

CHARTERCARE

Support Services that enable you to focus on growing your business!



Single Point of
Contact



Available
24x7x365



Incident and Service
Request Handling



Flexible Services
and Pricing

CharterCare provides a comprehensive technical support service that serves as a single point of contact for our customers. We pride ourselves on offering flexible, efficient, and timely technical support whenever it's needed. Our service provides significant benefits to our customers' IT operations by handling both simple and complex Break/Fix incidents, and by assisting with Move, Add, and Change (MAC) service requests. Our team of dedicated technical resources has direct access to subject matter experts and architects for all of our aligned manufacturers, ensuring that our customers receive the best possible support.

CharterCare provides customers with the ability to create capacity within their teams by utilizing our 24x7x365 technical support service. We offer flexible support options that align with our customers' Service Level Response Objectives (SLOs), including monthly and ad-hoc support options. This ensures that our customers receive the right level of support to meet their needs, optimizing their IT operations. With our technical support service, customers can have peace of mind knowing that they have access to a team of experts who can help them quickly and efficiently resolve any technical issues they encounter.

Technologies Supported:



UNIFIED COMMUNICATIONS AND COLLABORATION



NETWORKING AND WIRELESS



NETWORK ACCESS CONTROL AND CLOUD

AND MORE...

FLEXIBLE SUPPORT TO HELP DRIVE SUCCESS WITH YOUR TEAM!

Services:

- Flex Blocks Monthly Support
 - 4, 8, or 16-hours per month
- Flex On-Demand Ad-Hoc Support
 - 2 hour support minimum

Benefits:

- 24x7x365 support
- Live answer phone support
- Email & online portal ticket logging
- Remote Level 1 & 2 incident assistance
- Remote service request handling – MACs



General Inquiries:
(800) 349-4491 | info@charter.ca

Service and Support:
(866) 427-1979 | support@charter.ca