



Russell Cook, MD of SIRE Technology*

SIRE responds to the 24/7, 'always on', nature of business with enhancements to its out of hours support services

- **New support contact number - Tel 01344 567030**
- **ITIL* compliant service desk**

SIRE Technology, a provider of cloud based infrastructure and business continuity solutions, has announced an upgrade of its out of hours technical support services. The new, enhanced service will be available to both new and existing customers and will give them peace of mind as many business find themselves increasingly operating outside of the traditional, Monday to Friday, 9am - 5pm office hours.

Russell Cook, managing director at SIRE, explains; "We are all aware of the rapid changes that have taken place in how and when we contact businesses or they contact us, and these changes are visible across both the B2B (business to business) and B2C (business to consumer) sectors. The expectation of being able to deliver a round the clock response means that businesses need to have a robust support programme. This response needs to be able to alleviate unexpected problems at the earliest opportunity so that they won't have a long term impact on either the efficiency or reputation of the company." He continued; The new measures that we are putting in place strengthen our existing offering with significant investments being made in the levels of technical knowledge available and the speed of our response."

In addition the company is also upgrading its service desk software to ensure that it is ITIL compliant, which will make the entire process far more responsive to the customers' needs and enable a more interactive approach to problem logging and management as it incorporates a web portal that gives the customer visibility of

system status and progress of change requests. The new, fully integrated scheme is in the final stages of planning and will go live at the end of November. Customers will be able to access it by calling a new dedicated number; 01344 567030.

A base level of out of hours support is offered as standard by SIRE, but companies wanting the reassurance of this new offering will be able to stipulate their minimum needs as part of the new support scheme.

Background

Background

With over twenty years experience, SIRE is an established and award winning provider of Cloud technologies, systems and processes. These often innovative business continuity systems and processes make a real difference to the operations of their customer organisations. Using IBMs Spectrum Project (formerly TSM) and its own software, Reviver, SIRE enables its customers to focus on their core activity whilst SIRE manages their infrastructure. By using a combination of the latest Cloud computing techniques and virtualisation, SIRE provides organisations with a reliable, flexible and financially viable IT infrastructure coupled with a robust Business Continuity Plan, that is scalable and future proof.

For more information on SIRE, its products and services visit www.sire.co.uk or take a look at the You Tube channel:

https://www.youtube.com/channel/UCRBiiVFxt__peekrjGN6hw

- END-

* ITIL is an internationally recognised a set of practices for IT Service Management that focuses on aligning IT services with the needs of business. It describes processes, procedures, tasks, and checklists which are not organisation-specific, but which can be applied by any organisation. It allows the company to establish a baseline from which it can plan, implement, and measure and is used to demonstrate compliance and to measure improvement.

For business enquiries please contact:

Russell Cook Tel +44 (0)1344 758700

Email: rcook@sire.co.uk

www.sire.co.uk

For media enquiries please contact: Avril Chaffey, PR Consultant

Tel : +44 (0) 1488 608898

Tel: + 44 (0)7765 343565

Email: avril@avrilchaffeypr.co.uk

If you no longer wish to receive news and information from SIRE Technology please email avril@avrilchaffeypr.co.uk and your details will be removed from our distribution list.