

technical and on-call support services

In addition to our regular IT support services, we offer computer support solutions for remote and prestige computer hardware and software which would normally be difficult to encompass within a standard IT department.

Olay's Beauty Imaging System is available in Boots stores nationwide. Each unit uses an advanced, high-resolution digital camera, with customised software to analyse specific skin features, such as age spots, texture and pores.

Stickman Technology provide technical support for these specialist units, including the following services:

- taking calls direct from the stores on a special support number, diagnosing issues over the telephone and keeping all units running to a professional standard with minimal downtime in line with SLA.
- organising store visits where necessary to replace or repair hardware or fix more complex issues.
- maintaining a call logging system to help identify and reduce recurring issues, and track usage of the units.
- testing new software versions and coordinating upgrades and training plans for the consultants.
- assisting to extend and develop this successful technology for world-wide use.

Stickman Technology continues to support computer installations and in-store technology for many other market leading brands and organisations including Pantene, SK-II, Vidal Sassoon and Clairol.

contact us

Please contact us for more information about our IT Services and how we can help your business:

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Stickman Technology can provide IT support for all sizes of business, either standard desktop and server support for offices, or more specialised services for remote or prestige installations. ”