

Give your users one point of contact to call for technical support

This is for organisations that need to supplement or replace their in-house technical support for non-business-critical devices.

For example, if you need to add-on out of hours support but do not want to go to the expense and disruption of putting staff onto shift rotas.

Service Delivery

We provide remote support from our service desk which operates across active and standby sites based in geographically-diverse UK mainland locations.

Support Hours

You select the support hours you require from the following:

Support Option	Support Times
Extended Business Hours	08:00 – 18:00 - Business Days
Out of Hours	19:00 – 08:00 - Business Days; 24h/day at week-ends and on public holidays
24 x 7x 365	Available All Times

Service Highlights



We provide telephone assistance, guidance and troubleshooting via remote access.



Incident diagnosis and remediation includes escalation and liaison with equipment vendors, provided that vendor support is in place.



We agree to the number of support calls per annum that we are required to cover. Additional bundles of calls are then available for an additional charge.

Service Target

Our service target for contacting the caller about their service request is as follows:

Priority	Description	Service Target
P1	Critical - business service down	0.5 hour
P2	Major - business service affected	1 hour
P3	Minor - business service not affected	4 hours
P4	Notable - no impact or non-business related	8 hours





About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

Want to free your IT people to focus on more strategic projects?

Enquire today on 0330 332 7933

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With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit: [intercity.technology/accreditations](https://www.intercitytechnology.com/accreditations)



Work together Work anywhere Work securely

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