



IT Support Services

Traditional 'break-fix' IT Support Services which can be tailored to meet your requirements, take as much or as little as you like

Raycon as a Partner

Based in Central London, Raycon is a dynamic, highly-innovative and forward-thinking IT services company dedicated to providing professional service and support to business.

Originally formed in January 2003, we aim to provide our clients with a complete IT solution that encompasses consultancy, support and integration services and our mission statement is at the core of our company:

“To be a highly successful and respected IT consultancy; achieved through unsurpassed customer service and technical excellence.”

We pride ourselves on being friendly and responsive to client's needs and are an ideal support partner: large enough to deliver a reliable and complete service, yet not so large that the personal touch is lost .

Consult-IT

- ◆ **Consult-IT is pre-paid engineering time and is used in 1-hour blocks to resolve faults that require and onsite visit or for remote investigation on computers that are not covered by Phone-IT & Remote-IT**
- ◆ **Consult-IT doesn't expire so it remains as a block of time that can be used as and when required without additional charge.**

Response-IT

- ◆ **The alternative to pre-paid Consult-IT is for Raycon to respond on a purely fee based basis using our Response-IT Service**

Phone-IT & Remote-IT

- ◆ **The Phone-IT & Remote-IT service provides clients with unlimited telephone and remote support Monday-Friday between 08:30 and 18:30 (with extended and 24-hour cover available)**
- ◆ **Within an hour of raising a Service Incident, a user will be contacted by a highly-skilled, technical specialist who will be able to start the troubleshooting process immediately and, hopefully, reach resolution soon after**
- ◆ **In the case of a loss of Internet or firewall connectivity, a Service Incident will be investigated by phone but, where possible, Service Desk Specialists will initiate virtual access to the computer terminal**

Service Desk

Raycon has a fantastic team of experienced Service Desk Specialists who have a variety of experience and skill sets which allow the Service Desk as a whole to offer advice on a very wide range of hardware and software issues.

A Service Desk Team Leader manages the Service Desk on a day-to-day basis and ensures that our 1-hour response guarantee is met and that issues are escalated where appropriate within the established Service Level Agreement (SLA).



Raycon

Project Management

Raycon has successfully delivered thousands of projects since inception; this is partly due to our rock-solid procurement process and a significant part due to our team of Consultants, but the 'glue' that holds these critical components together is our Project Management.

From the moment that an order is placed, a Project Manager is assigned to oversee the successful deployment of the client's chosen solution and is in regular contact every step of the way.

The Project Manager will advise the client of parts and Consultant delivery dates & times and also liaise with any third-parties that are involved in the project.

For each project, a Project Document is created with full details of the work to be completed. Once the project is complete, the Consultant updates the document and sends it securely back to the Project Manager who verifies that the project has been delivered in accordance with the original order and that the client is completely satisfied with the results.



Microsoft
SILVER CERTIFIED
Partner



Preferred Partner



Symantec Registered Partner



Procurement

Raycon has built a strong relationship with the leading distributors in the UK and we have always worked only with Tier-1 partners that provide real-time stock and availability through their channel-only secure websites.

We also insist on being able to order online which, through e-mail confirmations and tracking numbers, has enabled us to create a network of suppliers that can be 100% relied on to deliver next-day (as early as 08:30) anywhere in the UK (or internationally). The automated nature of this system means that mistakes are almost non-existent and clients can be confident that when we say we can deliver, we always will.

We are also able to source proprietary or specialist parts from our Tier2 suppliers, all offering stock information and ordering facilities through their secure websites.

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Get in touch

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