



# 90 second service overview

Trustco is a support organisation specialising in end to end IT services across the UK and Ireland. All our services are split into 2 key areas, 'IT Support Services' and 'Advanced Technology Services.' Our services portfolio is designed with our customers in mind, providing a flexible and efficient service.



## IT Support Services

Maintenance	Trustco currently supports over 9000 live hardware maintenance contracts across the UK & Ireland. We provide multi-vendor hardware support across comms, and server and desktop technologies.
Installation	Trustco support engineers are trained and certified by market leading hardware vendors. Our engineers provide a full network installation service, diagnosing and implementing hardware and software issues across the UK and Ireland.
Service Desk	The Trustco Service Desk provides a 24/7, single point of contact for all our customers. Customers can log all fault calls and place technical queries through the Service Desk in the knowledge that it will be dealt with promptly and efficiently from one of our technical support specialists.
Monitoring Services	Trustco delivers a remote network monitoring solution which allows our team of technical experts to monitor our customers' networks remotely in a safe and secure environment 24/7. We monitor a wide range of complex networks and quickly alert customers of potential problems before they have a significant impact on a business.
Pre-sales Support	Pre-sales offers support across a wide range of deliverables from Senior Engineering Consultancy, Network Design and Configurations to Project Management. ITIL based service design encompassing architecture and service management are also provided.
IT Disposal	Trustco IT Disposal services guarantee that all sensitive or secure items, such as hard drives, are disposed of in accordance with the Government's WEEE directive.



## Advanced Technology Services

Voice & Unified Communications	Trustco have experience that reaches across many vendors, products and technologies which in turn ensures businesses receive independent advice that has their best interests in mind both commercially and technologically.
Security	Trustco has a team of security specialists to assist customers across a broad spectrum of network security. These may include firewalls, VPN access, router & switch security and endpoint security all of which require the same high level of technical expertise and industry knowledge.
Wireless	Trustco pride themselves on their wireless LAN security testing and wireless LAN health checks which provide customers with elements such as penetration testing and performance analysis. These areas coupled with the wireless LAN installation and commissioning services ensure all customers can be confident that no stone is left unturned when setting up a wireless network.
Server & Desktop	We provide support and maintenance across legacy, current and emerging products and technologies which all form a substantial part of Trustco support base today. Wintel through to enterprise such as low end Proliants to high end Sun and storage equipment are all supported and maintained.
Routing & Switching	Trustco will assist you in making sure your routing and switching networks remain optimised to support your business objectives. We share our technical knowledge and leading operational practices.

## Supported Vendors



For more information please contact us today:

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[www.trustco.co.uk](http://www.trustco.co.uk)