



# All the support your business will ever need

## Wouldn't it be nice if IT just worked?

IT is a vital enabler to nearly every business but when it's not working at 100% it can have a devastating effect on productivity and moral. Proactive support is a real no brainer, it takes away the headaches and worries of dealing with IT and reduces the costly impact of issues and downtime. ITSB allows you and your staff to concentrate on the business.

## How you'll benefit



### Desktop Support LET US WORRY ABOUT IT

- Looking after all your day to day IT needs
- We deal with your providers for you
- Your staff can concentrate on their jobs, while we look after all your IT needs



### Managed Email KEEPING COMMUNICATION EASY

- Love it or hate it businesses need it
- Ensuring your emails are working
- Sound help & advice for reducing the unwanted clutter.



### Active Monitoring IMPROVED PRODUCTIVITY

- Proactive maintenance keeps machines at peak performance.
- Issues can be detected and solved before they impact your staff



### Backup & Security PEACE OF MIND COVER

- Vital data secure and monitored
- Antivirus managed to ensure security
- Deleted files, broken hard disk won't ruin your day



### Mobile Device Support WORK WHERE AND WHEN YOU WANT

- Support for your, mobiles, tablets & laptops
- Making it easy to work on the move
- Removing the frustrations when it comes to accessing your information



### Network & Wireless Support HASSLE FREE CONNECTIONS

- Vital connectivity optimised & secure
- Wireless network maintained
- Coverage and capacity that your business needs.



### Reporting & Reviewing MAKE INFORMED DECISIONS

- Regular reports covering key areas highlights costly issues
- Identifying problems, leads to solutions
- Track service performance



### Guaranteed Onsite Engineer ALL THE HELP YOU NEED

- Regular visits ensure your IT is running brilliantly
- Time available for those none support IT issues that crop up.

★ Don't just take our word for it



"With over 50 members of staff spread across 3 sites ITSBS IT Support service has been invaluable in ensuring the day to day running of our IT systems. As a leading integrated agency our technical requirements can at times be challenging, but ITSBS have risen to the occasion time and time again showing their high level of expertise to deliver the right solution.

Their staff work as our trusted support partner and feel like part of the Bright blue Day team"

David Ford - Chief Executive, Bright Blue Day - top 5 UK digital agency

More great stuff overleaf



# Where were we..

Your IT has to be hassle free, working for you, not against you, focused on performance and making sure you get the absolute maximum out of your resources. With clear simple fixed pricing so you can plan your spend and great advice and guidance to ensure your using IT as effectively as possible for efficiency and growth.

## Our service plans

Business	Gold Best Value	Platinum
<ul style="list-style-type: none"> <li>✓ Unlimited Remote Support</li> <li>✓ Unlimited Phone Support</li> <li>✓ Unlimited Onsite Support</li> <li>✓ Self Service Knowledgebase</li> <li>✓ 24 / 7 / 365 Active Monitoring</li> <li>✓ Business hours support</li> <li>✓ Managed Desktops</li> <li>✓ Managed Backup</li> <li>✓ Managed Email</li> <li>✓ Managed Security</li> <li>✓ Managed Server / Cloud<sup>1</sup></li> <li>✓ Managed Network</li> <li>✓ Managed Mobile Devices</li> <li>✓ System Reporting</li> <li>✓ Full System Audit</li> <li>✓ IT Manager</li> <li>✗ Guaranteed Hardware Swap out</li> <li>✗ Guaranteed Onsite Engineer<sup>2</sup></li> <li>✗ Desktop Hardware Replacement</li> <li>✗ Advanced Security Protection</li> <li>✗ Out of hours Retainer (+£50pm)</li> <li>✗ Out of hours Support £100ph</li> <li>✓ Quarterly Health Check Reviews</li> </ul>	<ul style="list-style-type: none"> <li>✓ Unlimited Remote Support</li> <li>✓ Unlimited Phone Support</li> <li>✓ Unlimited Onsite Support</li> <li>✓ Self Service Knowledgebase</li> <li>✓ 24 / 7 / 365 Active Monitoring</li> <li>✓ Business hours support</li> <li>✓ Managed Desktops</li> <li>✓ Managed Backup</li> <li>✓ Managed Email</li> <li>✓ Managed Security</li> <li>✓ Managed Server / Cloud<sup>1</sup></li> <li>✓ Managed Network</li> <li>✓ Managed Mobile Devices</li> <li>✓ System Reporting</li> <li>✓ Full System Audit</li> <li>✓ IT Manager</li> <li>✓ Guaranteed Hardware Swap out</li> <li>✓ Guaranteed ½ Day a Month Onsite Engineer<sup>2</sup></li> <li>✓ Guaranteed 16 hour Onsite Response</li> <li>✗ Advanced Security Protection</li> <li>✓ Out of hours Retainer</li> <li>✗ Out of hours Support £70ph</li> <li>✓ Monthly Health Check Reviews</li> </ul>	<ul style="list-style-type: none"> <li>✓ Unlimited Remote Support</li> <li>✓ Unlimited Phone Support</li> <li>✓ Unlimited Onsite Support</li> <li>✓ Self Service Knowledgebase</li> <li>✓ 24 / 7 / 365 Active Monitoring</li> <li>✓ Business hours support</li> <li>✓ Managed Desktops</li> <li>✓ Managed Backup</li> <li>✓ Managed Email</li> <li>✓ Managed Security</li> <li>✓ Managed Server / Cloud<sup>1</sup></li> <li>✓ Managed Network</li> <li>✓ Managed Mobile Devices</li> <li>✓ IT Manager</li> <li>✓ System Reporting</li> <li>✓ Full System Audit</li> <li>✓ Guaranteed Hardware Swap out</li> <li>✓ Guaranteed FULL Day a Month Onsite Engineer<sup>2</sup></li> <li>✓ Guaranteed 8 hour Onsite Response</li> <li>✓ Advanced Security Protection</li> <li>✓ Out of hours Retainer</li> <li>✓ Unlimited Out of hours Support<sup>3</sup></li> <li>✓ Monthly Health Check Reviews</li> </ul>

<sup>1</sup> Includes 1 server or simple cloud support, additional servers or complex cloud will be priced accordingly.

<sup>2</sup> Engineer time can be banked up to maximum of 3 days to aid with larger projects.

<sup>3</sup> Out of hours support is for urgent critical systems and subject to our fair use policy.

## FAQs

### Do you do support out of business hours?

Yes we have options for evening, weekend and 24/7 support.

### Is there a call out charge?

No - All our packages include unlimited business hours onsite support so you don't pay any extra.

### Is my software supported?

While we don't directly support 3rd party applications we do take on the management for their support liaising with your service providers so you don't have to worry.

### How will your service save me money?

Easy - If you and your staff waste 10 minutes a day due to IT that's nearly an hour a week (per person!) How much is that costing you?

## Get in touch

call us now on 03333 44 22 04

email us on [hello@itsupportbusiness.co.uk](mailto:hello@itsupportbusiness.co.uk)

visit our website [www.itsb.uk.com](http://www.itsb.uk.com)



We're as good at customer service as we are at technical support. And we're really good at technical support



We listen to what you need and build a package of support that works best for you.



We don't do jargon because we're great at explaining things without it.



We don't sell you anything you don't need. Instead, you get good, honest advice.



We're fun, enthusiastic and in the UK - great for chats about the weather.



"The UK's most trusted IT service provider"