



Managed Services

acoraNight

Dedicated out-of-hours IT service to enhance business continuity



acoraNight operates like your trusted day time IT service, but at night. It is a cost effective alternative to providing and paying for your own night time cover. Sleep easy, safe in the knowledge that customers and business critical systems are fully supported at all times.

Challenges

As businesses grow and perhaps start to operate internationally across different time zones, demands on IT support will also grow, to ensure that business systems are available and supported every minute of the day.

Increased demand from users for an 'anywhere, anytime, any device' service also adds to the pressure for IT to deliver a full 24/7 service.

How Acora completes your IT service

With our 24/7/365 IT support, we provide critical support when you need it, out of our two UK-based office locations. Your team can focus on providing support during core hours, and we can take over at night and at the weekends. This will reduce the need for your team to be on call to work unsociable hours. In addition we can also carry out patching and monitoring out of hours too to save you having to.

Benefits

- Peace of mind knowing that your IT infrastructure is in good hands
- Seamless integration with your in-house service desk model
- Increased productivity & customer satisfaction
- Minimise business disruption and downtime



24/7

2 UK-based operation centres



10k

Service tickets processed per month



100+

Service desk professionals



15k+

Users supported globally



How Acora supports your night time operation

	Client internal team	Acora out of hours team	Optional out of hours	Mon	Tue	Wed	Thu	Fri	Sat	Sun
End users 07:00 to 19:00	█	█	█	█	█	█	█	█	█	█
End users 19:00 to 07:00	█	█	█	█	█	█	█	█	█	█
Platform 07:00 to 19:00	█	█	█	█	█	█	█	█	█	█
Platform 19:00 to 07:00	█	█	█	█	█	█	█	█	█	█

7 dedicated staff working 7 days a week between 7am – 7pm

Our “dual-site” dedicated support teams provide a “round-the-clock” service. So when your team clocks off at the end of the day, the service seamlessly switches over to our qualified and experienced service professionals. They act as your customers’ first point of call, whatever the time and wherever they are in the world.

We will even manage your escalations back to internal or 3rd party resolver groups to give you absolute peace of mind.

You also have the option of adding a “major incident manager” who is responsible for critical incidents, providing you with regular,

proactive updates to keep you fully informed until resolution.

- User requests can be received via phone, email or optional self-service portal
- Acora can conduct planned and approved “out-of-hours” patching to minimise day-time disruption
- Trend analysis on the tickets to further reduce unplanned downtime
- Contract terms start from as little as 12 months
- Service flexibility (standard is 7pm to 7am)

Benefit from our leading-edge technology and tools to deliver key functions and processes. Delight end users and enhance the reputation of IT in your business.



Accreditations

Our services are underpinned by the following standards and accreditations:

ISO Standards achieved:

- ISO 20000-1:2011: demonstrating an integrated approach to delivering managed services
- ISO 27001:2013: the international best practice for an information security management system

- ISO 9001:2008: acknowledging an internationally recognised quality management system
- ISO 22301:2012: International standard for business continuity management (BCM)



If you would like to talk to us about any of our services, you can contact us via phone, email or through our website. Our team will be happy to help.



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