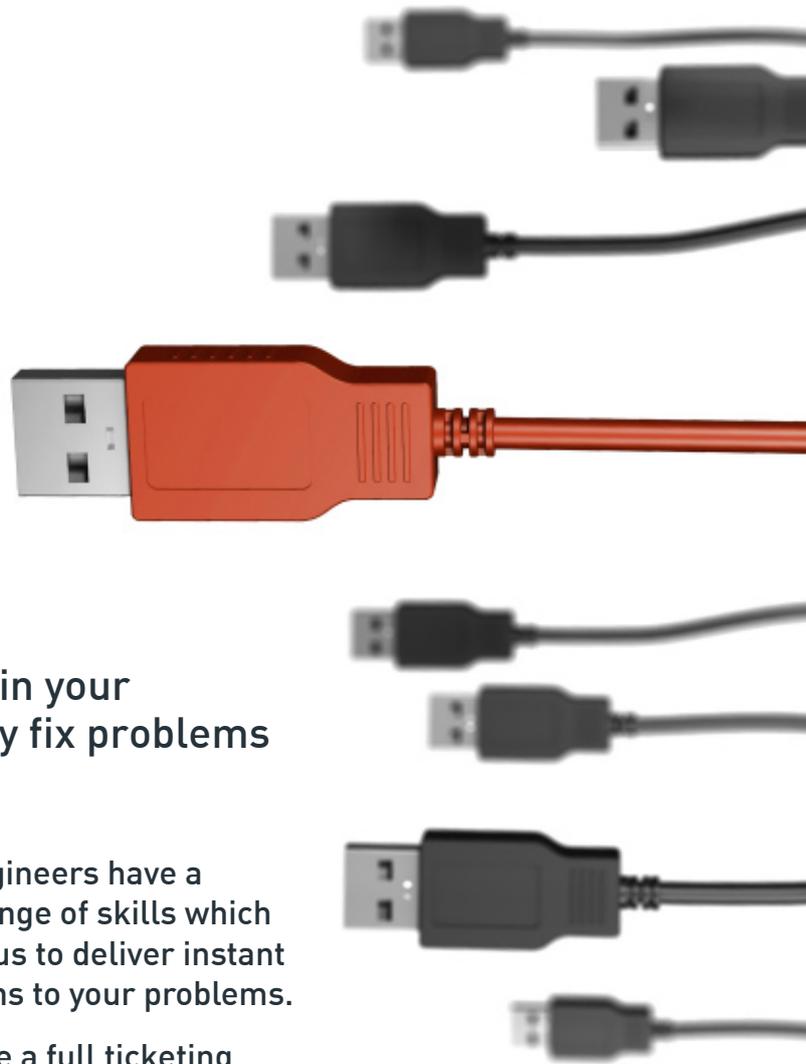
→ IT PROBLEMS STOPPING YOU FROM WORKING?

→ WANT TO OUTSOURCE YOUR IT DEPARTMENT TO A DEDICATED IT TEAM?

→ LOOKING TO REDUCE YOUR ANNUAL IT SPEND?

appiam

WHY CHOOSE APPIAM

Appiam monitor as well as maintain your network, allowing us to proactively fix problems before they affect your business.

→ Our Helpdesk resolves 97% of issues remotely, with unlimited remote support to keep your employees working.

→ We have set SLA's designed to give your business a rapid response time.

→ Our qualified team of engineers are assigned specifically to you so you're always guaranteed to see a friendly face.

→ We will save you 50-75% compared to full time IT staff, and around 25% compared to your current IT supplier.

→ We monitor as well as maintain all of your systems, allowing us to proactively fix problems before they affect your business.

→ Our engineers have a wide range of skills which allows us to deliver instant solutions to your problems.

→ We have a full ticketing system where all issues are logged and managed.

→ We conduct 6 monthly network report meetings, keeping you up to date with any recommendations for your network.

→ We offer a full procurement service with same day quotes, making sure you get the right equipment first time, saving you time and money.

→ Appiam are a "Microsoft Partner".

→ We offer disaster recovery, full documentation management & asset management.

OUR SUPPORT OPTIONS

Our fresh approach to outsourcing IT enhances your infrastructure by putting high-level expertise, technology and management talent at your disposal. Rather than looking at you as client, we look at you as partners allowing us to understand your business and look at areas we can help improve on.

The Support

We offer you a dedicated team with guaranteed service levels and complete transparency from start to finish.

UNLIMITED REMOTE IT SUPPORT

Covering you for every eventuality of server, PC, laptop, mobile device, peripheral fault. Your staff can call our help desk, speak directly with a qualified engineer versed in your network anytime they have an IT issue. A fixed monthly bill is calculated relating to the number of terminals in your company.

ADHOC REMOTE IT SUPPORT

Covering you for every eventuality of IT problem on a pay-per-call basis. If you don't call us, you pay nothing... If you do call our remote support desk or we come onsite, you are charged at our standard hourly rate, billed to the nearest minute.

ONSITE IT SUPPORT

With a 2 hour response time, you can have an engineer onsite who is not only MCSE (Microsoft Certified) but also amicable and well-versed in your network.

IT SUPPORT MANAGER

Combines the capabilities of your IT staff and our team to deliver your business all the immediacy and intimacy of an in-house team with all the security and capability of an outsource supplier. Whether you're looking to reduce your IT department or if they simply need the extra help, we can provide a cushion for your current IT department.

LOGMEIN

We scour the market to find and test the most innovative remote support software available.The multi-award winning remote management platform enables us to access, monitor, manage, upgrade and fix your network remotely. It's so smart it can even fix problems by itself. Through Logmein, the invisible engineer is now a reality. It keeps your IT at our fingertips to ensure your organisation works quicker, longer and more cost-effectively.

This technology is deployed on over 10 million machines in more than 25 countries around the world. Its versatility simply outshines everything else in the marketplace.

OUR TEAM

The Appiam Team is made of friendly, hard working individuals each with their own characteristics and skills.

We are consistently well presented, well spoken and friendly as you will find on every occasion either when you meet us or call our Helpdesk.

Our engineers have the full backing of a dedicated team of IT professionals with a wide range of skills that we can reciprocate off one another.

Microsoft
CERTIFIED
Partner

DELL REGISTERED PARTNER