

nowSupport Specialised, world-class support with a personal touch.

You probably wish your support provider was more responsive, more proactive (solving your little problems before they turn into big ones), and, delivered in a friendly, personal manner that makes you feel cared for.

nowSupport is a highly specialised Cisco hardware and software helpdesk support service, delivered with a personal touch.

Powered by a state of the art Network Operations Centre and staffed by Cisco-accredited engineers and technicians, nowSupport can support your business IT infrastructure on any SLA — whether that's next business day or 24/7/365.

nowSupport from Nowcomm:

- ✓ Offers a wide range of SLAs, from a NBD service to 24x7x365 - whatever you need, we have you covered.
- ✓ Provides rapid fault diagnosis and resolution from a team of highly-skilled network engineers.
- ✓ Ensures business restoration with our Cisco break-fix service, replacing your faulty hardware and applying the last known configuration backup, in as little as 4 hours
- ✓ Is backed by a widely accredited organisation, including Cisco's highest MSP certification (Cisco Gold Provider).



98.4%

Live satisfaction score

✓ Sourced by **simplesat**
March - August 2022



Diego Bosotti at Yamazaki Mazak UK Ltd

Great Professional support as always



Dylan Moss at Delta Academies Trust

Very fast response time, amazing service as always!



Dale Hopper at Redcar & Cleveland Borough Council

Many thanks Ryan, comms were excellent



Tom Mcsloy at B Braun Medical

Found the solution that we needed

	ESSENTIAL SUPPORT Hardware-only monthly support	ENHANCED SUPPORT Standard service desk support	PREMIUM SUPPORT Co-managed support
Service Onboarding	✓	✓	✓
Break/Fix Hardware Support	✓	✓	✓
Service Desk SLA	✗	8*5*4	24*7*4
MACDs per month	✗	✗	5
24/7 Infrastructure Monitoring	✗	✗	✓
UPGRADE OPTIONS	ESSENTIAL +	ENHANCED +	PREMIUM +
Service Desk SLA	8*5*NBD	10*5*4	24*7*4
Configuration Backups	✗	✓	✓
MACDs per month	✗	✗	10
Vulnerability Advisories	✗	✗	✓
Service Reports & Reviews	✗	✗	✓