

IT support service options

Stickman Technology offer two basic types of IT support service to small and medium sized business.

However, we understand that all businesses have their own individual needs, so we are always able to customise our solutions around these basic frameworks to come up with a package which is best suited to your company, and the level of assistance you require.



ad-hoc support

A simple option for businesses in need of occasional support assistance, or specific managed projects: ad-hoc support hours.

We will provide qualified engineers to solve problems or assist with IT projects, for which we charge a standard hourly rate for our time. There is no further commitment for you, and we can provide estimates in advance of how long a particular job will take.

However, using this approach, we can only provide 'best-effort' response times. We will always do our best to respond to serious problems as quickly as possible, but we make no contractual guarantees to be available within a particular time-frame. Businesses who require a set response time or Service Level Agreement should consider our Contract Services.

contract services

For businesses who need more robust IT support and all problems resolved within a specific time-frame, we offer contract support for fixed monthly or annual fees. We will work with you to specify the service level agreement you require (usually a two hour response over the phone and next-day on-site, but this is completely flexible) and we can monitor our performance against these set levels.

We can take telephone support calls from end-users or system administrators, solve problems over the phone, using remote access and on-site visits when needed.

Additionally we can remotely monitor your server and network performance, check daily backups and troubleshoot problems before you even know about them, making your IT environment totally trouble-free!

“ We are delighted with the service and support that Stickman Technology provide. They cannot be faulted for professionalism, commitment and speed of response. It is a credit to Adam and his team that we think of them as an in-house resource rather than a contract provider. ”

*Mark Vincent, Partner
Claisse St Vincent*