

# supportIT

More than just an IT support contract



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## Introducing *supportIT*



More central to business than it has ever been, we all use IT to perform a range of critical functions. From customer databases, to billing, to sales, computers and computing are a key part of how businesses operate.

Facing this reality, successful businesses know that they need to take IT seriously. Downtime and IT issues slow down all aspects of their business, losing them time and money. That is why IT support needs to be more advanced than ever to keep up.

Support/IT is a comprehensive IT package that goes further than a traditional support contract. We embed ourselves within your organisation, learning how you work and understanding where you could be more efficient. We take care of everything from supporting end users, 24/7 monitoring of your hardware, system updates, security management, BYOD management, and consultancy to ensure you're always up-to-date with the latest technology. You will also receive regular visits from your Technical Account Manager, so we are always accountable to you.

The cornerstone of Support/IT is **proactivity**. We are constantly monitoring, looking for issues before they become visible. Resolving these issues early on dramatically minimises the risk of serious downtime, keeping you moving and growing.



## The common problems that people come to us with



We have been supporting customers for nearly fifteen years. In that time we have spoken to **a lot** of business owners in all sorts of sectors; from retail, to design, to accountancy, to schools. Every business is unique, but many of them face the same problems, which drives them to us. These are:



An IT support provider that doesn't understand their business. They have no coherent long-term IT strategy and simply react to problems, rather than being proactive.



An IT support provider that does not provide regular reporting and account management discussions. They are unaccountable, and make changes without explaining the merit of them.



An overstretched in-house IT team that cannot keep on top of all the day-to-day issues and require external assistance to ease the burden.



A feeling that they are not getting value for money from their IT investment, perhaps there has not been a major update in several years and therefore modern technology is not being used.

## What you can expect from *supportIT*



We exist to remove an organisation's IT operation concerns. We may not be a perfect fit for everyone, but generally speaking, organisations that come to us report that Support/IT provides them with the following:



Reduced stress about IT issues impacting on operations and resulting in wasted time and lost revenue.



A friendly support team that they genuinely connect with and that understands their issues and how to fix them... quickly.



Peace of mind that their precious data is protected with the latest security software and is kept up-to-date without prompting.



A clear picture of the work that is undertaken on their IT environment, and how that translates into a long-term plan.



A proactive service that is constantly adapting and improving.

"entrust/IT are highly professional and responsive. They immediately understood our requirements and implemented a solid, secure and always available solution. I have just one thing to say to entrust/IT: Never, ever, change your support team!"

- Denise Nurse  
Director  
Halebury

"We were very impressed with entrust/IT. They took the time to get to know our business, understand our issues and objectives and put forward a solution that would deliver against both immediate and long term objectives"

- Darren Woolsgrove  
COO  
Harvey Jones Kitchens

# The Components

Before we can support you, we first have to understand how your IT currently works. The purpose of a systems audit is to inform us of the hardware you have in place, how secure it is, and how efficiently it is used.

## IT Systems Audit

If we spot any major issues when we carry out the audit, we will inform you upfront and make recommendations for how they can be improved. However, rest assured we are not out looking for issues, and will only recommend you make improvements if we can justify them to you.

Your Technical Account Manager will explain the findings to you and highlight what items need prioritising. Once the audit is complete, we can begin supporting you.

Our technical teams can be available 24/7 to support your staff. Wherever they are in the world, your staff can call in and gain access to a friendly, UK-based of qualified engineers. Using state-of-the-art remote monitoring and access tools, we can connect to your computers remotely and diagnose and resolve issues over the phone.

## 24/7 Remote Support

You can access support using phone, email, or web and can gain updates via an online portal. Requests are logged into our powerful helpdesk tool, and have clearly defined Service Level Agreements (SLA) so you are always clear on how quickly we will respond to your issue.

## Dedicated Account Managers

Every Support/IT customer receives **two** account managers, which is unique among MSPs. Your Account Manager is the liaison between you and us. They handle billing queries, operational questions and help you to plan for the future.

Your Technical Account Manager is your key contact for technical issues. They keep on top of your technical issues and ensure that they are resolved in a speedy manner. They also undertake IT projects and upgrades. They also help oversee office moves.

## State-of-the-art system monitoring

We invested heavily in our business automation systems, which includes our remote monitoring software. ConnectWise Automate is one of the most advanced RMM platforms on the market and allows our engineers to see at a glance issues with your infrastructure that must be resolved.

Automate allows our engineers to schedule software updates out of hours to ensure that you are never interrupted by the dreaded update screen during your working day. It also allows us to remotely apply security patches to keep your hardware up-to-date and protected.

We will always ensure that we are accountable to you, and can justify every decision we make and every change we implement. We provide regular reports that describe the work we have done to your IT environment and how beneficial that has been.

## Transparency and Accountability

We also provide surveys that gauge our performance in resolving your issues. Every ticket offers a short survey where you can rate our performance on that particular ticket. Every four months, all users complete a brief survey which allows them to rate our performance in some key areas, such as speed and communication. This commitment to accountability ensures that you always get the best service.

## A long-term plan

We are not in this for the short haul. Our focus has always been (and will always be) about maintaining long-term relationships. Many of our customers have been with us for over 10-years, and we have adapted and grown a lot together in that time. We are privately owned and managed and do not have to answer to investors.

This long-term outlook allows us to plan with you for the next five years or more, providing a roadmap that will help you to succeed long into the future, rather than just in the first year of working with us.

# Who are the entrust IT Group?



The entrust IT Group are comprised of five Managed IT Service Providers:

- entrustIT Ltd
- entrust Creative Technology Ltd
- Tiva IT Solutions Ltd
- Serval IT Systems Ltd
- Midrange Networks Ltd

We are an ever-expanding network of companies with a goal of expanding across the UK, Europe and USA. We know how much value people place on having a 'local' IT team that understands and relates to them and, importantly, is never far away if something major happens. That is why we keep regional offices in our key areas. We are national (and international), but local.

Our senior leadership team are ex-financial services senior professionals who understand a thing or two about efficiency and on-time delivery. They ruthlessly drive us to continuously improve our service quality.

We work with small and medium sized organisations in various business sectors, but have tried-and-tested experience in the following industries:

- Retail
- Design/Architecture
- Financial Services
- Legal
- Education
- Manufacturing

You can learn more about us from our 'Who We Are' booklet:

[resources.entrustit.co.uk/hubfs/entrustITGroup-WhoWeAre.pdf](https://resources.entrustit.co.uk/hubfs/entrustITGroup-WhoWeAre.pdf)

One of the "brightest and best businesses that the UK IT Industry has to offer".

- **Stuart Sumner**  
Editor  
Computing Magazine



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