IT-C SUPPORT SOLUTIONS LTD CARING FOR YOUR NETWORK

IT C

INFORMATION
TECHNOLOGY
CONSULTANCY

Welcome to IT-C Support Solutions

IT-C has become recognised as one of the leading IT support service providers in the East Anglian region. We provide a complete support solution supplying maintenance, installation and integration support on a wide range of systems.

IT-C was founded in October 2009 with the vision of providing reliable, cost effective IT consultancy and support services to local small and medium size organisations.

Established with only an initial operating capital of £1500, the business witnessed excellent growth over the first 12 months and completed its first year of trading boasting a turnover of £173k with a gross profit of £58k. This growth has continued through into our subsequent years of trading, with the business exceeding its previous year's turnover year on year.

Originally established by Carol Watson, the business was restructured in August 2010 to bring on board 3 additional directors to continue the rapid growth of the business and provide security to the business.

We have invested heavily in the infrastructure and systems for the business, to meet both the current and future needs of our customers, whilst continuing to grow our customer base.

IT-C are constantly at the forefront of emerging technologies and offer reputable, flexible IT support services across areas that also include IP Telephony, Networking & Comms, Wireless, Managed Services, Installation, Security, Network Health Checks, IT Disposal and Repair services.

Whatever problems you experience, you can be sure IT-C is able to provide a suitable support remedy.

"The support we receive from IT-C is second to none and we would wholeheartedly recommend them."

Our commitment to you

At IT-C we are committed to providing our Customers with all the necessary tools to successfully utilise their network infrastructure. Benefiting from years of IT support experience and, most importantly, by listening to the needs of our clients, IT-C are ideally positioned to assist all types of Customers regardless of the technology platform.

Our focus is on providing a level of customer service which is second to none, whilst eliminating the confusion and "tech talk" a large number of IT companies use.

IT-C understands the importance of customer requirements. We ensure we provide solutions and systems that meet and will continue to meet the needs of the business.

We take great pride in assisting our customers, and will go to great lengths to ensure we exceed all expectations.

As part of IT-C's founding vision of offering cost effective IT services and our commitment to exceptional customer service, we offer a range of value added services.

For all our customers adopting a support contract with scheduled maintenance visits, we implement automated hardware/software monitoring.

We monitor and track your hardware and software licences/subscriptions with notifications when renewals are due. In addition, if required, we will handle the full purchasing and renewal process.

We understand Individual customers have their own requirements, and as such sometimes require non-standard pieces of hardware or software, if our existing suppliers do not stock or supply required solutions, we will do all we can to source suppliers that do.

We appreciate that in the real world problems do arise out of hours, as part of our principle of exceptional customer service, we do answer the phone outside office hours!!

Building long term relationships with our customers is very important to IT-C. We aim to become an extension of your existing operations blurring the line where your business ends and IT-C starts.

"Downtime is critical to our business and that is why our infrastructure support is in the experienced and trusted hands of IT-C."

Technical Assurance

Our consultants have over 30+ years' combined experience of working in the ICT industry and are trained in maintaining and installing a wide range of networking equipment. We ensure we keep ahead with the ever changing technologies of the ICT industry so our customers can be assured of receiving the support required to meet their continuously evolving demands.

As a network services provider, IT-C provides support across a wide range of vertical markets from manufacturing, medical, leisure, and retail.

Focused totally on the customer, IT-C are able to deliver the latest resources, skills, insight and innovation to customers whatever their business.

Working closely with our customers enables us to customise our services to fit their IT support requirements.

Partnerships

By partnering with all the leading manufacturers in the IT industry and operating a competitive pricing model allows us to deliver enhanced support services without compromising on quality, whilst providing our customers with a single point of contact.

Call Logging & Reporting

IT-C's helpdesk provides you with a simple and efficient method of logging your issues whether by call or email, making sure they are all resolved in a prompt and professional manner.

Operating the Microsoft Dynamics CRM system allows us to automate a large number of processes, whilst providing a means of reporting to our customers on the benefits they are receiving from IT-C.

Location, location, location

IT-C's consultants operate from their own homes local to their primary customer base. This is one of the main reasons why IT-C is able to accommodate very short SLAs and is recognised as the premier choice support company.

Support Infrastructure

IT-C has invested heavily in an infrastructure to facilitate the provision of our support services. Coupled with our partnership with Comms-Care, IT-C is able to offer one of the most extensive IT support packages available..

Our consultants utilise the Logmein Rescue remote support system, which allows us to connect to, and remotely control any Microsoft Windows or Apple Mac Based PC or server with an internet connection

Alongside PC/Servers we can remotely connect to a range of smartphones including Windows Mobile®, Symbian®, IPhone and BlackBerry based devices, allowing us to provide a unified support solution for all your ICT needs.

The Logmein solution allows us to provide our customers with a secure peace of mind service. All connections by IT-C are automatically encrypted and secure between the customers PC and the IT-C consultants PC

In addition to the adoption of the Logmein system, IT-C has implemented a VOIPcortex voice over IP telephone system capable of expanding and meeting all the future needs of the business as it continues to grow

"IT-C worked closely with us to understand our problem and provided us with a soluton that not only addressed our needs, but carried us forward into the future."

24 Hour Automated Monitoring Services

At IT-C Support Solutions, our automated monitoring services can monitor your servers and network devices 24 hours a day, ensuring that everything is running smoothly and nothing is hindering your business performance.

Network monitoring is the process of watching your business servers, computers, network equipment and devices to detect problems before they become mission critical. When problems do occur, it can slow down your network, preventing you or your employees from getting their job done efficiently.

If there is a problem, our trained professional staff are able to immediately react and resolve issues, allowing your business to run as efficiently as possible.

We are able to watch over a number of network-related problems, including:
• Power outages
• Virus, malware and spyware infections
• Lost network connections
• Crashed servers/services
• Overloaded systems.
• Core Server Metrics

### 24hr/7 days a week monitoring
Our monitoring service constantly remotely monitors your network. It identifies both faults and performance degradation.

Proactive response to incidents
When issues are immediately detected our professional engineers are automatically notified and act swiftly to resolve the network issue.

Priority Support
We give priority support to issues. This includes automatically being moved to the front of phone support queues.

Servers

Network Equipment

Printers

Computers

Monitoring Servers
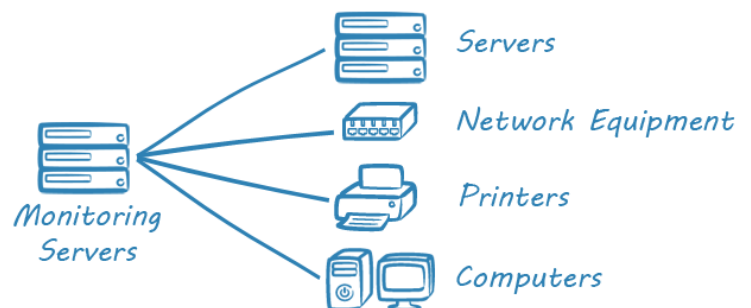
Online Backup Services

IT-C is able to provide our own fully managed dedicated online backup service. IT-C takes the headache away from managing your data backup routines.

Small and medium size businesses (SMBs) need to keep their businesses up and running just as much as larger companies. Yet they are challenged by several limitations when seeking out a solution that meets their mission-critical data recovery, application uptime, and data retention needs.
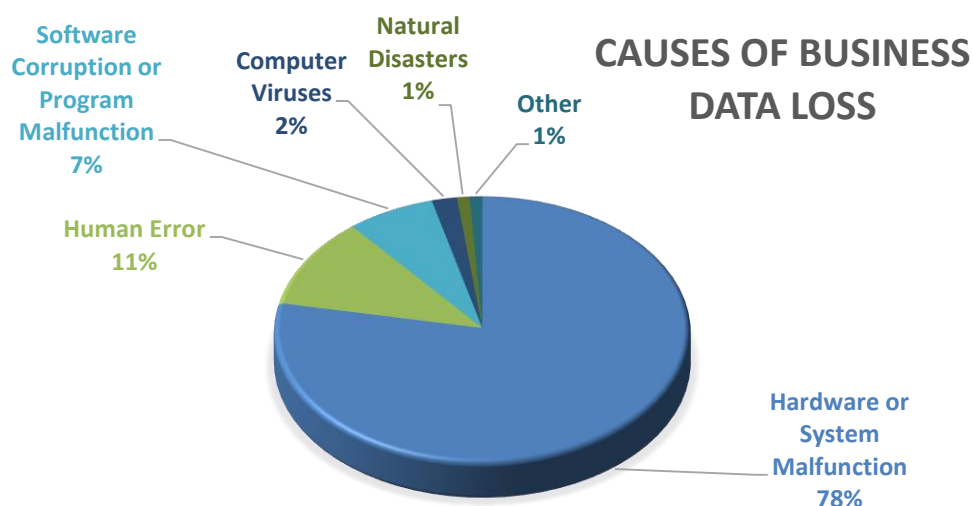
On average, by the 6th day of a major data loss, companies experience a 25% loss in daily revenue. By day 25 it is 40%. The average cost to a UK SME of a virus attack is £843 with an average downtime of 7.2 hours, 43% of companies that experience a severe data loss disaster, and have no data recovery plan in place, never re-open.

With our online backup service your daily data backup is fully automated. Every day your data will be stored safely in a secure offsite datacentre from where you can access your data backup 24-hours a day, 7 days per week.

Our online backup service covers all aspects of data backup, from flat file backups, MS Exchange (inc. Mailbox level options), MS SQL Server, Lotus Domino, My SQL, Oracle, VMware Servers & MS HyperV Servers.

We store your data at multiple separate locations in purpose built datacentres. This ensures your data is safe and you do not run the risk of losing any backups. You can transfer data back to your PC or to any other system you choose anywhere in the world.

Supported Operating systems include: MS Windows (2000, XP, 2003, Vista, 2008, 7, 2012, 8 & 8.1), Red Hat Linux 6.0+, Ubuntu, CentOS, Mac OS X v10.2+. Netware 5.1+ Unix Solaris, AIX, HP-UX.

CAUSES OF BUSINESS DATA LOSS

Software Corruption or Program Malfunction
7%

Computer Viruses
2%

Natural Disasters
1%

Other
1%

Human Error
11%

Hardware or System Malfunction
78%

IP Telephony Systems

The IT and Telecommunication Industries have always had a close relationship, however, with the advent of Voice Over IP (VOIP), that relationship is now more apparent than ever.

With our philosophy of providing a one stop service, IT-C has developed a partnership with IPCortex to supply cutting edge telephone systems.

Communications and telecoms are vitally important to any business, especially in today's marketplace. , whether you require a traditional basic telephone system or an open digital system, handling a range of voice and data; it forms an integral part of your business and reflects the way you do business!

IT-C is a registered reseller for the VOIPcortex PBX which exclusively uses open VoIP network technology to provide uniquely feature-rich, accessible, cost effective and scalable phone systems. It does this while maintaining excellent call quality and reliability via the use of existing digital exchange lines and resilient hardware.

We can supply a system that will meet all your requirements, both now and in the future. One distinct advantage to the VOIPcortex VOIP telephone systems is the fact that unlike a large number of competitor systems, the VOIPcortex system works with a range of telephone handsets, offering massive cost savings, whilst guaranteeing to be able to provide a handset to meet your needs.

The IPCortex range of VoIP Telephony Systems offer a far more flexible and effective communications backbone for your business, with a GREATLY reduced cost of ownership and operation compared to conventional PABX and other VoIP telephony systems.

All our consultants are fully trained in the installation and management of the IPCortex VoIP Telephony Systems. Alongside this , as a result of the robust and reliable design of the VOIPCortex range, IPCortex provide a next day preconfigured replacement system as part of the maintenance package, which can simply be plugged in to your network to get you up and running again in the event of a hardware failure.

Microsoft Office 365

Now there's an easy way to do business – virtually anywhere!! The latest version of Microsoft Office 365 is here and IT-C Support Solutions can provide you with all the support you need to make the most of what it has to offer and stay ahead of the competition.

Microsoft Office 365 brings together cloud versions of Microsoft's most popular and trusted products, to create a complete collaboration solution that integrates with your existing communication and IT systems. The user experience is seamless, whether on a desktop PC, laptop, tablet or smartphone

Office 365 is designed for businesses of all sizes. It is a flexible solution which allows you to select all of the Microsoft products or just the ones that are most suited to your business, which can grow with you as your business grows.

Now, more than ever, businesses need technology to be available around the clock - you never know when that hot sales lead will want to know more or put in a last minute meeting request. Inevitably it will be when you're out of the office. With Microsoft Office 365®, Small Businesses can take advantage of enterprise grade services which large scale businesses have benefited from, but at a fraction of the cost. You can have the best access to the Microsoft products you know and trust, wherever you are.

Office 365 is Packed full of tools to make teamwork and knowledge sharing easier. Regardless of whether your people are working from home, the office or on the move, they will have quick, easy and secure access to email and calendars, Microsoft Office applications, instant messaging (IM), web conferencing and file sharing

Comms Care Partnership

Although IT-C has defined plans for growth over the coming years, we appreciate we cannot always be in all places at all times, and that is why we have partnered with Comms-Care (www.comms-care.com).

The support infrastructure of Comms-Care, provides an excellent backup resource to IT-C, allowing us to instantly scale the business in response to the demands of our customers, allowing us to call in consultants at short notice if our own resources cannot meet demand.

Comms-Care provides the perfect synergy of services to match with IT-C's service provision.

To-date however we are proud of the fact IT-C has never had the need to call upon Comms-Care as we have always managed to meet all our customers' needs with our own internal resources.
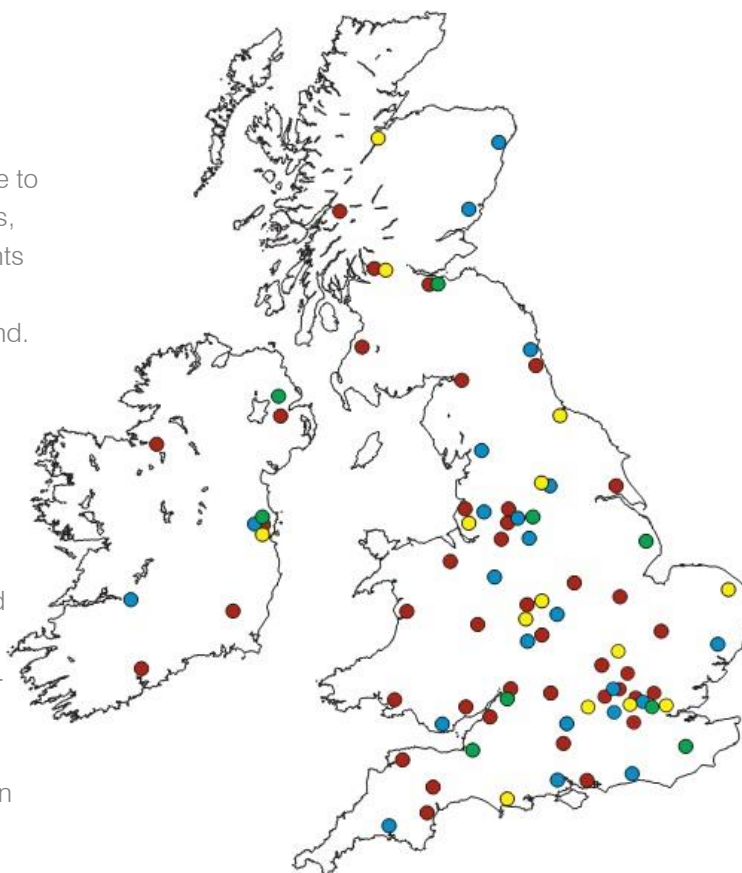
Location	Description	Total
🔴	Comms Engineer	45
🔵	Cross discipline Engineer	22
🟡	Desktop Engineer	14
🟢	Senior Engineer	9

Why partner with IT-C

Through partnering with IT-C Support Solutions, you can be assured that you will be receiving the very best in IT support services. We are committed to working with you to realise the benefits of ICT for your business.

With the investment in a robust reliable infrastructure to support the continued growth of IT-C, the business has grown from an unknown IT support provider, to a leading provider of ICT support solutions to the East Anglia region and beyond.

By partnering with the leading names in the IT industry, we ensure we are able to offer a solution to meet all the requirements of our customers.

In addition we have developed an extensive network of trade only distributor partnerships allowing us to offer a true one-stop-shop solution, at the best possible prices.

We have built our business around the needs of our customers, and by constantly reviewing our service portfolio, linked with a core focus on exceptional customer service, we continue to ensure we meet and exceed the requirements of our customers.

It is no coincidence that a major factor in IT-C's success has been the support received from all our customers. We understand the importance of this support and work very hard in maintaining customer confidence, loyalty and satisfaction and believe this is why IT-C is rapidly becoming the number one choice for organisations when looking to outsource their IT support services.

"Exceeding YOUR Expectations."