



**Internexia** provides support following ITIL (IT Infrastructure Library) best practice methods.

Our key staff have been responsible for the design, implementation and maintenance of nine hosted deployments in the UK, consisting of over 100 servers. They have managed and supported over 4,000 schools and over 1.3 million users with the largest supplier of eLearning services in the UK.

Internexia provides a premium technical product and curriculum support service for users to raise questions or log incidents 24x7 via an online, ITIL compliant, incident management system. We provides both first and second level Support Services. Each question or incident has its own unique ID and all correspondences on the incident are tracked and recorded. Reports are generated and presented to the customer in an agreed format and schedule.

[Contact us](#) if you would like to learn more about our Support Services.