Total Peace of Mind

Capella CSL’s fully-managed Elite Care + Package is designed to provide you with 24/7 peace of mind, freeing you to focus on driving your business forward. Knowing that all IT support issues, backups and network security are covered for a fixed cost. This allows all our Elite Care + Customers the peace of mind and incredible value for their organisation.

Server and Network Monitoring

Our Elite Care + Agent monitors your systems 24/7, and we step in the moment we discover any issues. Once we’ve identified the problem, we’ll take steps to fix it — remotely at first, and we’ll escalate our response as necessary.  In most instances, you won’t know there was ever an issue.

24/7/365 ALL Inclusive Support

Our Elite care + support package is the most comprehensive IT support package we offer. It is perfect for small to medium sized companies that rely on the integrity and resilience of their IT systems 24/7 and want to be safe in the knowledge that they are covered for the majority of IT problems. Elite care + Support is everything you need with valuable additions that include 24/7365 access to our Helpdesk, Onsite Support Visits and a robust cloud backup solution.

Our Help Desk provides unlimited telephone, remote and on-site support for you and your team, getting you back on track as quickly as possible. Our highly-skilled technicians can be contacted via phone or email and are ready and waiting 24/7/365 to help answer any of your technology questions and provide fast, professional support for a variety of software applications.

Business Continuity

Receive a complimentary data backup and continuity solution that ensures your critical information is secure, backed up and accessible whenever you need it – even during a network failure or a disaster – so you’ll never have to worry about data loss again.

Benefits of Capella Elite Care +

Save time – We can allow you to focus solely on growing and developing your business.

24/7 Support – Allow us to deliver the support and expertise. We will monitor your entire infrastructure and prevent downtime and disruption.

Budgeting – Take out the support contract that best suits your business requirements. No matter what you choose you will know the precise cost every month allowing complete budget control.

Risk Management - Leave us to protect your business, if there is an issue we will be here to resolve it.