

## Support

Our dedicated service desk is at your disposal 24 hours a day, offering national and international support. Skilled engineers provide immediate technical support ensuring as little downtime as possible for your business. Onsite support to help you when you need it.

IT infrastructure requires regular maintenance to run smoothly and efficiently. Datamerge offer a range of support and maintenance services to ensure the integrity of your hardware and timely support for your IT and Telecommunications network. Regular maintenance of hardware and software reduces the vulnerability and risk of damage to your company's resources, helps protect equipment and software, avoid errors, and can assist in identifying problems before they develop .

Datamerge provides end to end service and support for your Data and Voice Networks. No matter what type of business you have, the Datamerge Service Desk is available to you.

The Datamerge Service Desk is staffed by friendly, qualified and experienced IT professionals. We resolve over 85% of issues over the phone. Occasionally Datamerge will not be able to rectify the problem over the telephone or via remote access. In this case one of our Network Engineers will make an on-site visit.

- Onsite installation, configuration and end-user training for your IT and IP Telephony systems
- Ongoing support with a single point of accountability for your communication needs
- Professional helpdesk to provide you with end to end support for problem resolution
- Calls can be directed to the appropriate area without human intervention.
- 24x7 support frees you to do what you do best.
- Continuity of business operations: Reduced downtime in case of a system fault.
- Investment protection: Rapid investigation, isolation and problem resolution.

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When problems occur, help is close at hand

Technical Service

OR

[technical@datamerge.com.au](mailto:technical@datamerge.com.au)