

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **TESTUM IT SERVICES LTD**

#### **1. What services does TESTUM IT SERVICES LTD offer?**

We provide a range of IT services, including IT consulting, software development, cloud solutions, cybersecurity, managed IT services, Internships, Workshops and technical support.

#### **2. How can I contact TESTUM IT SERVICES LTD for support?**

You can contact us via email at [hr@testumitservices.com](mailto:hr@testumitservices.com) or call us at +447919649919. We also offer a support ticket system for existing clients.

#### **3. What industries do you serve?**

We serve businesses across various industries, including IT, software, finance, healthcare, retail, education, and more.

#### **4. Do you offer customized IT solutions?**

Yes, we tailor our IT services to meet the unique needs of each client, ensuring they get the best possible solution for their business.

#### **5. How do you ensure data security and privacy?**

We follow industry-standard security protocols, use encryption, and comply with data protection regulations to safeguard your data.

#### **6. Do you provide remote IT support?**

Yes, we offer both remote and on-site IT support, depending on the client's requirements.

#### **7. How do I request a quote for services?**

You can request a quote by filling out the contact form on our website or reaching out to our sales team via email or phone.

#### **8. What are your payment terms?**

Our payment terms vary depending on the service agreement. We accept multiple payment methods, and invoices must be settled within the agreed timeframe.

#### **9. Can I cancel or modify my service plan?**

Yes, you can modify or cancel your service plan by contacting our support team. Terms and conditions may apply.

#### **10. Do you offer IT training for businesses?**

Yes, we provide IT training, Internships and workshops to help businesses enhance their IT knowledge and cybersecurity awareness.

#### **11. How often do you update your IT solutions?**

We continuously update our IT solutions to ensure they are in line with the latest technology trends and security standards.

#### **12. How can I stay updated on your latest services and offers?**

You can subscribe to our newsletter, follow us on social media, or regularly visit our website for updates.

For any other inquiries, feel free to contact us at:

### **TESTUM IT SERVICES LTD**

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