



Caring for your Network

 trustco plc

Welcome

Welcome to Trustco

Trustco is recognised as one of the leading IT support services providers across the UK, Ireland and mainland Europe. Trustco provides a complete support solution supplying 24/7 maintenance, installation and integration support on a wide range of data systems.

As a support services provider Trustco understands the importance of customer requirements. Equipped with a strong technical and support team, Trustco is able to offer a competitive pricing model, a highly qualified technical team and an unrivalled level of service. Supporting industry leading vendors including Cisco, 3Com, Nortel, Juniper, IBM, HP and Extreme Networks means Trustco is vendor independent and is continually investing in training technical teams to the highest standards.

Trustco are constantly at the forefront of emerging technologies and offer reputable, flexible IT support services across areas that include IP Telephony, Networking & Comms, Wireless, Managed Services, Installation, Security, Network Health Checks, IT Disposal and Repair services. So whatever problems you experience, you can be sure Trustco is able to provide a suitable support remedy.

Already established across the UK and Ireland Trustco have more recently expanded into mainland Europe with dedicated resources located across various countries including Spain and Germany. This European coverage is providing a service for customers who require a dedicated IT support resource but still wish to retain a single point of contact across all their IT infrastructure.





“The support from Trustco was second to none and we would wholeheartedly recommend them.”

Our commitment to you

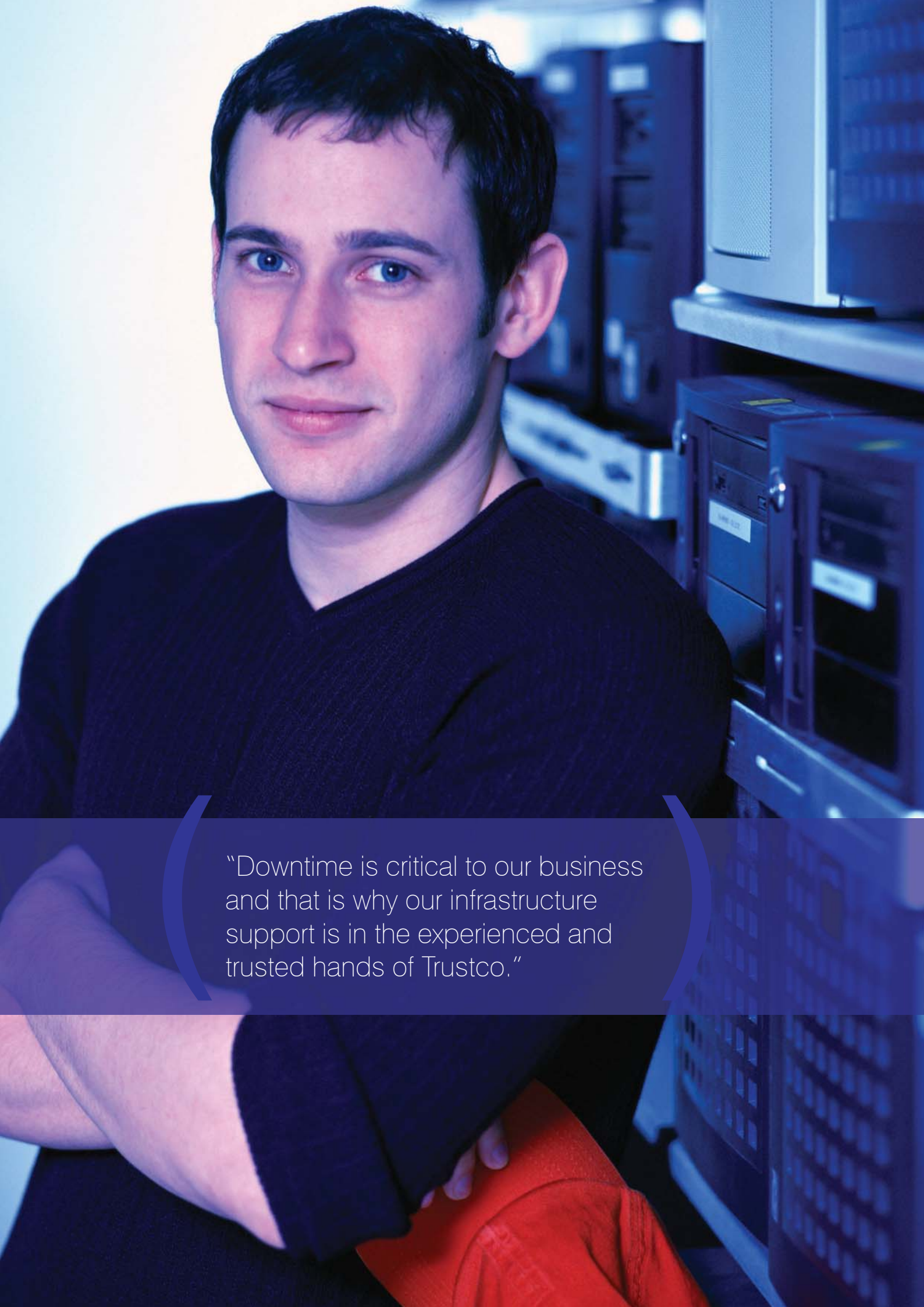
At Trustco we are committed to providing our customers with all the necessary tools to successfully promote their network infrastructure. Benefiting from years of IT support experience and most importantly listening to the needs of the client, Trustco are ideally positioned to assist all types of customers regardless the technology platform.

Even Customers that provide their own IT support services often need to call upon support companies such as Trustco from time to time to use their specialist technical skills, geographic coverage, short response times and spares resource.

Trustco takes great pride in assisting their customers and will go to great lengths in providing all the areas of support you would come to expect from a leading network services provider.

To completely understand our customers' support requirements, Trustco work closely with them to fully understand what they are trying to achieve. Due to our flexible and responsive approach, Trustco are able to listen to the needs of our customers and tailor a solution in a quick and efficient manner.

Building long term relationships with our customers is very important to Trustco as it gives them time to maximise the potential opportunity for both parties. More importantly, it allows the chance to utilise the vast technical knowledge and expertise that is constantly available once they become a valued Trustco customer.



“Downtime is critical to our business and that is why our infrastructure support is in the experienced and trusted hands of Trustco.”

Technical assurance

With an extensive number of experienced engineers all trained in maintaining and installing a wide range of networking equipment, Trustco's customers can be assured of receiving the support required to meet their continuously evolving demands.

As a network services provider, Trustco provides support across a wide range of vertical markets from finance, legal, construction, retail, government and leisure. Focused totally on the customer Trustco are able to deliver the latest resource, skills, insight and innovation to customers whatever their business.

Working closely with our customers enables Trustco to specifically cater for their IT support requirements. Industry accreditations and a competitive pricing model allow us to deliver enhanced support services without compromising on quality whilst providing our customers with a single point of contact.

Certified engineers

All Trustco engineers are periodically provided with training on all the leading vendors' products. Trustco's network of engineers are made up of Field Engineers, Network Engineers and Senior Consultants offering a wide range of skill sets to cater for a number of scenarios from a simple router install to a complex multi-site network audit.

Working around the clock

No matter which technology, vendor or location the Trustco Service Desk is always ready to process customers requests. This single point of contact approach provides you with a simple and efficient method of logging your call or email, making sure that all issues are resolved in a prompt and professional manner.

Equipment spares

Another fundamental element in the successful implementation of a support contract has to be a dedicated spares resource. In order to meet stringent SLAs, Trustco has access to a comprehensive network of spares warehouses so field engineers have the ability to respond quickly and effectively to any fault call or incident.

Location, location, location

The footprint of Trustco's engineers spans an area that includes the UK, Ireland and parts of mainland Europe. This is one of the main reasons why Trustco is able to accommodate very short SLAs and is recognised as the premier choice support company. Most IT support companies cannot provide the levels of geographic coverage that Trustco can and that is why more and more of them are looking towards trusted, reliable and experienced support providers such as Trustco.

Manchester to Milan

As businesses become increasingly global, we see new technologies playing a major factor in making the world a smaller place. The demands to provide network support across these technologies, not only on a national level, but across many continents, are becoming ever more present. This is why Trustco has installed a network of dedicated technical resources across UK, Ireland and mainland Europe.

The support infrastructure put in place across Europe by Trustco has opened up new opportunities. As long as a support requirement is within Europe, we can now provide pricing on maintenance, installation and other bespoke engineering projects, with the back office support still being provided by the Trustco Service Desk back in our HQ. A Service Delivery Manager provides a single point of contact and monitors compliance with the Service Level Agreement (SLA). Through Trustco's Service Desk, contracts can be managed, incidents raised and technical advice given irrespective of the location within Europe.

Trustco is able to scale their business very quickly in response to any demands from their customers. This approach has enabled Trustco to forge long lasting relationships, increase customer retention and provide dedicated resource. The high level of support Trustco can provide across Europe has resulted in discussions on addressing opportunities further afield in areas that include North America, Asia and Australia.



Support

Support infrastructure

Another major addition to the Trustco service portfolio is the ability to provide European cover for all our customers. Coupled with our UK, Ireland and mainland Europe coverage, Trustco now have one of the most extensive IT support packages available.

As companies are working in a WAN environment across geographic borders with regional offices, European support is becoming more and more relevant and it is important that we can support these requirements.

This move from Trustco illustrates our continuous development of the services we provide and is just one area where we have acted on customer demands.



“Trustco worked closely with us to understand our problem and provided us with a solution that immediately addressed our needs.”

Why partner

Why partner with Trustco?

Through partnering with Trustco you can be assured that you will be receiving the very best in IT support services. As a network services provider Trustco are committed on working with you and realise the value of that relationship.

With significant investment in a purpose built Network Operations Centre, Trustco are able to provide a 24/7 Service Desk facility to all our customers. From here we can proactively monitor networks in real-time, provide technical assistance, process fault calls and provide a 'single point of contact' for all our service contracts.

As well as in the UK and Ireland, Trustco also provide the same high levels of support across mainland Europe. This is once again evidence of how Trustco has reacted positively to the needs of customers who require multi-vendor support services across multi-site locations throughout Europe.

We have built our business around the needs of our customers, constantly reviewing our service portfolio and ensuring we continue to meet and exceed the requirements outlined by the customer.

It is no coincidence that a major factor in Trustco's success has been the support received from all our customers. We understand the importance of this support and work very hard in maintaining customer confidence, loyalty and satisfaction and believe this is why Trustco is continuing to become the number one choice for organisations when looking to outsource their IT support services.



Contact us today to find out how Trustco can add real value to your business.

Tel: +44 (0) 844 880 1999
Email: sales@trustco.co.uk
www.trustco.co.uk

“Exceeding YOUR expectations.”

Trustco plc
12 Riverside Business Centre
Brighton Road
Shoreham by Sea
West Sussex
BN43 6RE

Tel: +44 (0) 844 880 1999
Fax: +44 (0) 844 376 7888

sales@trustco.co.uk

www.trustco.co.uk