

Remote assist

One contact number, one complete support package

THE BLUESOURCE SUPPORT SERVICE

bluesource's remote assist service provides 3rd line telephone support with escalation to the vendor where necessary. We will work to resolve technical issues with your IT department by providing you with expert advice from our experienced consultants. This support contract is a great introduction to bluesource's technical support team and our ability to support a wide range of products for our growing customer base.

OUR SUPPORTED VENDORS



We have 7 Gold competencies with Microsoft, and maintain a 24x7 team to deliver best in class support.



As a Veritas Gold Partner, we deliver a wide range of managed security and network solutions.



We have built upon our existing skills to extend our product delivery and services capabilities.



Additional vendors and products

The Remote assist contract includes support for a number of other products and is vendor backed.

- ✓ **Around the clock service 24x7x365**
- ✓ **Competitively priced without compromise on service**
- ✓ **Access to true 3rd line skills and consultant support**
- ✓ **Leverage our 'direct to vendor' escalation**
- ✓ **Flexible levels of service to suit your needs**
- ✓ **Supporting a wide range of products from tier 1 vendors**
- ✓ **Continuously maintained vendor accreditations**
- ✓ **ISO 27001 certified**
- ✓ **ITIL certified**

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ADDITIONAL SERVICES

Remote assist offers a range of value for money products for your peace of mind, allowing you to focus on the day-to-day running of your business. Our technical consultants are on hand around the clock to get you back up and running as quickly as possible.



Flexibility

Remote assist provides up to 24x7 support and around the clock coverage depending on the product.



Remote assistance

Our specialists can assist your technical team via "LogMeIn" in order to help resolve any issue.



Monitoring

You are able to add 24x7 proactive monitoring to boost your remote assist service, depending on your aims and requirements.



Global reach

bluesource isn't just a UK business. We're also based in the US, providing true follow the sun support, meaning that we are always available.

'bluesource's telephone support service enables us to have 24x7 access to the experts when our critical systems experience issues. Their overall expertise and awareness of the importance of our issues are the reason why we don't look elsewhere.'

MOL
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'We have used bluesource's Service Management Centre telephone support service since 2005. The length of this relationship is testament to the quality we receive to our primary services.'

Softcat