

### Managed technical consultancy; across your PCT region

Meeting the ICT support requirements of practices within your PCT region can be both confusing and time consuming. With different clinical systems, Connecting for Health (CfH) issues, the rolling out of new equipment and the ongoing support of IT equipment.

Egton has a solution designed to remove this hassle, **Managed Service** and **Managed Service Plus**.

Egton's Managed Service is a fully proactive support service, delivered by a local, dedicated on-site technical consultant(s), supplied, managed and maintained by Egton.

Managed Service Plus combines on-site technical consultancy with Egton's Telephone Support Centre, providing a cost effective solution for larger PCTs.

*Egton's technical consultants are experienced with a wide range of clinical systems.*

#### Managed Service

Egton's Managed Service provides a technical consultant to look after the day-to-day support of **all** your practices, across **all** clinical systems. This is a proactive and reactive service, allowing Egton's technical consultant(s) to be involved in any ICT projects required for CfH, as well as the resolution of any historic and current issues at any of your practice sites.

#### Managed Service Plus

Combining the proactive support of Managed Service with a Telephone Support Centre, Egton's Managed Service Plus gives practices a single, low-cost telephone number to report IT issues.

Egton's Telephone Support Centre endeavour's to solve these problems within the first telephone call. However, those issues requiring a local solution are passed down to your technical consultant who then attends the site to resolve the problem. This significantly reduces the workload on the technical consultant(s), enabling them to increase the number of practices they support and maximise the amount of time there is for preventative maintenance.

#### What do you get?

Egton's technical consultants are equipped with a car, boot stock of tools, a mobile phone and laptop. They are locally based and become **your** resource, getting to know your premises, your equipment and your staff. All of this helps them to provide the high quality support that Egton's customers have come to expect.

Egton's technical consultants are supported by our 100 strong customer helpdesk, along with the pool of knowledge gained from a network of over 100 field engineering staff across the country

Egton's Managed Service consultants and account managers will also work with you to create an ICT Strategy, a Security Strategy and a Disaster Recovery Plan and will help you to implement these strategies within your organisation.

**To remove the hassle of supporting ICT at the practices within your PCT region, visit [www.egton.net](http://www.egton.net) or call 0845 124 5245.**