



IT Support

Description

Local IT support is provided by one of our partners based in Edinburgh. Tailored to your needs, our support contracts cover hardware, software, server, desktop user and networking. [Really Good Computer Services](#) support contracts provide you with Telephone Support and Remote Access between 0830 and 1800 Monday to Friday (with the exception of Bank and other public holidays) so that we can quickly diagnose faults in your hardware and software.

The Help Desk will log your call and give you a **unique reference number** to use throughout the life-cycle of the fault, ensuring a streamlined service from initial reporting to resolution.

This IT Partner also enables us to provide a reliable third-party SMTP mail service that enables WordPress websites to send emails securely and professionally. Our solution ensures that all outgoing emails appear to originate from your domain, preserving brand identity and trust. By integrating directly with your domain's SPF (Sender Policy Framework) records, we help improve email deliverability and reduce the risk of messages being marked as spam. Perfect for contact forms, newsletters, order confirmations, and more—your site's communications are in safe hands. If you only require a mail service from RGCS without an IT support contract, Delta Digital has agreed to include this cost in our WordPress web hosting and SEO packages.

More about RGCS

Support contracts are taken over a year period, and regardless of your growth are fixed for the 12 month period. At the end of this period the contract is re-negotiated at your current staffing level.

The cost of support is simple worked per full time computer user.

Printers/Phones/,tablets/Servers/routers are ignored in our calculations but are covers as standard

The helpdesk is open from 0900 to 1700 however we can also provide full 24/7 support. So if you require 24 hour support or want to increase your cover to an earlier or later time this can be negotiated

and added on. Generally we are available from 0800 to 1800 on weekdays so if this is required it will be added for business critical issues at no cost.

Support services are fully inclusive and include unlimited onsite and offsite support. This means the fee you pay per month is all you ever have to pay. We are happy to help with any IT related issue from fixing Microsoft Word to repairing a server and we welcome your calls.

We have a client base of about 150 companies ranging from 1 user to 50 users and have a retention rate of 95% . We are currently have 8 members of staff and have been in business since 2007

- We offer a guaranteed onsite response of 1 hour for business critical issues, and for everything else you simple call us or email
- If you call you will get through to an engineer there and then, they will then give you assistance
- If the problem is business critical and cannot be fixed over the phone we head straight out
- We tend to give you 15-20 mins straight away, if we are unable to resolve in that time the call is logged and we will go off to investigate
- All calls go through an escalation procedure and will be raised from non-critical to critical over time so that they are dealt with and not forgotten
- Our key selling point is our helpdesk, We are friendly, helpful and ready help

Date Created

30/06/2025