

Professional Services

Empowering partners with specialist security and compliance expertise

Make the most of growing demand for expertise

Today, it's knowledge, not just technology, that your customers depend on to stay secure, achieve compliance, find efficiency and maximise ROI.

With Alpha Generation Professional Services, you can deliver in this competitive market. We provide the expertise and practical support you need at every stage, from pre-sales and proof of concept to implementation, managed hosting and service desk.

Wherever you need to deliver the highest levels of service, we're there. So you can unlock new revenue streams, improve retention, and reach the next level of your success.



Why Alpha Gen?

Only Alpha Gen has the channel insight, vendor partnerships and proactive attitude you're looking for.



Accelerate

Our existing relationships, technical expertise and structured services enable your customers to implement faster and with less risk



Benefit

With highly-customised solutions, you can deliver targeted benefits to your customers, securing strong ROI and long-term retention



Consolidate

Our training, support and business assistance helps you grow your own expertise - with our own experts on-hand when you or your customers need them

Unlock new revenue opportunities with a complete suite of professional services

Your partners at every stage of the customer lifecycle.

From hosted and on-premise solutions to implementation, training and lasting support, we can provide an all-encompassing range of professional services under your brand.

Pre-Sales Technical Support	Targeting & Messaging
<ul style="list-style-type: none"> ✓ Demonstrations ✓ Proof of Concepts 	<ul style="list-style-type: none"> ✓ UK-hosted platforms for every aspect of IT security and software asset management

Post-Sales Professional Services	Ongoing Support
<ul style="list-style-type: none"> ✓ Installation and deployment ✓ Configuration and customisation ✓ Technical and business reviews ✓ End-user training 	<ul style="list-style-type: none"> ✓ Multichannel 1st and 2nd line support by self-service portal, email and phone ✓ Service desk available 8am-6pm weekdays ✓ Service status dashboard ✓ 3rd line escalation to vendors ✓ Proactive customer event and report management ✓ Robust SLAs for incident response and resolution

Deliver lasting value with Alpha Gen

From securing privileged accounts to licensing software, your customers aren't just looking for the right technology. They're looking for the kind of successful implementation and ongoing management that delivers real value - and delivers an ongoing return for you.

Effective managed services are the answer to better retention and stronger performance. And we've got the expertise and structured approach it takes to make that possible.

Learn more about Alpha Gen Professional Services
 Visit www.alpha-gen.co.uk or call us on 01777 852222