

Desktop support at the click of a button

Access skilled engineers without leaving your home

Home IT Support

- Secure remote access only on customer approval, with a full audit trail of work done
- 1-hour remote response time guaranteed, or the support call is on us
- Access to skilled engineers from 07h00 to 21h00 Mon to Fri (excluding public holidays)
- Discounted rates for more than one home user, optional on-site billable support if required
- Nominal monthly fee which includes anti-virus, anti-malware and regular patching to fix vulnerabilities
- Low cost per support call

Product overview

We live in an era of technology. The consumerisation of IT is bringing all the benefits of the work environment into the home. This, however, brings its own set of problems, such as needing immediate IT support whenever an issue arises and not days later when your support company can send somebody out.

Vox Managed Services has been supporting large corporate customers for decades. Leveraging the skills and knowledge gained from supporting thousands of users, we have built a custom support solution specifically for the unique requirements of the consumer.


You don't pay your doctor for services you don't receive, so why pay an IT company if you don't call on their services regularly? Vox offers immediate remote access to skilled engineers, without the costly minimum monthly fees that most IT support companies charge.

Accessing an Engineer is as easy as clicking an installed icon on your desktop. This allows Vox to remotely access your device to troubleshoot immediately. No more waiting for days until a technician is available. Our solution includes anti-virus, anti-malware and regular updates on your operating system to patch security holes identified by software vendors.

Features & Benefits

- **Immediate access to support**
Remote access systems allow us to deliver support services within an hour of a ticket being logged. No need to wait days for an on-site engineer to arrive.
- **Flexible support hours to support your lifestyle**
Problems don't keep office hours. After hours support is critical. Our skilled engineers are available from 07h00 to 21h00.
- **Peace of mind**
Every remote session is recorded, with a full audit trail that allows us to identify which Engineer undertook the work, and what changes were made. Vox can't access your device without your permission.
- **Security**
We ensure your laptop has the latest anti-virus and anti-malware to protect you against cyber criminals. This includes regular patching of OS vulnerabilities in line with the latest vendor recommendations.
- **Low monthly fee**
This low monthly fee includes security software. In addition, our low cost per hour means IT support costs are predictable and you don't pay for what you don't use.
- **Optional on-site support**
If you require on-site support, our skilled field services team is available within the next business day to come to your home.

Services Offered

-  Hardware performance issues
-  Virus and malware removals
-  Microsoft O365, Teams and Hotmail support
-  Gmail, zoom and other 3rd party application support
-  Windows maintenance
-  Printer connectivity
-  Wi-Fi connectivity
-  Audio troubleshooting
-  Support for Windows and Apple Mac OS
-  Backup setup and restore
-  Bluetooth connected devices
-  General system setting changes
-  Personalisation
-  Internet browser support

How it works



About Vox

Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice, as well as cloud, business collaboration and conferencing tools, Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

For more information on complementary or alternative products visit us at vox.co.za

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