The SME IT Department

Bring user support, system and network operations into a shared service scope.

Who is it for?

Businesses without an internal IT team or seeking to extend their existing team’s capacity.

Work to assess together

Supported systems, remote and on-site work, planned maintenance, and request and escalation workflows.

Deliverables to request in the quotation

Asset inventory, responsibility matrix, support hours, periodic reporting and end-of-service handover conditions.

Measurement

First response by severity, open tickets, recurring incidents and work outside the agreed scope.

Pricing inputs

User and device numbers, locations, working hours, visit frequency, licences and project requirements.

This document summarises the scope for a service discussion. It does not establish a fixed price, certification, numerical SLA or outcome guarantee. Binding scope is defined in the quotation and contract.

Discuss your requirements: info@quadbilisim.com | +90 850 474 33 34