

# Put your time and attention where it matters most. We'll take care of IT.

Improving productivity.  
Strengthening security and compliance. Empowering people to work and collaborate from anywhere. Monitoring Help Desk tickets. That's a lot for one person's plate.

We can help — as much or as little as you want.

Not as a vendor who comes and goes, but as an extension of your team — taking on your challenges and goals as if they're our own.

From temporary project-based support to ongoing strategic consulting, with Managed IT Services, you'll be able to stay focused on your core business knowing your IT infrastructure is in good hands, your IT costs are fixed and your workplace is secure.



## **WITH MANAGED IT SERVICES, YOU GET:**

### **A dedicated team of local experts backed by Xerox**

One single point of contact you can count on for anything and everything, led by a dedicated Service Delivery Manager and Technology Architect, whose focus is to provide continual service improvement.

### **Scale, capability and flexibility**

Rather than a one-size-fits-all offering, ours is a bespoke one, tailored to your work culture and needs. Services can be added and removed as needed to meet your business demands cost-effectively.

### **24/7/365 monitoring, management and expertise**

Beyond reactive technical support, we're available around the clock to prevent and resolve issues quickly, even when they're complex.

# Worry-free, end-to-end IT services that keep your workplace humming.

From proactive and reactive support to the seamless implementation of a bespoke solution, Managed IT Services is available around the clock to meet your exact standards of uptime, efficiency and security.

## INFRASTRUCTURE MANAGEMENT AND MONITORING

- Routine maintenance tasks such as security checks and system backups
- Patching and updates that keep your systems safe from hackers
- Performance and capacity monitoring so action can be taken when systems are at risk
- Connectivity management to ensure people, devices and locations are always connected
- Backup and restore to ensure your data is secure
- Security management including penetration testing, risk identification, best practice counseling and Cyber Essentials accreditation assistance
- Configuration management and tracking of hardware and software assets

## HELP DESK SERVICES

We operate numerous connected service desks around the UK, as well as a 24/7 service desk fully manned by experienced IT experts who are able to provide the technical expertise needed to work through any problem without introducing risk.

## FLEXIBLE IT RESOURCES

From additional help desk or project support to supplemental event or holiday coverage, we can bolster your teams and skill sets to help mitigate risks and keep plans on track.

## STRATEGIC IT CONSULTANCY

We can provide a Chief Technology Officer as a service (CTOaaS) to work alongside your senior management teams and ensure your technology supports your organisation's strategic goals. Areas of focus include compliance risk management and technology roadmapping.

## IT TRAINING

Our dedicated team delivers on-site and online training around applications, security and user onboarding, and is able to tailor materials to meet your exact needs.

## WHY CHOOSE US



### Expertise:

We have decades of expertise backed by some of the most respected certifications in the industry.



### Savings:

We have the manpower, strategic partnerships and technical know-how to save you valuable time and money.



### Competitive edge:

We stay on the leading edge to help you maximise your IT solution investment and meet the changing needs of your organisation. We'll keep you updated on developments and emerging technology that can accelerate the way you do business and serve your customers.



### Intelligent tools:

We employ state-of-the-art monitoring tools and a proprietary management platform to effectively monitor, find and resolve issues quickly.

**With Managed IT Services, you can stay focused on your core business knowing your organisation is running efficiently, effectively and securely.**

Learn more at