

IT

# 365

PROACTIVE IT SUPPORT

[www.itsupport365.co.uk](http://www.itsupport365.co.uk)

08450 510600

**OUTSTANDING  
SERVICES**

Proactive  
Consistent  
Affordable  
Managed  
Flexible



# Welcome to IT365

The benefits of working with IT365

***Whether you're looking for help with streamlining your network management or have decided to outsource IT support completely, you need to feel confident that the partner you choose will give a professional, reliable service, saving you time, hassle and money.***

You want problems to be fixed as soon as they arise. Better still, you prefer that there are no problems, that someone is taking care of your network behind the scenes, making sure everything operates smoothly and efficiently, so you don't have to worry and can get on with your business. And, if you're not an IT expert, you want someone who will talk to you in terms you can understand.

At IT365, we understand this. Our focus is to keep your IT systems operational and secure so you can concentrate on achieving your business goals. We use advanced processes, tools and methodologies to deliver superior services at an affordable price. We provide a Helpdesk service too, of course, but offer much much more. You just decide which level of service you need and pay a monthly fee. Then sit back and relax.

- We manage your network proactively, not reactively. Our monitoring and 'health check' activities identify potential problems before they happen.
- There's no downtime. Remote checks and maintenance are automated, outside business hours, so there's no loss of productivity. You don't even know it's happening.
- Our approach is consultative. We work hard to understand your business and provide solutions that best meet your needs, with clear jargon-free communication and professional, honest assessments.
- Our service is personal. You have a single point of contact who is familiar with your systems and can resolve issues immediately.
- There's no hassle - one phone call and IT365 is on hand to solve problems.
- Our technical support is consistent because it's based on automated, best-practice activities.
- If you need it, you can have IT365 support around the clock - 365 days a year, 24 hours a day.
- You have peace of mind as we have a proven track record of excellent service. Take a look at our case studies at [www.itsupport365.co.uk](http://www.itsupport365.co.uk).
- You're getting great value for money as our total service packages are designed to be cost-effective for your business.

# ServiceDesk

Portfolio of services

*IT365 offers four different packages, so you can choose the level of support that's most appropriate for your business.*

## BASE

### PROACTIVE PC HEALTH CHECKING

Remote maintenance of PCs to improve performance by cleaning disks, checking free space and updating anti-virus.

### SYSTEM LOG MONITOR & NOTIFICATION

Automated 24/7 network checks and maintenance to identify issues before they cause failure.

### SERVER SERVICE MONITORING & NOTIFICATION

Proactive monitoring of internet servers to ensure web and email services are always available.

### HARDWARE & SOFTWARE INVENTORY

Weekly auditing of hardware and software to check they are up to date for optimum performance.

### MICROSOFT PATCH MANAGEMENT

Regular installation of patches to fix problems or update software.

### SOFTWARE ASSET MANAGEMENT

Detailed inventories of software to ensure compliance with legal licensing agreements.

### MONTHLY MANAGEMENT REPORTING

An easy-to-read report on key elements, showing overall network health as a percentage.

### HELPDESK – TELEPHONE & REMOTE SUPPORT

Unlimited support during business hours, solving problems as they arise, by telephone or remote access to your PCs.

## STANDARD

(INCLUDES ALL OF BASE SUPPORT)

### ON-SITE SUPPORT CALL OUT

Unlimited visits to your office, if needed to resolve faults or address more complex issues.

## ADVANCE

(INCLUDES ALL OF BASE AND STANDARD SUPPORT)

### BACKUP & DISASTER RECOVERY

Automated back-up to create workstation/server image and store it off-site for ease of recovery; includes 500Gb NAS.

### ENDPOINT SECURITY – ANTI-VIRUS & SPYWARE

Anti-virus solutions to protect network against internet security risks.

### HOSTED CONTENT FILTERING

A security measure to filter spam and control website viewing.

## ONSITE 24/7/365

(INCLUDES ALL OF BASE, STANDARD AND ADVANCE SUPPORT)

### TELEPHONE & REMOTE SUPPORT OUT-OF-HOURS

Remote monitoring of servers and desktops, 365 days a year, 24 hours a day, to predict problems before they happen.

## Want to customize?

Select any individual support modules within any package and use our Cost Calculator at [www.itsupport365.co.uk](http://www.itsupport365.co.uk) to estimate the cost.

# ServiceDesk

Comprehensive network management

*ServiceDesk network management gives you support 365 days a year, 24 hours a day. It's like having your own IT department.*

## PROACTIVE, PREVENTATIVE APPROACH

IT365's ServiceDesk is a proactive service for managing your complete IT system – the infrastructure, network, servers and desktop PCs. It's not just about monitoring to let you know when something is wrong. And it's not just about remote access to your systems to troubleshoot issues. It's a preventative approach to IT systems management, using a series of 'best practices' developed over years of experience.

## AUTOMATED AND RELIABLE

Daily, weekly and monthly IT tasks are automated and scheduled to ensure all activities are completed and reported consistently. Consistency creates reliability which results in predictable costs. As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This can all happen remotely, away from your place of work, so there's no interruption to your business.

## PROCUREMENT SERVICE

When you need new IT equipment, you're faced with an alarming range of purchasing decisions – about manufacturer, product, specification, warranty and price. IT365 can manage the procurement process for you and take away the hassle. Please visit [www.itshop365.co.uk](http://www.itshop365.co.uk) for more information.

## MANAGEMENT REPORTING

We keep you informed by providing regular communication and monthly reports covering the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

## DEPENDABLE SUPPORT

You can be sure that the technology you depend on to run your business is operating smoothly and effectively. You can rely on us to make sure it's up to date, reliable, secure and always available when you need it. There's no better way to support the productivity of your people and the success of your business.

See Service Level Agreement Pricing for more information on what's included in each package and the monthly cost.

**You can also use our Cost Calculator at [www.itsupport365.co.uk](http://www.itsupport365.co.uk) to estimate the cost. Select the contract size, based on the number of workstations and servers you have. Then choose the support modules you require.**

Or contact IT365 to discuss your needs. Just email or phone and we'll be happy to help you decide on the best solution.

**Call Now: 08450 510600**

**Email Us: [enquiries@itsupport365.co.uk](mailto:enquiries@itsupport365.co.uk)**