

## Effectively supporting your hospice from our central hub

Recognising that **hospices often consider location** when seeking IT support, we're committed to easing any concerns about our geographical location.

We stay committed to providing **swift and effective IT support** tailored to the needs of hospices, regardless of where you're based.

We recognise the critical nature of hospice care and the need for **uninterrupted IT**. Therefore, our service level agreement (SLA) ensures **rapid response times and reliable support** wherever you are.

## Reliable, proactive IT support

Hospice care is **indispensable**, offering crucial support to patients and families in their most challenging moments.

Similarly, reliable IT support plays a vital role in ensuring **seamless operations** within hospice environments. It's essential for maintaining critical systems, safeguarding patient records, and facilitating communication, underscoring the urgency of responsive IT services tailored to hospice needs.



**Ultimately improving patient care through modern technology**



## Why location doesn't matter for hospice IT support

### Specific P1 response process for hospices

Our streamlined P1 response process ensures urgent hospice issues are prioritised and that timely assistance is provided wherever you are.

### Swift response time regardless of location

Our Service Level Agreement guarantees swift hospice response times, regardless of location.

### Field-based engineers

Our skilled Field Engineers provide on-site support across many locations, ensuring minimal downtime.

### Remote real-time monitoring

Our monitoring platform delivers real-time insight into hospice IT systems, enabling proactive issue resolution from anywhere.

### Ticket reduction targets

By meeting ticket reduction targets, we boost IT performance and minimise hospice disruptions, regardless of location.

### Nationwide coverage

From Yorkshire to Portsmouth, our services span the UK, showcasing our comprehensive reach from our central hub.