



CRITICAL
TECHNOLOGY SERVICES



Services



Solutions



Support

WHAT WE OFFER

Onsite Maintenance & Managed Services

Uptime of IT Infrastructure & Workstations are Critical to the productivity and success of any company.

Leverage our Level 3 engineers and Worldwide technicians to service your infrastructure and End Users

Immediate Level-3 Support

Our support model eliminates wasted time by connecting to a Level 3 engineer within 1 minute. Our Support Sherpas (as we call them) understand every issue is unique and are trained to solve problems, not read call scripts. Your Sherpa will maintain constant communication and stay with you until ticket closure.

Server + Network + Storage

We will customize a Support Plan with 24x7x4hr Onsite Support, 8x5xNBD (Next Business Day) & Onsite Spares SLA's. Our Support Specialist will consult with you to identify which hardware to keep under OEM support & which to transfer to Critical Technology Services.

Workstation Managed Services

The Remote Workforce is growing, and their needs are expanding.

Our Level 3 engineers can solve most issues via a remote session, but when a physical repair or replacement is required, let our global engineers go onsite to deliver our white-glove support service.

Visit critical-technology.com

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