

Boldfield and IT support

- the secret power behind your business

You rely on IT to keep your business running every day but what happens if it goes wrong? Are you getting the right support? We offer comprehensive, rock-solid support that keeps you up and running.

5 pillars of support for you

Good old-fashioned advice:

- We know what we're doing and we look after many businesses with issues similar to yours. We ask you what you want to achieve, we listen to your answers and then we help you put together the system you need to succeed. We **GUARANTEE** that we will never sell you anything you don't need. That's a **PROMISE**.

Pro-active support:

- Our system monitors your servers constantly to give immediate reports of changes so we can fix issues BEFORE they cause a problem or you are even aware of it!
- We take it upon ourselves to make sure your IT works properly and if something does go wrong, we're on to it right away. This means your people don't get distracted and stressed grappling with IT issues and that's less downtime for your business.

Telephone support:

- We will always answer the phone. Our technical people are friendly and helpful. We don't block you out with call centres or answering services and you can speak to the same person each time – no more starting all over again with a new person. What's more we **GUARANTEE** you will talk to a technician within an hour of your call.

Smart solutions for smarter Business.

Cambridge

Boldfield Ltd

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01223 852 660

London

Boldfield Ltd

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Peterborough

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boldfield
computing

boldfield.com



Business
Partner



Developer

Microsoft
Small Business
Specialist

On-line support:

- Just call us and we'll log in to your PC online to take control. We can fix many issues while you watch, or even better while you make yourself a cup of tea.
- You get your problem solved quickly, you don't have to settle for just reporting it.
- This is included in your fees – no longer will you have to wonder how many pence a minute you're being charged to hang on the line to a call-centre.

On-site support:

- Unlike many other IT companies, we don't charge extra for on-site time for support. It's all included because we are your IT department and if you need us there, that's just fine. We'll be with you when needed within hours.

All our support packages are covered by a Service Level Agreement. All our technicians are experienced, trained and certified and they all talk in jargon-free language while being friendly and helpful. We're accredited by all the major names in IT – Microsoft, Dell, HP, Symantec and many others. We're also a Sage Business Partner and Accredited Sage Developer.

As well as practical support on day-to-day issues, if you work with us, you'll get a partnership that will sustain and support your business success long into the future.

Call us today on 01223 852660 and find out what it feels like to be treated as a valued customer.

James, Commercial Director of Peterborough packaging company with 16 Staff.

“ We have been with Boldfield for over 14 years and they have continued to support us as we have grown and developed the company. They listen to us and help us plan forward. When we need help in a hurry we know we can rely on them. ”

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