

The difference with Castle's pro-active support service



Delivering a best practice Support service through an ITIL managed Servicedesk, with the availability of 24/7 support.



We only close a support incident when you are happy it is resolved, via a follow-up courtesy call.



Responding to 96% of incidents within one hour with a fully trained consultant, not a customer services adviser.



We have the technology to monitor the health of your servers and network remotely, every minute of every day.



Providing pro-active Account Management which includes regular KPI reports and improvement-led service reviews. We firmly believe that prevention is better than cure.



You are assigned a dedicated Technical Account Manager to manage your technical requirements and work as a trusted adviser, helping with strategic planning.



Our team can take secure 'remote control' of your servers and PCs to diagnose and resolve support issues instantly, without scheduling a site visit.



Castle internally utilises the systems we promote. So you can be sure that they are the best solution for you.



We utilise a proven PRINCE2 based project delivery methodology to ensure your expectations are met.