



Holiday and sickness cover

Ensure your IT is supported and adequately resourced when essential support staff are on holiday or off sick.

Essential IT systems and services may be at risk when key staff are unable to work due to holidays or sickness. This service gives peace of mind during this period by protecting your business from potential system and service failures.

Support calls and alerts from remote monitoring are responded to by the support desk to keep systems running. Our modular and flexible managed services suite provides the opportunity to complement and scale services to meet your changing requirements. Benefit from the increased knowledge and reduced costs that result from us delivering support-systems and personnel across our wider customer base.

Contact us to discuss the parameters of your service cover requirements.

Benefits of holiday and sickness cover

- Daily checks
- Incident resolution
- Access to expert technical resources
- Proactive problem identification and resolution
- Fixed fee

Additional services

- 24/7 remote monitoring
- On-site support
- Out of hours support
- System audits
- Select any cover from our managed services suite

Threats

- Unsupported systems
- Reduced staff productivity
- Unplanned downtime
- Extended recovery times
- Unexpected costs

Key features

- 30 days holiday and 10 days sickness cover per annum
- Two named support personnel assigned to you
- Initial on-site visit
- Pre-holiday system check and handover
- Post-holiday report and handback

Be prepared, keep critical systems running.
Talk to us about your holiday and sickness cover needs.



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