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Flexible Support Solution for Breakthrough Breast Cancer

Teddington, Middlesex – In order to optimise their own IT capabilities and secure enough technical resources to cover potential issues, project work and infrastructure development, one of UK's leading charities - Breakthrough Breast Cancer – has signed up for Jcom Bank of Days. The Bank of Days is a flexible support solution that provides organisations with a set of support engineering days, allowing their IT to dip into Jcom's pool of technical resources as and when required.

Breakthrough Breast Cancer was searching for a support solution that could provide more than traditional telephone-based IT support. Conventional support contracts could only offer assistance when problems occurred, forcing the institution to get support on demand, which didn't necessarily identified high-level issues causing potential problems. Jcom Bank of Days provided the charity with skilled specialist engineers available to back up their IT department for ad-hoc requirements for projects and support.

Breakthrough Breast Cancer has already taken advantage of Jcom Bank of Days to investigate datacenter and network enhancements, successfully implementing Jcom's recommendations. Besides helping the institution achieve their IT strategies for the year, the Bank of Days saved administration time and costs, as Breakthrough Breast Cancer purchased multiple days at discounted rates, allowing for medium term financial planning.

Jcom Bank of Days can provide:

- 1st / 2nd / 3rd Line Support
- Remote Access Support
- On-Site Support
- Fault Diagnosis
- Telephone Support
- System Diagnosis
- Software / Hardware Installation (Server/Desktop Installation)
- 4th Line Support
- Switch / Firewall Installation
- Support & Configuration
- Project Design and Implementation
- Consultancy

About Jcom UK Ltd:

Jcom helps corporate and SMEs enhance their software, hardware and data assets. We provide solutions across data storage, virtualisation, datacentre consolidation, network security, connectivity, data backup and software asset management. Our products and services optimise IT infrastructures, boosting businesses operational and financial returns. Our partnership with world-leading information technology manufacturers such as Microsoft, VMware, DELL, HP, EMC, SUN, NetApp, Hitachi, Cisco, IBM, Citrix, Symantec, CA, Oracle, and many others enables us to help our clients to use the right products for their organisations, giving them freedom of choice with maximum value at all times.

Breakthrough Breast Cancer:

Breakthrough Breast Cancer is the UK's leading charity committed to fighting breast cancer through research, campaigning and education. Our mission is to save lives through enabling and ensuring access to improvements in breast cancer prevention, diagnosis and treatment. Our values ensure that our approaches are consistent with who we are and how we want to be viewed by others. We aim to be innovative and groundbreaking, vision driven, open, honest and accountable, professional, positive and celebrating achievement, people focussed.