IT support when you need it

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We are extremely happy with the support we receive from Concare IT. They are always able to help and we have access to first-rate professional support. We are never left to our own devices when we have an IT problem – and that is vital to us.
Managing Director, Ole Hessel, Fibox

FIBOX
Enclosing innovations

Concare IT has provided Fibox with support for 15 years.

When the employees at Fibox in Taastrup have an IT problem, they call Concare IT. They usually ring the Concare IT support centre which ensures that their dedicated consultant quickly finds a solution.

Solving IT problems

Concare IT manages the Fibox servers and provides assistance in the event of network or broadband connection problems. Concare IT also solves IT problems that may arise on any of the computers used by the company's nine employees.

The support agreement covers support of Windows and Office applications as well as Scala, the company's ERP system. The agreement additionally includes advice and assistance with the purchase and installation of IT equipment at Fibox, including back-up of all systems to ensure that no data are lost in the event of theft or system breakdown.

Professional support

"We are extremely happy with the support we receive from Concare IT. They are always able to help and we have access to first-rate professional support. We are never left to our own devices when we have an IT problem – and that is vital to us," says Managing Director Ole Lessel.

He explains that Concare IT also advises Fibox on its choice of providers and purchases of IT equipment. Concare IT has ensured that the company's sales force has access to all IT systems – both when they are on the road and in the office.

Most recently, Concare IT has advised the management on what to look out for in terms of IT during the company's relocation.

Fibox supplies plastic and aluminium housing solutions, especially for the protection of electric and electronic components and systems.

Results
- Access to professional support
- A high level of service
- IT consultancy

CON CARE IT
SUPPORT