



**medhurst**  
making IT work

# Support Service Options

Network & User Support | Monitoring & Alerts | Secure  
Infrastructure Solutions

01489 563000  
[www.medhurst-it.com](http://www.medhurst-it.com)

CALL OUR SALES TEAM TODAY

# Support Service Options

## A Clear Advantage



Feature	Gold	Platinum	Managed
<b>Unlimited 1st line Phone and Remote Support</b> The Medhurst Helpdesk Team supports you and your users			
<b>Unlimited 3rd line Phone and Remote Support</b> Your internal IT Team will be fully supported by the Medhurst Support Team			
<b>Infrastructure Monitoring</b> Agent based device monitoring and reporting			
<b>Basic Infrastructure Maintenance</b> Windows Update, backup and anti-virus checks			
<b>Service Delivery Manager</b> Provides regular updates on your service.			
<b>Regular Technical Visits</b> Strategy meetings, service analysis and escalation point			
<b>Additional IT Services</b> Networking, Internet Connectivity, Audio Visual, CCTV, Phone Systems			
<b>Technical Account Manager</b> Your own technical and strategic team leader			
<b>Dedicated Project Manager</b> Ensure smooth delivery of your internal IT projects as and when required			
<b>On-site Engineer</b> Resident Engineer, escalation to dedicated helpdesk team			



Included



Additional Add On



Limited

# Support Service Options

## A Clear Advantage



### Onboarding & Service Introduction

As part of starting your Medhurst Support Service, we include a structured onboarding session designed to set the foundations for a successful partnership. During this process, one of our senior engineers will work with you to review your current IT environment and understand your priorities, challenges, and objectives.

Our onboarding approach is intentionally fresh and assumption-free. By setting aside legacy expectations and reviewing your setup as if we are starting from the beginning, we ensure our support is fully aligned with your current and future needs. This session also provides an opportunity to introduce additional Medhurst services that may add value but are not always widely known.

### Accessing Our Services

Medhurst provides multiple channels to ensure you can access support quickly and efficiently. Our primary support platform is the Medhurst Support Portal, available at [portal.medhurst-it.com](https://portal.medhurst-it.com). Through the portal, you can log support requests, monitor their progress, and access useful resources related to your service.

### Support Request Process

Support requests can be raised via the Support Portal, by telephone, or by email. For the most efficient service and improved visibility of your requests, we strongly recommend using the portal.

- **Support Portal:** Log and track support cases online
- **Telephone:** 01489 563000 (Option 1 – Technical Support)
- **Email:** [support@medhurst-it.com](mailto:support@medhurst-it.com)

Using the portal allows our engineers to triage, prioritise, and resolve requests more effectively, ensuring a consistent and transparent support experience.

# Support Service Options

## A Clear Advantage



### Unlimited 1st Line Phone and Remote Support

Packages: Managed

This service allows your staff unlimited access to our remote helpdesk services. We will ensure that your calls are logged with our Support Team and resolved to the user's satisfaction.

### Unlimited 3rd Line Phone and Remote Support

Packages: Gold, Platinum, Managed

This service allows your Internal IT team unlimited access to our helpdesk services. Your team will be able to log calls with our Support Team via phone, email or through our client portal. Our helpdesk is open weekdays from 8am until 5.30pm.

When a call is logged it passes through a triage process, which escalates the call to the correct team where it will be picked up and resolved by the appropriate technician.

### Infrastructure Monitoring

Packages: Gold, Platinum, Managed

As part of our monitoring services, we deploy software to your critical infrastructure services allowing us to identify issues before they become problems. As part of this service, you will receive monthly reports as well as a technical summary report showing performance and highlighting issues that may have arisen over the period.

### Basic Infrastructure Maintenance

Packages: Gold, Platinum, Managed

Our Basic Infrastructure Maintenance services ensures that the key services we monitor are patched with the current with Windows Updates. In addition, we will monitor the status of your backup platform to ensure that recovery is possible when need.

### Service Delivery Manager

Packages: Platinum, Managed

Our Service Delivery Managers act as your dedicated point of contact, providing proactive updates and clear communication every step of the way. With regular meetings, you will always be kept up to date on your service progress and performance.

### Additional IT Services

Packages: Managed

This service gives your organisation access to Medhurst skillsets that can manage networking infrastructure changes, internet connectivity, audio visual solutions, CCTV and Phone Systems.

### Technical Account Manager (TAM)

Packages: Platinum, Managed

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This service provides you with a technical and strategic resource who ensures that your infrastructure is operating smoothly daily. Your technical account manager (TAM) will advise on best practice configuration for your infrastructure as well as providing expert assistance when necessary.

This will provide you with a single point of contact for your queries. Your TAM has access to all your helpdesk tickets, quotations, projects and reports to ensure that the support services you subscribe to are running smoothly.

### **Dedicated Project Manager**

Packages: Managed

Available in our Managed Service package, we will provide you with a dedicated Project Manager for internal projects. This resource will ensure smooth management and delivery of your required solution.

### **On Site Engineer**

Packages: Managed

Available in our Managed Services package, we will provide you with a dedicated onsite engineer who will be your point of contact with regards to your day-to-day issues. The engineer will respond to and resolve your issues wherever possible. If additional help and support is required, the onsite engineer will escalate the issue to your TAM who will provide a resolution plan.



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