



# IT Support Services

At ASL we provide comprehensive support services. We can take care of your day-to-day IT issues, support your IT team, key decision makers and wider team, with the goal of taking pressure away from your internal resource.

## How will ASL support your IT systems?

We deliver 1st line support, 3rd line support and extended support services which can be tailored to your unique business needs.

### ASL 1st line support

- Windows and Mac Desktop Support
- General Application Support including Microsoft Office and Microsoft 365
- Monday to Friday 8.30am to 5.30pm
- Comprehensive and user-friendly remote support (Phone, Email, Teams, TeamViewer)
- Proactive IT Support with fast response times (with SLAs)
- Printer support
- On-site support (as required)

### ASL 3rd line support

Using our specialist knowledge in modern technology, we enable you to make informed decisions about what technologies you should be implementing into your environment.

We help with the deployment of your chosen technologies and enable your on-site IT staff to deal with day-to-day issues. Any problems that are complex can be passed to us, we can then assist in resolution or if needed we can refer to our partners for assistance. We are constantly updating our skillset, so you don't have to.

- Active Directory, Azure Active Directory, and Identity Management
- Disaster Recovery and Backup Solutions (Veeam, Ahsay, Acronis, Rapid Recovery)
- Exchange (Hosted & On-premise)
- Hardware Assistance
- Server Virtualisation VMWare and Hyper-V (including clustered deployments)
- Network, Firewall and WAN Troubleshooting
- Managed Wireless Networks
- Remote Desktop Services
- Storage Area Networks (SANs)
- Windows, Linux and Unix Servers
- SQL Server (Clustering, Mirroring, Transaction Log Shipping)
- Telephony from Gamma, Teams Direct Routing and 8x8

Call ASL on **0345 862 0350** to discuss the benefits of IT Support Services in more detail.

[sales@aware-soft.com](mailto:sales@aware-soft.com)

[aware-soft.com](http://aware-soft.com)



Certificate Number 15167  
ISO 9001, ISO 27001



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## ASL proactive support services

We provide extended support for business-critical issues which can be easily scaled, according to your business priorities. Our service delivery is aligned to your business' needs.

- PRTG Network Monitoring (essential 24/7 IT monitoring)
- Social engineering attacks (protecting users from social threats)
- Cyber security solutions (Email, Training, Vulnerability Scanning and Endpoint Protection)
- Extended support services (out of hours or ad-hoc)
- Awareness Management System (AMS) (detailed asset management & reporting)

## How much does this service cost?

Every business is unique. We are confident that we can provide you with a competitive quote. Speak with one of our team to find the right level of IT support for your business.

Dedicated IT professionals, focused on delivering IT support services

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AWARENESS  
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