

Doting **IT Support**

It's the end of the work week and your staff is preparing to go home. One of your employees uploads a hot new song from his thumb drive (*and a rootkit*) on Friday afternoon. The rootkit spreads itself to all of the computers in your office.

Totally unaware of the damage that's done, you come back to work on Monday to find that all of your computers are now out of commission.

How does “average” IT support usually work?

Average IT support is **reactive**. Something bad happens and you call your IT guys in a panic. You’ve lost your backups, a virus prevents your team from working, or something’s not working right.

Reactive IT support means you’ll **always** have downtime, and you’ll always lose money every time something goes wrong. You lose money while you wait for viruses to be cleaned, backups to be restored, maintenance to be completed, or updates to be made.

You can’t prevent every IT problem.

That’s true, *but which scenario saves you the most money?*

Scenario #1:

You pay for IT support when you need it. You’re still **reacting** to problems instead of **preventing** them. Something goes wrong and you call your IT guy. When he shows up you have to explain the problem, give him access to your network, and whatever else he needs to get started. You’ve lost a lot of time and he hasn’t even found the problem yet.

Why do I need doting IT support?

You need it because you don’t know what you don’t know.

Can you spot employee bad habits that expose your business to theft? Can you find and fix security holes that make your private information public?

Not without support.

What is doting IT support?

Doting IT support is **proactive**. Our managed IT service means we don’t wait for you to realise there’s a problem; we monitor the computers and devices in your network, in real time. We look for threats to your business, areas that need improvement, and ways to improve performance. We find and fix IT problems immediately and automatically, minimising downtime or eliminating it all together. Now that rootkit your employee uploaded after work on Friday doesn’t stop you from working on Monday.

Scenario #2:

Your IT guys dote on your business. They’re instantly alerted when they notice a security hole in your network. They also see that unauthorized users are trying to get into your network. They restrict outside access to your data and lock down your network, fixing the problem **before** any damage is done.

You’ll still have to deal with the unexpected.

That’s right. Remember though, that your downtime skyrockets when your IT support receives secondhand information.

Our managed IT subscription means that we find and fix IT problems automatically. Since we already know what the problem is there’s no need for you to explain anything and we don’t spend time getting usernames and passwords from you.

What if I end up paying for more than I use?

Our managed IT subscriptions come with different service levels, so you only pay for what you use. Upgrade or downgrade anytime.

Services

- Managed IT Support
- Technology Consultation
- Data Backup & Disaster Recovery
- Email Account Management
- Software/Hardware Installation & Repair
- Broadband & Telephony
- Virus, Malware, & Spyware Removal
- Wireless Networking
- Computer & Network Security
- Web Development

Reduce downtime and expenses by as much as 93%.

***Call us on
0871 288 7575
to schedule your free IT audit.***

