

Managed IT Services

Managed IT Services for Small to Medium-Sized Businesses

AlphaScan offers complete IT management solutions that take the hassles out of managing and maintaining your critical IT systems. We'll customise a support plan that is tailored to your environment and meets and exceeds the specific needs for your technology management and support.

Remote monitoring / server and desktop management

We can be your complete IT solution supporting all your servers, network appliances and desktops. Your systems are monitored and supported both remotely and locally 24/7 and problems are fixed before they can present a problem.

Server and Desktop Management

We proactively update, back up, and manage all your computers and servers remotely. Every aspect of your network is monitored and issues can be spotted and fixed before they can cause any type of problem. You can rest assured knowing your vital data and IT systems are being monitored and protected 24/7 from our dedicated Centers for Excellence.

Phone Support

Get live support via telephone or through the Internet 24 hours a day, 7 days a week. You can speak to an AlphaScan employee if you have a problem. We can fix most problems remotely, so that you can be back up and running without having to wait for a technician to come to your office. We can help with server, desktop and network issues. Have an urgent problem? Call (023) 8025 3008 to speak with someone right away.

Onsite Support and Emergency Response

We provide regularly scheduled visits from AlphaScan field engineers to perform routine service and optimisation of IT infrastructure. We can also provide emergency visits for unforeseen failures, troubleshooting and repairs. Call or use our contact form to get the security your business needs.

Client Portal

At AlphaScan we make it easy for you to get in touch with us. Whether you want to schedule an onsite visit, submit and track a help ticket or view account information, you can do it all via your own online Client Portal. With this intuitive system, working with your dedicated AlphaScan team is easier than ever.

IT Strategy

There are a lot of technologies out there and a lot of ways to make your business run more smoothly and at a lower cost. We can help you build a strategy that puts these technologies to work for you. We provide strategic planning and help with emerging technologies. Request a strategy session today.