

The need for enhanced IT support

Technology innovations put pressure on people and IT departments to modernise infrastructures, stay compliant, commercially agile and remain available at times of critical disruption.

In this context, IT management becomes a critical part of effective business operations, uncovering significant gaps in skills and resources businesses are confronted with.

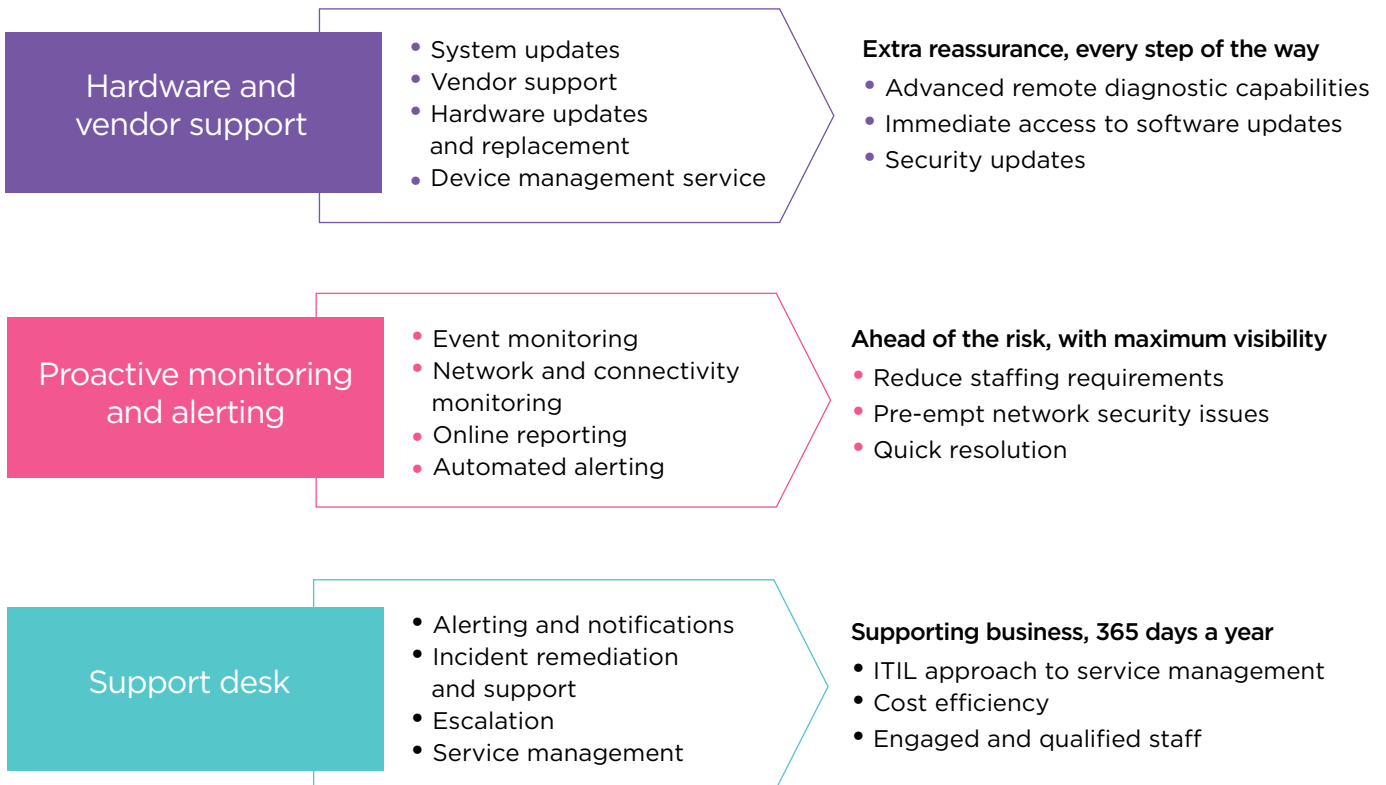
What is VCG Care, what does it solve?

VCG Care is a Managed IT Support service, giving you the ability to support complex software and hardware from multiple vendors, while staying on top of security requirements with comprehensive tools for diagnosis, incident resolution and software upgrades.

Bundle as much or as little as your business needs to support network and connectivity infrastructure, as a managed service.



Features and benefits



Why VCG Care?

Efficiency and optimisation of your business and IT Support function:

Increased expertise, improved IT operations	Empower your business to focus on innovation, while leaving IT Support with a certified team of professionals.
Enhanced network and business security	Increase control and visibility of vulnerabilities with proactive network monitoring and alerting for connectivity and enterprise networks.
Commercial agility	Optimise costs across IT operations and get more value from internal teams and service providers; flexible commercial packages for bundles that fit your needs.
Trusted advisor and end-to-end partner	We are known for the technical capability and certified teams able to advise on your critical business and technology needs

Services	VCG Care	VCG Care Plus +
24-hour monitoring & alerting	✓	✓
24-hour Service Desk	✓	✓
Customer Portal	✓	✓
Vendor Management (Hardware Break-fix & Technical Support)	✓	✓
Automated Reports	✓	✓
Configuration support and changes		✓
Release Management (software updates & critical patches)		✓
Service Delivery (customer reporting and technical reviews)		✓

Shaping your **NEXT** technology and IT journey

VCG is a managed service provider supporting businesses in their technology and business transformation journey.

Our suite of solutions is designed to leverage technical capability and help organisations build more resilience, protect data and networks and future proof the hybrid workplace.

VCG's highly experienced IT teams are at your disposal 24/7, taking responsibility for as little or as much of your infrastructure and operations as required, helping your business shape your next technology and transformation journey.

Start today

email sales@vcg.group

call +44 (0)161 406 1820

visit vcg.group

