Support When You Need It
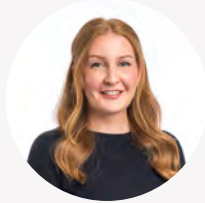
You'll have access to our team of highly trained, friendly engineers from 8am to 6pm, Monday to Friday.

Plus, out of hours support is available 6pm to 10pm Monday to Friday, and 9am to 5pm Saturday to Sunday.

Monthly Reports

You'll receive monthly reports detailing your company support tickets, hours logged and machine status.

Regular Meetings With Your Account Manager

Our account managers will set up regular meetings with you throughout the year. In these meetings, they'll give you an overview of your IT and highlight any weaknesses in your systems.

Free Events and Training

We run regular events for our clients covering a range of topics, from Microsoft Teams to Cyber Security. These are delivered in easy to digest ways, such as live demos and Q&A sessions.

We also create regular PDF and video guides on how to use our products and services. These allow you to keep up to date with the latest advancements in IT software.

"It really opened my eyes much wider to the potential we have at our fingertips."

- East Anglian Air Ambulance Attendee

24/7 MONITORING

We monitor your workstations and servers 24 hours a day, 365 days a week. This ensures that your systems are always online and up to date. If we come across a problem, automated tickets are raised and resolved without you even knowing.

Your backup and anti-virus is also monitored to ensure it's always working properly. Additionally, we perform monthly testing on your backup.

Automatic Alerts

Alerts are put in place to let us know if something needs urgent attention. This includes potential ransomware and disk space.

If something goes offline, such as your internet, switches, or a vital service, a critical ticket is raised and dealt with immediately by our engineers.

Regular Standard Checks

We regularly perform standard checks on your systems to generate comprehensive reports for you. The report will mark areas of your IT such as servers, networks and software. Each section will be given a health score. You account manager will talk you through this and notify you if any action is needed, as well as how soon.

Forecasting

In addition to your standards checks, we'll share forecasts for your IT. This includes when software or hardware will need replacing in the future. As well as costs and budgeting for this.

Patching and Update Management

We manage all patching and updates for your software, as well as checking they won't cause you any issues before deploying. This means your software is always up to date and secure.

We also manage third party patches for a range of software.

Third Party Patching Includes

Adobe Flash, Zoom, Google Chrome, PDF Creator, Apple iTunes, Mozilla Firefox, Adobe Reader, Notepad ++, VCL Media Player, Adobe Shockwave, Oracle Java, 7-Zip

Enhanced Cyber Security Measures

We include security enhancements within our support package. These enhancements aim to protect your business from cyber threats using a range of policies. By default, we will install the following:

- Logon / Logoff reports
- Ransomware protection
- Alerts of unencrypted disks

Additionally, you can request the following:

- Disabling cloud storage devices
- Prevention of public webmail access
- Prevention of social media access
- Disabling app stores
- Restrictions on administration tools and scripts