



# Outsourced IT support

*Dedicated computer support from local technicians.*

Benefit from SevenC's over 20 years of experience serving a wide range of South African businesses.

- Guaranteed response times
- On site or remote support
- Certified engineers
- 24/7 support available

Our on demand support services include:

- Maintenance of email systems
- Hardware repairs
- Software reloads and maintenance
- Router and Firewall troubleshooting and repairs
- Strategic infrastructure planning
- Broadband connectivity issues
- Disaster recovery



## Benefits of outsourced IT support through SevenC.

Immediate benefits can be gained by outsourcing your IT to SevenC Computing.

### 1. Control IT costs

Outsourcing converts fixed IT costs into variable costs and allows you to budget effectively. In other words, only pay for what you use when you need it.

### 2. Reduce labour costs

Hiring and training an IT staff can be very expensive, and temporary employees don't always live up to your expectations. Outsourcing lets you focus your human resources where you need them most.

### 3. Trained, experienced, qualified, certified.

If you're not IT trained, how do you assure an employee is qualified? Certifications like Microsoft Certified Systems Engineer (MCSE) are important, but so is experience.

#### **4. Qualified doesn't equal experienced**

Few problems are new for SevenC Computing, we see related problems multiple times. An in-house IT employee leads an isolated existence no matter how much they train. We'd all rather have an experienced doctor, the same is true for IT.

#### **5. Increase efficiency and competitiveness**

Organisations that try to do all IT Services in-house themselves can have much higher research, development, and implementation time, all of which increase costs.

#### **6. Quickly implement new technology**

SevenC Computing have the resources to start new projects right away. Handling the same project in-house might involve weeks or months to hire the right people, train them, and provide the support they need. For most implementations, SevenC Computing brings years of experience in the beginning saving time and money.

#### **7. Stay focused on your core business**

Businesses have limited resources, and every manager has limited time and attention. Outsourcing will help your business stay focused on your core business and not get distracted by complex IT decisions.

#### **8. Reduce risk**

Every business investment carries a certain amount of risk. Markets, competition, government regulations, financial conditions, and technologies all change very quickly. SevenC Computing assumes and manage much of this risk for you, with specific industry knowledge, especially security and compliance issues.

#### **9. Level the playing field**

Most small businesses can't afford to match the in-house support services that larger companies maintain. Outsourcing to SevenC Computing will help companies act "big" by giving them access to the similar technology, and expertise that large companies enjoy.

#### **10. Compliance and security**

Is your firewall up to date? Do you have a DMZ installed? Do you audit your Workstations and Servers? Has your company implemented PCI security standards and work to maintain those standards? SevenC Computing is familiar with PCI Compliance standards you can rest assured that your company is minimising the risks associated with maintaining client data, credit card numbers, sensitive competitive information and more.

