



A Fresh Approach to IT

IT Manager Support

Does your business struggle to cope with demands made on your in-house IT Manager?

Do user support and training issues distract your IT Manager from their core responsibilities?

Do day-to-day network tasks and problems prevent your IT Manager from concentrating on strategic issues?

Are time and skills restraints affecting your IT Manager's ability to complete projects efficiently and effectively?

Does your business struggle to cope in the absence of a key member of your IT staff?

Huge demands made on your IT manager can affect their ability to provide you with all the benefits of an in-house IT department.

Our IT Manager Support services can provide you with the services you need to supplement your in-house IT department. We'll act as an extension of your IT department, and provide support where you need it most — so you stay in charge.

Microsoft®
GOLD CERTIFIED
Partner

Why Choose IT Manager Support?

An internal IT department and an outsourced IT support service can both play key roles in supporting technology in your business. By filling the skills and time gaps that your IT department may be experiencing, our reliable and cost effective IT support can help your business overcome the difficulties of IT management, and add true value to your IT department.

Our IT Manager support services enable you to fully utilise the skills and understanding of your in-house IT Manager, whilst offering you peace of mind that they are being supported in every way required by our fully qualified and experienced engineers.

As your experienced and trusted technology partner, we'll provide you with all the benefits of growing your in-house IT department at a fraction of the cost, and with a greater depth of expertise right at your fingertips.



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Our IT Manager Support Options and Services

At Entegraty, we put our clients at the heart of everything we do. We won't try to fit you into a support package, but instead will design a support package based on your unique requirements. So you get everything you need and don't end up paying extra for services you don't require. Our IT Manager support options have been designed to relieve your IT department of day-to-day pressure from tasks associated with managing and maintaining a reliable IT network, all for a set monthly fee.

IT Helpdesk. Our IT helpdesk provides total and unlimited support for everything from complex technical issues to user support. Using a combination of Telephone Support and Remote Dial-In Support, our MCSE helpdesk operators can resolve almost all support issues in a matter of minutes. Like having a member of our team sitting next to you throughout the day, you can feel secure knowing that should you experience difficulties, we'll take care of it quickly and efficiently.

On-Site Support. In the vast majority of cases, we can resolve support issues over the telephone or by accessing your network remotely. However, there may be occasions on which more complex network and infrastructure support issues arise. Should this occur, you can arrange an on-site visit with one of our engineers at a date and time that suits you.

Holiday Cover. Should a member of your staff be absent, planned or unplanned, we can step in and provide offsite support and onsite days, ensuring you're not affected by absenteeism.

Proactive Monitoring of Your Security Systems. We'll monitor your firewalls, antivirus and content filtering throughout the day, helping make sure you're not affected by security issues.

Regular Visits From Your IT Manager.

One-Off Project Support.

Implementation and Monitoring of Backup Policies and Disaster Recovery.

Proactive Monitoring of Your IT Infrastructure. We'll constantly monitor your IT infrastructure and network services throughout the day, enabling us to detect potential faults before they occur. Monitoring key metrics on your servers and workstations means we can **massively** reduce break-fix situations that would **otherwise** cause you disruption.



Remote User Support. Should one of your users experience a support issue whilst working away from the office, just one call to our IT helpdesk will enable us to resolve the problem.

Network Audit. We'll carry out a comprehensive audit of your network and suggest areas for improvement, ensuring that your IT systems coincide with your business strategy and operate in the most efficient way possible for your business. From security to asset management, we'll make sure every aspect of the operation of your IT systems is reliable, fit for business and future-proof—so your IT functions better across all areas of your business.

Network Administration.

Application of Security Patches and Updates.

User Guidance and Support for Microsoft Software.



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Our Other Services

Sometimes you have to go beyond IT support. As a valued IT support client, you'll have access to a whole range of other managed services to supplement your IT support requirements, all right at your fingertips. Other services include:

- Managed Security
- Preparation of Annual IT Strategy.
- Regulatory Compliance and Corporate Governance
- Asset Management (Including Supplier and Warranty Management).
- Managed Email
- Contingency Planning (Including Data Loss and Disaster Recovery)
- Procurement
- Trend Analysis and Reporting

IT with Peace of Mind

We guarantee all of our services with Service Level Agreements that specify guaranteed response times and performance metrics. We also provide a 3 month warranty on everything we do, and never invoice until work has been completed and signed off satisfactorily.

In order to minimise any risk to you, we include a 3 month opt-out clause within our Service Level Agreement. We also offer an innovative range of financing solutions to help you offset any capital expenditure, so you can benefit from a low total cost of ownership and a fast return on investment.

Our high quality of service can be exemplified by our extremely high levels of customer retention, as well as references from our clients in your industry, which are available on request.

In today's market, ensuring your business's efficiency and competitive advantage is of primary importance. We'll ensure that your IT functions better across all areas of your business and remains one of your greatest assets, and a key tool in increasing the overall performance of your business.

For more information about IT Manager support for your business, or to arrange a free consultation, contact us today.

IT Support with  **entegraty**



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