



Telephone Support

A single point of contact for all your healthcare IT support needs - for you and your practices

A healthcare IT telephone service desk, delivering the support YOU need.

Egton's Telephone Support provides you with a single, dedicated *low rate* telephone number for the reporting and escalation of any IT support incidents or problems.

Our telephone service desk is manned by 50 highly trained and experienced technical consultants who are always ready to provide you effective, fast and responsive information and diagnosis.

Our **ISO20000**, **ISO9001** and **ISO27001** accredited service desk, through the use of proactive and reactive incident management and remote diagnostics, resolves over 90 per cent of incidents without the need for an engineer on site - allowing you to focus on your business. Where a visit is required Egton has over 95 network consultants. Our consultants are based around the UK, trained to the highest standards and are able to offer a next business day response.

Egton's highly experienced team currently supports over 110,000 PCs, 70,000 Printers and in excess of 5000 servers based across 6,000 client sites around the UK. Our clients include several NHS trusts, and over 5000 GP practices.

The Egton service desk can provide you with:

- A single point of contact for all support requests
- A wealth of fully trained and experienced support personnel and technical engineering resources
- Effective triaging of calls to third parties on your behalf e.g. clinical system providers, maintenance and warranty providers
- Complete management of the incident through to resolution
- Regular feedback
- Service reporting to PCT and practices as appropriate
- Knowledge and understanding of healthcare IT needs and requirements.

When you have hardware or software problems you need answers fast. Egton Telephone Support enables this solution for you.

Egton's Telephone Support is open Monday to Friday 8am – 6pm and Saturday 9am – 1pm, with extended hours available by negotiation. Incidents can be reported to the support desk via email, web based logging tools, or by telephone direct to one of our skilled support consultants, with over 95 per cent of calls currently answered within 30 seconds by an appropriate consultant. Live updates can be generated by email or via our online incident tracking system – every update to your incident log can be viewed online immediately.

Egton's Telephone Support service desk is complemented by our managed service solution, assuring a fast and efficient response to any on-site problem

Egton's Telephone Support desk advisors are always ready to help resolve any IT support query

To take advantage of Egton's Telephone Support call 08701 215 215.

For further information on Egton's products and services, visit www.egton.net