

ARC Systems Stresses the Importance of Proactive IT Support

The Essex-based IT company advises businesses to consider a more proactive network maintenance contract for extra reassurance.

September 27, 2013 (FPRC) -- Thousands of companies across the UK are employing the services of an external IT company to manage their IT issues – but have these firms really explored the best package option for their needs?

Representatives from ARC Systems have been keen to stress to businesses the importance of instructing their chosen IT company to take a proactive approach towards IT support in order to catch small issues before they escalate into large-scale problems.

Proactive IT solutions are designed to provide the same level of support to a client as they would expect to receive from their own in-house IT department. A proactive service focuses on monitoring the network 24/7 to deal with issues as and when they arise.

Steve Holloway, Contracts Manager at ARC Systems, explains the key benefits of being proactive rather than reactive when it comes to IT.

“Many companies will only draw upon the services of their IT company when a problem has come to light and is affecting the day-to-day running of their company. However, it can be much more cost-effective in the long run to employ an engineer to monitor the system and deal with problems as and when they occur, either remotely or during scheduled onsite visits,” he explains. “This approach reduces downtime and ensures that issues can be identified and handled much faster, ensuring productivity is not dramatically affected by technical errors and everything is up and running in the shortest time possible.

“Research shows that regular maintenance as a result of a proactive approach has been proven to reduce the amount of support calls our customers need to make by up to 80%, saving these businesses a great deal of time and money and reassuring them that everything is in hand.”

To learn more about ARC’s proactive IT support packages, please visit the website or contact the team directly on 01268 288 100.

ARC Systems offers a wide range of IT support services to Basildon and throughout Essex. The company specialises in project management and network support and provides a number of competitively-priced outsourcing packages that are perfect for budget-conscious SMEs in the local area. For quotes and more information, please visit the company’s website.

Contact Information

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