SPRINT
Convergence

For the fastest name in IT support and business phone systems.

> *"To my mind, the service Sprint provides is as good as you can get. I've always found its staff helpful and proactive, keeping me abreast of any new products and services, whilst not being pushy in anyway."*
>
> **Stephen Munn, Commodore Kitchens**

We're passionate about IT and offer years of experience designing, installing and supporting business networks throughout London and the South East. The concept of integration remains central to our identity, as we embrace the very latest in cloud computing, VoIP telephony and web development.

IT support from Sprint

► Your outsourced IT department

Technology has never played a more vital role in business. More than simply assuring a competitive advantage, the right IT solution can often mean the difference between success and failure.

At Sprint Convergence, we understand this challenge. We realise how vital email and user devices are to providing an efficient and professional service to your customers and we have the resources to manage and optimise your network performance.

An experienced, qualified team

Our highly qualified team is trained to Microsoft Professional standards. Boasting years of experience at all levels, we offer hassle-free support for all of your business systems as well as consultancy, strategic advice and training for your users.

It's our breadth of knowledge combined with our understanding of the small to medium-sized business sector that makes Sprint Convergence the perfect IT partner for your organisation.

Fast, proactive support

Our standard support response time is 4 hours and a critical response is within 2 hours. But whilst other IT support companies like to quote the percentage of calls answered within their agreed SLA, we prefer to concentrate on the fastest possible response to every call. At Sprint Convergence this currently stands at less than 2 hours.

Thanks to state-of-the-art support systems, you're only ever a few seconds away from remote interactive support with a Sprint engineer.

Keeping you ahead of the rest

IT and telecoms are fast-moving industry sectors. There is always something new on the horizon, which means it's easy for businesses to be left behind.

This is why the proactive account management enjoyed by Sprint customers can prove so vital. Our consultants are always looking out for new technologies that could benefit your business. We're continuously testing new products and ideas too, saving you the trouble of making expensive mistakes and ensuring you gain the very most from your investments.

Business network services

Business IT support

IT support is at the very heart of Sprint Convergence and our engineers work with a wide range of devices and operating systems – from network servers to desktop PCs, tablets, smartphones, Apple Macs and Linux-based systems.

- Cost-effective IT support
- All-inclusive support agreements – including new PC installations
- 24/7 Network and server monitoring
- Account management and regular IT reviews
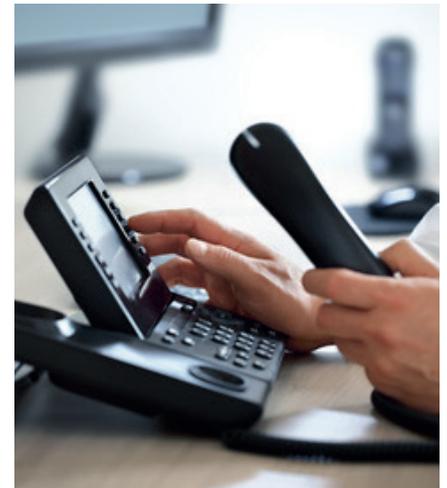- Server installations and office moves charged in addition

Our IT support contract with Sprint has been in place since they began as Omnisys many years ago and, although the company has greatly expanded in this time, the friendly, efficient attitude to service has always remained consistent."

Gary Staines, Avocet UK

Office phone systems

Office phone systems from Sprint are designed with your business in mind, always aiming to increase efficiency and productivity whilst lowering total cost of ownership.

- Hosted phone systems
- Leased line & circuits
- Least cost routing
- Mobile communications

Managing your business network

Sprint supplies and installs a wide range of hardware and software products from vendors including Dell, HP, Toshiba and Apple. We work predominantly with Microsoft operating systems and Office 365 software.

- Network infrastructure
- Cloud computing solutions
- On-premise and hosted email
- Microsoft Office 365
- Online backup and disaster recovery
- Managed firewalls
- Anti-virus and email security
- Business broadband and connectivity

Contact Us

Please get in contact to discuss your businesses IT support requirements.

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