Support you can trust

itzone
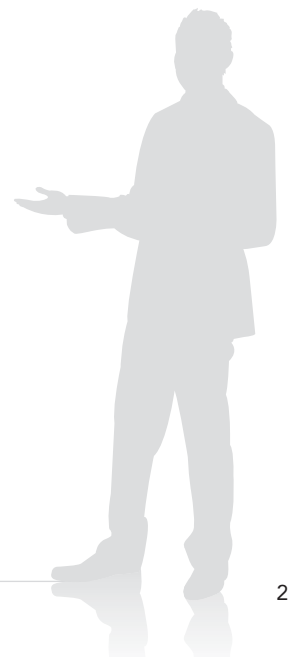
Welcome to IT Zone

IT Zone is recognised as one of the leading IT support services providers across the UK and Ireland. IT Zone provides customers with a complete IT support solution delivering around the clock maintenance, installation and integration support across a wide range of data systems.
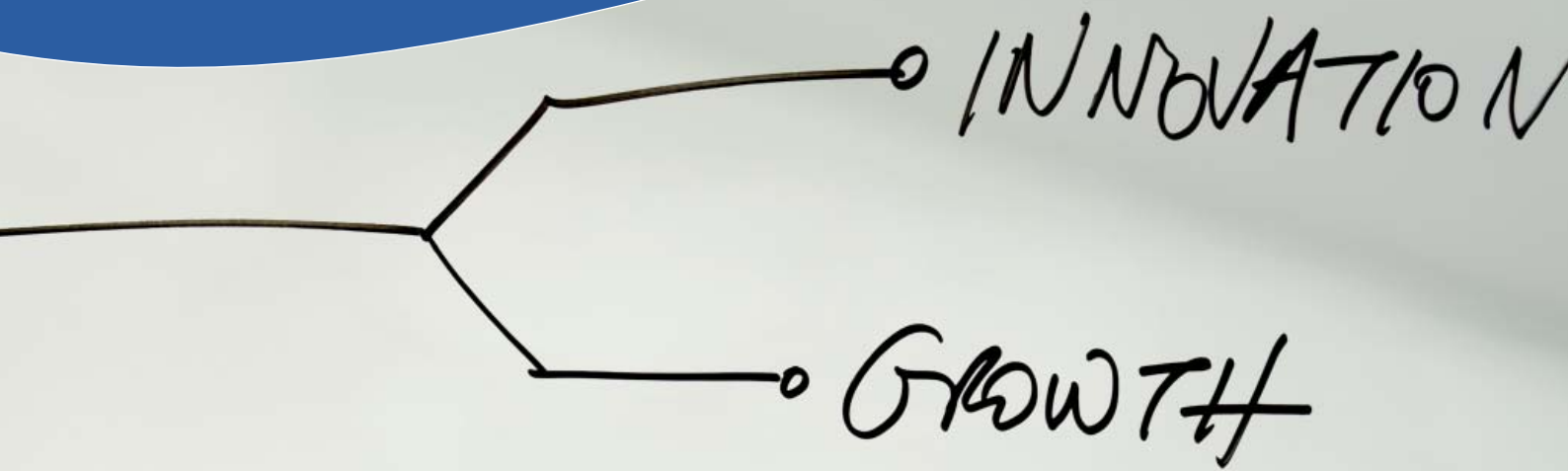
As an IT support services provider IT Zone understands the growing demands of their customers. Equipped with an experienced technical support team and a thorough understanding of the IT support market, IT Zone is able to offer customers a competitive pricing model, a highly qualified technical team and an unrivalled level of service. Supporting industry leading vendors including Cisco, Dell, HP, IBM, Juniper and Nortel means IT Zone are vendor independent and are continually investing in training their technical teams to the highest standards.

Constantly at the forefront of emerging technologies IT Zone offer reputable, flexible IT support through our 'Advanced Technology Services' portfolio across technology areas that include IP Telephony, Wireless, Unified Communications, Security and Enterprise Server. Couple this with our established IT support services comprising of Maintenance, Installation and Network Monitoring and you can be sure IT Zone is able to provide a suitable IT support solution.

Already established across the UK and Ireland IT Zone have more recently expanded into mainland Europe which has opened up opportunities for customers who require a dedicated support resource across Europe but still wish to retain a single point of contact in the UK.

"The ideal support partner is one who is flexible and meets the IT support needs of their customers."

Our commitment to you

At IT Zone we are committed to providing our customers with all the necessary tools through our IT support services portfolio. Benefitting from years of IT support experience and most importantly listening to the needs of the client, IT Zone are ideally positioned to assist all customers regardless the technology platform or business requirement.
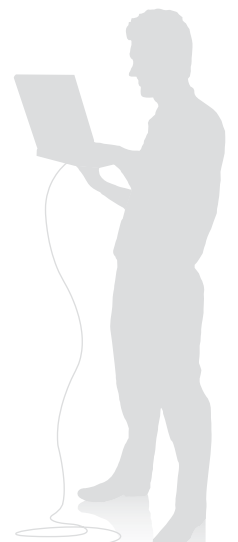
Customers are increasingly calling upon IT support companies to use their specialist technical skills, geographic coverage, short response times and spares resource.

IT Zone takes great pride in assisting their customers and go to great lengths in providing all the areas of support you would come to expect from a leading IT support services provider. IT Zone provide everything from technical advice to dedicated project managers to fulfil your support needs.

To completely understand our customers' support requirements, IT Zone work closely with our customers to fully understand what they are trying to achieve. Due to our flexible and responsive approach IT Zone are able to listen to the needs of our customers and tailor a working IT solution in a quick and efficient manner.

Building long term relationships with our customers is very important to IT Zone as it allows for a greater understanding of their business objectives. More importantly, it allows the chance to utilise the vast technical knowledge and expertise that is constantly available once they are a valued IT Zone partner.

> Short response times
> Geographical coverage
> Long term relationships
> Pre-sales technical support
> Specialist technical skills

"IT support services have been, and still are, a massive opportunity for customers."

Technical assurance

IT Zone provides professional IT support services to customers across the UK and Ireland. With an extensive number of experienced engineers all trained in maintaining and installing a wide range of networking equipment, IT Zone's customers can be assured of receiving the necessary support to meet their demands.

As an IT support services provider, IT Zone provides support to customers across a wide range of vertical markets from finance, legal, construction, retail, government and leisure. IT Zone deliver the latest resource, skills, insight and innovation to customers' whatever their business.

Working closely with leading vendors enables IT Zone to specifically cater for customers' IT support requirements. Industry accreditations and a competitive pricing model allow us to deliver enhanced IT support services without compromising on quality whilst providing our customers with a single point of contact.

Certified engineers
All IT Zone engineers are periodically provided with training on all the leading vendors' products. IT Zone's network of engineers are made up of Field Engineers, Network Engineers and Senior Consultants offering a wide range of skill sets to cater for a variety of networking scenarios from a simple router install to a complex multi-site network audit.

Working around the clock
No matter which technology, vendor or location the IT Zone Service Desk is always ready to process customer requests. This single point of contact approach provides customers with a simple and efficient method of logging their call or email, making sure that all issues are resolved in a prompt and professional manner.

Equipment spares
Another fundamental element in the successful implementation of a support contract has to be a dedicated spares resource. In order to meet stringent SLAs, IT Zone has access to a comprehensive network of spares warehouses so field engineers have the ability to respond quickly and effectively to any fault call or incident.

Location, location, location
The footprint of IT Zone's engineers spans an area that includes the UK, Ireland and parts of mainland Europe. This is one of the main reasons why IT Zone is able to accommodate very short SLAs and is recognised as the premier choice IT support company for customers. Most support companies cannot provide the levels of geographic coverage that IT Zone can and that is why more and more of them are looking towards trusted, reliable and experienced IT support providers such as IT Zone.

> Experienced and highly qualified engineers

> Vendor independent support

> Guaranteed fix

> Comprehensive Spares infrastructure

> European support coverage

> Short response times

"IT Zone worked closely with us to understand our problem and provided us with a solution that immediately addressed our needs."

Support infrastructure

Another major addition to the IT Zone service portfolio is the ability to provide European cover for all our customers. Coupled with our UK, Ireland and mainland Europe coverage, IT Zone now have one of the most extensive IT support packages available.

As companies are working in a WAN environment across geographic borders with regional offices, European support is becoming more and more relevant and it is important that we can support these requirements.

This move from IT Zone illustrates our continuous development of the services we provide and is just one area where we have acted on customer demands.

Why partner with IT Zone?

Through partnering with IT Zone you can be assured that you will be receiving the very best in IT support services. As a valued IT support services provider IT Zone are committed to working to your IT support requirements.

With a purpose built Network Operations Centre, IT Zone are able to provide a 24/7 Service Desk facility to all our customers. From here we can proactively monitor networks in real-time, provide technical assistance, process fault calls and provide a 'single point of contact' for all our service contracts.

As well as the UK, IT Zone also provide our customers with the same high levels of support in Ireland and across mainland Europe. This is once again evidence of how IT Zone has reacted positively to the needs of those customers who require multi-vendor IT support services across multi-site locations throughout Europe.
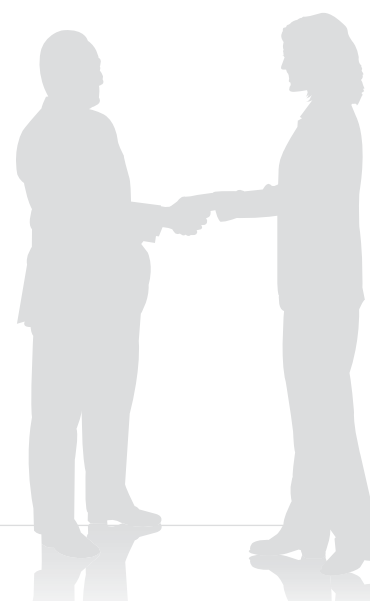
We have built our business around the needs of the customer, constantly reviewing our service portfolio and ensuring we continue to meet and exceed the requirements outlined by our customers.

It is no coincidence that a major factor in IT Zone's success has been the support received from all our customers. We understand the importance of this support and work very hard in maintaining customer confidence, loyalty and satisfaction and believe this is why IT Zone is continuing to become the number one choice for customers.

Contact us today to find out how IT Zone can add real value to your business.
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