

Now available 24/7, 365 days a year
or as a top-up service!

Your own dedicated telephone number to answer your PCT's IT problems – **transform your helpdesk to 24/7 from £155***.

If you're looking for ways to **save money on your ICT budget** or **extend your helpdesk availability**, without compromising on levels of service and support, Egton's PCT Helpdesk is the answer.

With 50 highly-trained technical customer advisors waiting to take your call, we can provide you with a fast and responsive service that can be used to complement your existing service desk and engineering team.

When our customers have software or hardware problems, they need answers – quick, they call Egton.

A single point of contact for all issues

- With 18 years' experience providing technical support to over 5,000 Primary Care Organisations, Egton has a wealth of fully-trained support personnel and technical resources.
- Egton has remote access to most organisations via the N3 network helping us achieve a remote resolution rate of over 90 per cent.
- Egton takes total ownership of incidents referred to third parties including the National Service Desk.
- Access to our knowledge base with over 1,200 technical documents to help users who want to help themselves.

Egton PCT Helpdesk facts:

- ✓ 90 per cent of calls answered within 30 seconds
- ✓ 90 per cent of all incidents resolved remotely
- ✓ High first time fix rate
- ✓ Real time online incident tracking
- ✓ Full reporting service
- ✓ Quarterly service reviews
- ✓ ITIL compliant – ISO 20000, ISO 9001 and ISO 27001 accredited
- ✓ All calls answered by Egton Staff

Cost per year

Option 1	Option 2	Option 3	Option 4
24/7 365 days a year**	7am – 10pm (Mon – Fri) 8am – 1pm (Sat)**	5pm to 8am (Mon – Fri) 24 hours (Sat – Sun)**	7am – 9am and 5pm – 10pm (Mon – Fri) 8am – 1pm (Sat) **
£575* per location	£425* per location	£295* per location	£155* Per Location

Further information

For more information, please call **0845 124 5245** to discuss your requirements and obtain a quotation.

NB This is a PCT wide product

* Excluding VAT
** Includes bank holidays