

# Enhanced Sophos Support

Ensuring NHS organisations maximise their Sophos investments through quality support that won't break the bank

ITHealth solely serves the NHS, so we understand that support needs to be comprehensive and aligned to the individual needs of each NHS organisation. We know that it must be reliable, cost-effective, and easily and consistently available throughout the duration of any Sophos contract. Our knowledge and experience of NHS IT infrastructures and strength of partnership with Sophos makes us best placed to support, monitor, upgrade, and configure to best practice any Sophos security product. Our aim is to ensure that Sophos security systems are optimally maintained with minimal cost and fuss, yet with maximum benefit.

## Our enhanced support package includes:

### Unlimited support calls to the ITHealth Service Desk

ITHealth don't operate a big call centre - our team is 100% UK based and all support is provided in-house, so your call will get passed swiftly to one of our Sophos accredited technicians – omitting any lengthy call wait times. The support desk typically operates 9:00am to 5:30pm, though it can be made available outside of office hours. This service gives you the freedom to call however often required to ensure your support issues and questions will be dealt with quickly and effectively.

### Access to technicians with in-depth knowledge of NHS IT infrastructures

ITHealth works solely with NHS organisations and has done for over 30 years; our accredited technicians have an unrivalled knowledge of NHS IT issues, systems, and network set-ups. This knowledge and experience enables our technicians to address even the most complex challenges and ensure that any support issue is dealt with swiftly and with genuine understanding.

## Highlights

- ▶ Unlimited support calls to the ITHealth Service Desk
- ▶ Access to Sophos accredited technicians who have unrivalled knowledge and experience of NHS IT infrastructures and systems
- ▶ Minimum of one on-site consultation visit, plus free healthcheck at the start of any support contract
- ▶ ITHealth are accredited to the highest level of partnership with Sophos – Platinum Partner level
- ▶ Benefit from ITHealth's direct line to Sophos' 3rd line support



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We value our relationship with ITHealth. They have an unrivalled understanding of NHS IT infrastructures and challenges and we trust the advice and support they continue to offer.”

DANIEL WOODRUFFE

Former Chief Information Officer, East London NHS Foundation Trust

### **Remote support, including HSCN connection**

ITHealth's Sophos accredited technicians can connect with you anytime from anywhere - whenever you require. We have a range of tools at our disposal, including HSCN connection, which enable swift and secure remote connectivity to your systems, meaning IT issues and support needs can be dealt with quickly and effectively.

### **On-site consultation and free healthcheck**

Our Enhanced Support Package typically includes a healthcheck at the very start of the support contract, as well as at least one additional day where an ITHealth technical consultant physically visits your site so you can benefit from our face-to-face services. How you choose to use the 'on-site' time is entirely up to you - whether it be to perform systematic upgrades, run another in-depth healthcheck to ensure optimum operation and configuration, or to provide training to help you become Sophos system experts, your ITHealth technical consultant will ensure they cater to your individual needs.

### **ITHealth is Sophos Platinum Partner accredited**

'Platinum' partner status is the highest level of partner accreditation achievable with Sophos. ITHealth's Platinum partner status demonstrates the strength of strategic partnership between ITHealth and Sophos, as well as ITHealth's commitment and expertise to Sophos and their solutions. It proves ITHealth's in-depth knowledge of Sophos' comprehensive product set, including the service capabilities that ITHealth offers around this. Along with ITHealth being named Sophos' 'UKI Healthcare Partner of the Year' for five consecutive years (2017 - 2021), it demonstrates ITHealth's commitment to driving excellence in cyber security in the NHS marketplace and enables you to have total confidence in choosing ITHealth to support your Sophos investment.

### **Benefit from ITHealth's direct line to Sophos' 3rd line support**

Another benefit of being a Sophos Platinum Partner is that it provides us with a direct line to Sophos' 3rd line support. So, on the rare occasion that we are unable to handle your query directly and need to consult Sophos, we are able to bypass the typical call hierarchy that an average customer might experience allowing us to give more complex issues the immediate attention they require so they can be resolved promptly.

## **To learn more about ITHealth's Enhanced Sophos Support**

Call us: 0115 987 6339

Email us: [info@ithealth.co.uk](mailto:info@ithealth.co.uk)

Visit us: [www.ithealth.co.uk](http://www.ithealth.co.uk)

### **About ITHealth**

ITHealth provide NHS organisations with proven and trusted IT security and access management solutions. Whether it's providing fast, reliable, and secure access for NHS mobile workers, or finding effective ways to reduce threats while improving productivity and clinical workflows, ITHealth's cost-effective solutions mean NHS systems and data are always secure, easy to access, and simple to manage.