

The perfect IT partner for your business

Key Features

- unlimited telephone support
- unlimited remote support
- Helpdesk open Mon-Fri 8am-6pm
- experienced and qualified staff
- specialists in Microsoft Small Business Server
- proactive monitoring of your servers
- management of your individual PCs
- fixed monthly fee
- on site support available to support clients at a reduced rate



Unlimited remote support

Our support packages provide your business with a reliable IT help desk, expert advice, and a managed network.

We pride ourselves in having a team of IT technicians that want to get to know your business, ensuring that they have a good understanding of your needs and systems. They will not burden you with jargon and can often control your PC remotely to fix the problem.

All your IT problems will be logged on your client portal, where you can monitor their progress, ask for updates, and view management reports.

Proactive monitoring

As part of your support we will proactively monitor your server and PCs, checking that all systems are running smoothly, and fixing any problems that occur. Often we can spot a problem and fix it before you even notice!

Expertise

Across the UK, fewer than 500 companies have been officially recognised as Certified Partners and Small Business Specialists by Microsoft. Shadowfax is one of them.

Let us be your IT department....

We don't just stop at remote support, and as a support client you will also be able to call on us when you need sales, advice, or help with a new network installation/office move.

“Shadowfax have been the backbone of our IT support from day one. They respond to our needs in a timely, courteous, and professional manner. They provide everything that is expected from a technical support company”

Red Brick Management

call **Shadowfax** today on **01279 813076** and put your IT in safe hands



Microsoft Partner

Silver Midmarket Solution Provider