



**Commerce Business Systems**  
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# IT SUPPORT

At CBS we know you rely on IT to keep your business running every day, but what happens if things go wrong? Are you getting the right support?

We offer a comprehensive and reliable IT support service that keeps you up and running.



## **Systems Audit**

Every support agreement starts with a systems audit. The audit will be carried out by one of our experienced engineers and provides a comprehensive snapshot of your IT infrastructure. The findings from the audit along with any recommendations will be presented to you in a report.

## **Technical Support**

We provide unlimited telephone and remote support for a fixed monthly cost, backed by a guaranteed response time for the systems and software covered in your agreement. Our remote support tools enable us to quickly and securely connect to your systems for troubleshooting and fault resolution by one of our experienced engineers. In the event of an issue that cannot be resolved using telephone / remote support, we will arrange a site visit to fix your problem.

## **Hardware Maintenance**

We can provide a comprehensive range of hardware maintenance options for protecting your critical IT systems, including servers, network equipment and PC's.

***Call us today on 0845 340 2969 and find out what it feels like to be treated as a valued customer.***



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## **CBS IT SERVICES**

Ask us about our comprehensive range of services including:

- IT Support Services
- IT Audits
- Consultancy and Systems Review
- Hardware and Software Supplies
- IT Installation Services
- Backup and Security
- Cloud Services
- Network and Cabling
- Document Management Solutions
- Fully Managed Print Services

To find out more please contact:

David Sladdin or Dean Plews

Tel: 0845 340 2969

Email: [itsupport@cbsltd.eu](mailto:itsupport@cbsltd.eu)

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## **CBS IT SERVICES**

IT SERVICE YOU CAN RELY ON