



A Fresh Approach to IT

IT Support

Do your IT support issues get dealt with quickly and efficiently?

Are your users left waiting for IT support when they need it most, costing your business time and money?

Do you need an IT support provider that will take time and care to understand your business?

Are your IT Support Costs fixed and predictable?

At Entegraty, we know just how important your IT systems are to your business. Inefficient and ineffective IT support acts as a direct drain on resources, and can result in reduced productivity, costing your business time and money.

We understand the realities and implications that can result from poor IT support, so we've designed our IT support packages with you in mind.

Our aim is to provide you with the most comprehensive IT support at a cost that offers genuine value for money – so you can get on with what matters to you, running your business. We'll take care of everything; from ensuring you're not affected by systems downtime, to resolving issues relating to services from third party suppliers, so your support issues get solved fast and you don't get passed around.

A Reliable and Cost-Effective Alternative to an In-House IT Department

By taking time to understand your business and by getting to know your staff, we'll integrate as part of your team, giving us the ability to make sure your IT is one of your greatest assets in helping you achieve your business goals.

We'll act as your only point-of-call for all your IT support needs, providing you with all the support you'd expect from an internal IT department, at a fraction of the cost and with a far greater level of expertise and experience in the IT industry.

Good IT Support should give you peace-of-mind. We'll design an IT Support package that will remove the stress of IT management and give you seamless business continuity – so you'll have one less thing to worry about.





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Our Support Services

Instead of fitting your requirements into a support package, we'll carefully consider your exact IT support requirements and design the perfect support package for you – one that you can count on. Whether you are a start-up business or an SME, our extensive technical expertise, years' of experience and long standing partnerships with industry leaders mean we can provide you with the most reliable IT support, whatever your business. Our tailor-made support packages consist of modules such as:

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.

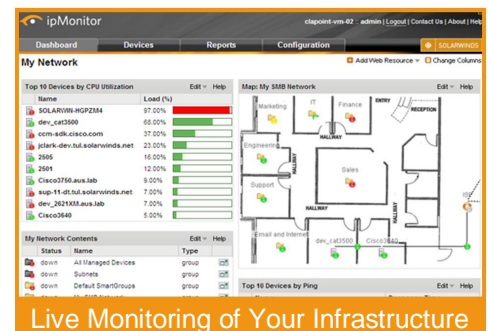
Regular Visits From Your IT Manager.

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**.



Live Monitoring of Your Infrastructure

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 support for your business, or to arrange a free consultation, contact us today.

IT Support with  **entegraty**



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