

just a phone call away



IT service centre

We like to keep our IT under control -
How about you?

Wirespeed offers a proactive, flexible service centre that enables customers to have a trouble-free experience not only with hardware equipment and applications but also personal training and professional resource recruitment - ensuring that your organisation stays up and running.

Instant Support Services

Our experience in supporting the small, medium and corporate workplace has made us recognise the array of challenges that organisations face with IT and the copious ways of approaching the support of their Infrastructure. In response to varying conditions, we have developed an extremely flexible range of support services.

Our support packages deliver a high level of systems availability, improving operational efficiency whilst minimising the impact of infrastructure failures. These include proactive monitoring and management services, delivery

Bespoke Training Solutions

Wirespeed's training services offer solutions to companies who need bespoke training or training programmes.

Should the need arise from a Wirespeed aided project or from an independent desire to increase the knowledge and efficiency of IT end-users, Wirespeed provides 'best in class' training and knowledge transfer. All solutions are highly business objective focused and provide the right learning in the right place at the right time.

Technology Training

A professionally implemented IT solution will ensure users are empowered to take full advantage of the system; for this exact reason, training packages on all new deployments are highly recommended.

Our trainers will review and understand the functionality of the new system and take onboard all business needs and processes,

Managed Learning

With our Managed Learning Programmes, you use Wirespeed as a single point of contact to select, source, advise and supervise IT related training.

Professional Resource Recruitment

Wirespeed is able to support your recruitment needs no matter how long or short the requirement. Our cover program is designed to fulfil short term gaps in our customer's workforce within the areas of IT support and management. Through utilising our own professionally vetted supply workforce this enables you to guarantee service level commitments during times of staff shortage.

Resource Sourcing

In addition to our extensive supply workforce we utilise a variety of mediums to attract candidates with the exact skills sets required including media and internet advertising,



of ongoing field support, provision of onsite/offsite helpdesks and presenting customers with a single point of contact.

Key Benefits

Effective resolution of support incidents at first point of contact and complete management through on-site and off-site channels

Maximum availability of the existing infrastructure by addressing problems before they can reduce end users' productivity

Improved service levels and business perception of IT functionality

Scalable support that adjusts to specific needs thereby offering the correct service level and ensuring maximum Return-on-Investment

Expertise in diverse technologies and environments provided through team experience in Microsoft, Nortel Networks, Cisco Systems, Foundry Networks and UNIX

Ability to identify weakness in infrastructure and recommend paths to obtain maximum benefit, realistically

Enabler for capacity planning through constant pro-active trend analysis

i.e. the expected business outcomes as a result of the new system. Training is typically conducted in two phases:

Phase one takes place in our Technology Lab prior to the "go-live" day. Groups will be instructed and have the opportunity to familiarise themselves with new technologies in an active-learning environment. This is an enabler for go-live efficiency, whereby users will take advantage of the system to its full potential from the first instance.

Phase two is conducted at your premises in parallel with the system(s) going live. Expert floor-walking engineers will be available to answer any queries on the new technologies as they arise.

private databases, professional user groups and existing contacts.

Resource Expertise

Through working with our customers and utilising our in-house technology Labs we are able to provide further candidate screening through technical tests. All supply staff and potential candidates are given the opportunity to develop their skills by taking advantage of Wirespeed Technology Workshops. This enables us to keep track of individual's expertise and thus reciprocate their proficiency onto our customers.

“ Wirespeed provides 'best in class' training and knowledge transfer.”