

By outsourcing your I.T. to LuxTech, your business will have I.T. support at its fingertips. We offer much more than our competitors in the way of advice and assistance, both remotely and on-site. We are also partners with Networks First, who assist us in developing and delivering comprehensive coverage for our larger clients with enterprise networks.

Our I.T. support and maintenance offering includes ...

- Initial systems consultancy
- LAN audit – core networking, server and workstation analysis
- Security analysis
- Unlimited help-desk support
- Dedicated helpline
- Over 90% of problems solved remotely
- 2 hour* on-site technician
- Pro-Active network monitoring
- Reliable, comprehensive support at all times
- Large number of parts in-stock
- Complimentary hardware loan
- Day to day trouble-shooting
- Security updates
- Support across all systems - Microsoft, Apple and mobile/telephony
- I.T. policy, legal and regulations support
- I.T. consultancy

*Central London clients only

Network monitoring

We will constantly monitor your server and workstations to ensure that regular maintenance is carried out and your systems remain efficient. This involves examining:

- Server event logs
- Application logs
- Hardware metrics
- Security settings
- Application logs
- System updates/upgrades
- Software updates
- Security Patches

In addition, we can install predictive monitoring software for your servers and network devices (routers, switches, firewalls, hubs) that will keep a constant watch and notify us the minute our predetermined level is breached. This way, we can ensure that any problem is dealt with before you are even aware that it has occurred.

Data security

We maintain the highest standards in I.T. protection at all times and our team will constantly monitor your network to ensure that your systems are always secure. At LuxTech, we pride ourselves in giving our clients the same level of security as that expected by the world's largest corporations. Our ongoing work with large financial organisations has meant that our team are all highly skilled to detect security breaches in all instances and we ensure that the same focus is placed on all our clients, regardless of size.

We can provide comprehensive advice and support on the following security systems:

- Threat analysis
- Firewalls
- Virus and Spam protection
- ISP Security
- VPN Security
- Vulnerability testing
- Intrusion Detection Systems