



GrillaTech



Call Escalation Service

Change is constant in IT, and it is not always possible to have the resource and technical skills available when required. So outsourcing can help to make your services and solutions sustainable.

When complex IT issues arise, our Call Escalation Service ensures critical support requests are prioritised and handled by senior experts for swift resolution.

With rapid access to higher-tier support, your business avoids prolonged disruptions and maintains operational efficiency.

Services:

L2 and 3 support capability

Direct escalation to senior technical experts.

Priority response for critical incidents.

Issue resolution tracking and reporting.

Why Outsource?

Expertise You Can Trust

Benefit from specialist knowledge and industry-leading best practices.

Priority Response

Get high-impact issues resolved faster.

Expert Assistance

Direct access to experienced specialists.

Minimised Downtime

Keep operations running smoothly.

Forcepoint



tenable

FORTINET



CHECK POINT



BROADCOM



paloalto NETWORKS

JUNIPER NETWORKS



Ask for more..

See how GrillaTech is working with our partners to develop a sustainable footprint, and support our customers and suppliers to reach the same goal.



hello@grillatech.com

for administration and partner registration

Check out <https://grillatech.com> to see how we can build success together.