



## **IT MAINTENANCE AND SUPPORT MADE EASY**

By Maria Ioannidou – Office Manager

Why trouble your head with IT worries, leave it to the experts. We, at IBSCY LTD, can cover your company's needs.

A proactive IT process uses constant monitoring, analysis, and feedback to identify IT issues before they become major issues. IT collaborates with the organization to understand and protect the needs and priorities of your departments. In a proactive environment, information technology is always ready to fight a fire whether it concerns IT Security or hardware issues. However, fires are now smaller and less common, and the risk of any significant cybersecurity loss or a hardware disaster is mitigated.

IBSCY LTD is your one-stop technology company for IT maintenance and support, with all the necessary procedures and processes in place as well as our experienced support staff assisting several customers in Cyprus and across Europe. Our IT maintenance services include software and hardware maintenance, such as computer and server maintenance.

IT maintenance can be provided in a variety of plans. You can select any of our IT maintenance plans based on your company's needs, or we can create a customized one upon request. You can buy a few hours per month or even hire a dedicated IT support person to come to your office several hours and/or days per week. You can even select a plan that is available 24 hours a day, seven days a week. We can devise a strategy together.

We offer four types of maintenance agreements:

### **BRONZE PREPAID**

This is a prepaid scheme that enables you to choose a fixed amount of support hours with a minimum of 20 hours per year, during Cyprus business hours (08:30-13:00, 14:30-18:00), Monday to Friday excluding public holidays. For every call or visit, 1 hour is removed from the plan and after the first hour, 15-minute increments are removed accordingly. You just contact our support team through email, phone, or our ticketing system, and we will handle the rest. By signing a maintenance and a non-disclosure agreement with us, you make sure that when you need help our engineers will assist you as soon as possible. The Bronze



scheme ensures committed response times through an SLA. However, as this is an operational maintenance and support plan, no change requests are included. The bronze scheme is specifically designed for companies with existing IT departments that might need additional infrastructure support.

### **SILVER UNLIMITED**

This is a scheme with unlimited maintenance and operational support hours during Cyprus business hours (08:30-13:00, 14:30-18:00), Monday to Friday excluding public holidays. You just contact our support team through email, phone, or our ticketing system, and we will handle the rest. By signing a maintenance and a non-disclosure agreement with us, you make sure that when you need help our engineers will assist you as soon as possible. The Silver scheme ensures committed response times through an SLA. Change requests are not included. The Silver scheme is suitable for companies operating in Cyprus without an internal IT department, with users working ONLY during the aforementioned hours.

### **PLATINUM UNLIMITED**

This scheme includes everything in the gold scheme, as well as maintenance and operational support on a 24/7/365 basis (24 hours a day, 365 days a year). The Platinum scheme is suited for companies that are located around the globe and need 24/7 support. For those businesses that cannot afford downtime during the night or during weekends, this scheme can be proven to be a lifesaver.

### **GOLD UNLIMITED**

This scheme includes everything in the silver scheme, as well as maintenance and operational support during the following hours/days: (08:30-19:00), Monday to Friday including Cyprus public holidays (except 01/01 and 25-26/12, and weekends). The Gold scheme is ideal for companies operating with a difference of approximately 2 hours from Cyprus' time zone since most of their operating hours are included in this scheme. Additionally, 2 onsite visits for pro-active support purposes during the year are also included.



## PROCESS

The procedure with any following plan is simple, we prepare our detailed `Maintenance Agreement` for you, and you just review and sign, then you only must e-mail or call our support team and we take it from there. Easy and simple!

## CONCLUSION

At the end of the day A TRUSTED IT COMPANY can offer assistance to your company to the best. As one of the leading IT companies in Cyprus, we provide the best solutions for your business starting with the necessary Technology Audit to examine and evaluate your organization's information technology infrastructure and operations. Accordingly, our experienced technology advisors in Cyprus will recommend the best IT solutions for your organization.

Share with us your considerations and we will find the solution for you.



Maria Ioannidou is one of the first office administrator employees of IBSCY LTD, employed back in May of 2014. She is the head of office administration team responsible for all the daily tasks of the company including invoicing, collections, recurring fees organization, strategic reporting and payments monitoring. Currently, she is using MS apps daily and the above article was written based on her personal experience.