

Facility Services

solutions • support • management • supplies

Facility Professional Services Limited, 1 Alle Street, London, E1 8DE

Telephone: +44 (0) 845 410 2661 Fax: +44 (0) 207 680 5144

Web: www.facility-services.co.uk E-mail: info@facility-services.co.uk



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Support Services

The provision of IT support services can be an issue for all companies regardless of size. Smaller organisations sometimes find that they have to employ a number of IT support resources to cover for holidays and sickness where as larger organisations find it hard to keep a spread of the right skill sets.

Facility Professional Services provides support for businesses throughout the UK, ranging from multi-site organisations through to small companies with minimal IT requirements.

We see ourselves as an extension to your business and will respond to your needs as and when you require, not when it suits us.

There are three main ways in which our clients utilise our support services:

- Fixed Cost
- Pay As You Go
- IT Manager Support

Each solution is tailored to suit each individual clients needs.

Fixed cost per device

For a fixed monthly fee, we will cover all reported faults to an agreed SLA.

Key features in this option are:

- Guaranteed response times
- Remote and on-site support
- Proactive support
- Unlimited telephone support
- All faults and updates covered
- 24/7 monitoring of servers
- Monthly statements including incidents and environment performance statistics

Pay as you go

Many organisations don't wish to commit to an annual contract or simply don't know what their requirements will be for the coming year. The pay as you go option is an informal option that allows the customer to utilise our services as and when required.

Key features in this option are:

- No contract commitment or initial fee
- Flexible resource to assist with in-house IT staff
- Remote, phone and on-site support
- Excellent option for one-off projects

Support services include

- On-site and remote support
- Guaranteed response times
- PC & Mac support
- 24/7 monitoring of servers
- Flexible proactive advice on new technologies
- Scheduled maintenance of IT environment
- Phone and web based helpdesk service

IT services include

- On-site & remote support
- System design & implementation
- Health assessments
- Disaster recovery
- Anti virus & anti spam
- IT manager support
- Relocation services
- Hardware procurement
- Messaging solutions
- Web design
- Remote working solutions
- Virtualisation solutions
- Wireless LAN surveys & installation
- Web conferencing

Facilities services include

- Training services
- Technical cleaning
- Telecommunication services
- Infrastructure cabling services
- Move management and delivery
- Interior design & space planning
- Furniture & storage solutions
- Partitioning ceilings & floors
- Power & lighting systems

IT Manager Support

IT Manager support is designed to provide flexible technical resource to blue chip companies and SMEs alike. Whether it is for as little as one day or a long term contract we can provide experienced resources with the right skill-sets for the job in-hand.

Why go to all the time and expense of interviewing candidates, when one phone call to us can solve your resource problems.

Our Engineers have many years experience and understand that a mature and considered approach is required when working with an established in-house team. Our goal is to become an extension of your existing team as and when required.

Benefits include:

- Day-To-Day Cover
- Holiday and sickness cover
- Specialised Project resources
- Consistency in resources
- Complete flexibility

Why Use Us

- **Culture** – small enough to care, big enough to deliver. Our whole team are stakeholders in the business and therefore have a vested interest in our success. This has bred a culture that pays attention to detail and to the needs of our clients.
- **Enthusiasm and energy** – our desire to deliver quality in everything we do is underpinned by our willingness to go that extra mile to meet our client's expectations. Our clients say it sets us apart from our peers.
- **Ownership** – we will always take ownership of a problem or request even when involving other third party suppliers. We manage the situation for our clients relieving them of the burden and worry.

“A Service Provider for life not
just for the length of a Project”

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