

Technical Assurance Programme

Trusted expertise when you need it



IT resource when you need it most

Hiring in reliable and technically competent expertise at short notice can expose business to a minefield of problems and is only ever available at a premium. Centrality Technical Assurance program provides a remedy to this situation, by offering access to Centrality's comprehensive portfolio of product skills delivered against pre-defined service levels at a highly competitive fixed price.

Access to trusted experts

Established for over 20 years, Centrality brings a wealth of experience as well as industry best practice to provide flexible trusted IT resource service that works around your needs, when you need them most. The Technical Assurance Programme reduces the cost and limits the risks of supporting and managing an increasingly complex IT estate.

With a diverse portfolio of technical expertise, you can be assured we have the right resource to suit your needs, when you need it.



Trusted expertise for a fixed competitive cost

Wherever you are on your cloud journey we can help



Guaranteed Response

Gain access to industry expertise with a guaranteed response and predefined service levels.



Access to Experts when you need it most

With a large team of diverse expertise to draw upon, you can be confident we have the right skills on hand whatever your need.



Usage based charging model

You are only charged for the skills and time you utilise. Giving you maximum flexibility to augment your team with the right skills when you need it most.



Peace of mind

With the added benefit of access to Microsoft Premier support you can be assured whatever help you need we will be able to help.

How it works

Customers procure a number of Centrality Technical Assurance Programme credits in advance for a 12 month period. When a Technical Assurance Programme (TAP) resource is required you place a call to the TAP service desk. A TAP customer liaison manager will manage, co-ordinate and track the Centrality service you require throughout its engagement. There are three service levels available:

Technical Consultancy

Expert consulting to help you develop your systems further translating business requirements to technical solutions. Highest level of Technical support for problem escalation with further escalation to MS Premier Support

Technical Support

Skilled Cloud, infrastructure and end point technical engineers. Deployed at short very notice to assist with an urgent or critical need. Resources available to conduct periodic tasks on a weekly or monthly basis as you need.

Telephone Support

Telephone based technical expertise to discuss a technical issue and provide guidance and support. Call handled by technical specialists leveraging a knowledge base to provide accurate and fast response when you need it.

The scope of capabilities encompasses the entire Microsoft technology stack including Azure, Modern Workplace, helping you to design, configure, deploy, migrate, troubleshoot, and optimise your IT estate. We are here to help you with the skills to help you wherever you are on your cloud journey.

Gain access to the expertise you need when you need it most

Contact us now



Technical Assurance Programme

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Gold Microsoft Partner

