EP IT Solutions

Services Overview

Professional IT support for small businesses, independent organisations, and home users

Norwich, Norfolk

Remote Support | On-Site Visits | Troubleshooting | Infrastructure Support

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Jargon-free IT support and practical technology solutions for businesses and home users in Norwich

EP IT Solutions Ltd provides dependable, jargon-free IT support that helps businesses stay productive, secure, and confident in their technology. This booklet gives a clear overview of the services available and the practical approach taken to solving problems quickly and effectively.

At a Glance

Service	Overview
Remote Support	Fast help for software, updates, settings, and everyday technical issues.
On-Site Visits	Hands-on support in Norwich for hardware, networks, and setup issues.
Troubleshooting	Diagnosis and resolution of recurring or disruptive IT problems.
Infrastructure Support	Support for networks, core systems, setup, and day-to-day infrastructure reliability.
Who I Support	Small businesses, independent organisations, and home users.

Services Overview

Remote Support

Remote support is ideal for resolving software and system issues quickly without the need for a visit. This service includes:

Remote Support Includes	Examples
Software setup and updates	Installing software, configuring apps, and applying updates.
Performance and fault resolution	Improving speed, diagnosing faults, and resolving crashes.
Compatibility and settings fixes	Adjusting settings, fixing conflicts, and improving usability.
Security-related support	Malware removal and safer system configuration.
User assistance	Step-by-step guidance for everyday technical tasks.

On-Site Visits

On-site support is available in Norwich when a problem needs hands-on assistance. This service includes:

On-Site Support Includes	Examples
Hardware diagnosis	Identifying faults with business devices and equipment.
Replacement support	Assistance with faulty components and next steps.
Network troubleshooting	Resolving local connectivity and setup issues.
Device setup support	Helping with physical configuration and installation.
Business-critical visits	Hands-on support where remote access is not suitable.

Troubleshooting

This service focuses on identifying the root cause of everyday IT issues and fixing them efficiently. This includes:

Troubleshooting Includes	Examples
Performance issues	Slow devices, reduced responsiveness, and usability problems.
Software faults	Errors, crashes, unreliable apps, and recurring problems.
Connection issues	Internet access, local connectivity, or device link problems.
Device support	Desktop, laptop, and business device troubleshooting.
Operating system issues	Resolving Windows and macOS faults and setup issues.

Infrastructure Support

Infrastructure support helps keep the systems that businesses rely on running smoothly, securely, and efficiently. This includes:

Infrastructure Support Includes	Examples
Network setup and support	Helping keep local networks stable, connected, and fit for day-to-day use.
System reliability	Supporting the smooth running of core systems, devices, and business tools.
Setup and configuration	Configuring systems and environments so they work reliably and efficiently.
Ongoing infrastructure support	Practical help with the systems and technical foundations a business depends on.

Why Choose EP IT Solutions

Why Clients Choose EP IT Solutions	What This Means for the Client
Clear, jargon-free communication	Advice and support are explained in a simple, straightforward way.
Small business focus	Support fits the pace and priorities of smaller organisations.
Broad technical experience	Practical support across troubleshooting, infrastructure, and security.
Local availability	On-site Norwich support when hands-on help is needed.
Practical solutions	A focus on dependable outcomes without unnecessary complexity.

How Support Works

Support starts with understanding the issue clearly and recommending the most effective solution, whether that is remote support or an on-site visit. The aim is to minimise downtime, provide honest advice, and keep the process straightforward for the client.

Who We Work Best With

EP IT Solutions works with independent businesses, sole traders, small companies, local organisations, and home users who want dependable IT support without unnecessary complexity. The service is designed for people who value clear advice, practical solutions, and responsive help.