

# Managed IT Services

Tailored IT solutions to support your business



# Maintaining your IT infrastructure can be expensive and time-consuming



At ITDS Managed we remove the hassle; providing proactive support to ensure your systems run seamlessly in the background.

We have a wealth of experience supporting businesses, large and small across a range of sectors. You're safe in our hands.

## Comprehensive IT services working seamlessly in the background

**To run a successful business the right technology is essential.**

However, you also need to keep your IT systems secure and running efficiently - which can quickly become time-consuming for in-house IT teams.

This is where ITDS Managed can help. In partnership with IT Document Solutions, we run a clear and simple system for any business looking for support or beginning their digital transformation journey. We ensure that any service, outsourced or in-house, is uniquely designed for your exact needs.

## Allow your IT team to take back control

An increase in the number of systems that require managing can place serious pressure upon any business, even those with an IT department. It's vital to have the right infrastructure and support in place that will allow your staff to effectively add value to your business. ITDS Managed can remove the strain and let you and your team concentrate on your core business.

We can also help identify where automation can help free up your employee's time. If your team are spending hours on the same tasks, and that time would be freed up by effective automation, it doesn't take long to recoup the investment.





## Finding the right IT services to meet your business needs

Ultimately, all business processes and applications interact with your IT infrastructure at some level.

In this increasingly regulated and digital age, the burden of managing this environment is significant - couple that with growing security demands and this can be a daunting prospect.

By utilising our IT Services, we can manage key infrastructure and remove this burden from you or your IT teams. Through a discovery led process, we will help you identify your requirements and provide IT services fit for purpose, helping you build and maintain a reliable and resilient IT infrastructure.



### Our mission

Our core activity is to provide value-added products and services, through continuous improvement, proactive support, and the creation of long-standing relationships.



“The whole team has provided the finest, high-quality service, support, and ideas for IT overhaul at our office; from leasing hardware to setting up IT security systems, cloud backup, and supporting individual IT needs. The team is proactive, responsive, customer-driven, and ready to support all our IT needs.”

**Arun Technology Ltd**



# A consultative approach

By carefully analysing your existing infrastructure, we can provide objective advice on where to make improvements and where to continue utilising existing technology.

This refreshing approach will not only enhance your infrastructure, but ensure your resources are deployed in the right areas.

Our consultative approach ensures we deliver an outstanding service, time and time again. We work closely with each of our clients to understand where their business is today and their targets for the future, using our expertise in technology to help them grow and succeed.

We have been using ITDS for a while now and we cannot fault how great they have been. The support provided has been incredible. They helped guide us through the process and made everything as easy as possible. We would recommend the team here to anyone and everyone!

**Halsa Chiropractic & Physiotherapy**

# Comprehensive IT support for your business

When it comes to IT support, there is no out of the box solution. We provide tailored IT support depending on your business requirements. Our professional IT teams are industry experts and will give your business the attention it deserves, within your budget.

- **Outsource** - Reduce your overheads by outsourcing your IT service and gain the insight of a committed, experienced, and professional IT team.
- **Fully managed service** - We have a well-rounded team of IT experts who continuously deliver a class-leading service. From sourcing the right equipment to building a reliable and secure framework for your entire team, we ensure your business IT service is proactively delivered.
- **IT maintenance** - Keep your business operational with our 24/7 business IT support and maintenance service. No matter your business size or location, our team are ready to support you and ensure data security, reliable server activity and updated disaster recovery.

# How we can help

## A tailored IT solution unique to you



### Remote monitoring

With remote monitoring, we proactively deal with potential issues, rather than lose valuable uptime reactively coping with them as they strike, keeping your business operational.



### Backup disaster recovery

We provide a variety of backup and disaster recovery options, varying from local solutions, including instant DR virtualisation of full systems to cloud based solutions, offering virtualisation and archiving. Any data backed up locally or to the cloud is encrypted in transit and at source, offering the highest security levels for your business.



### 24/7 IT helpdesk

Our fully trained technicians' work on our helpdesk, providing help and assistance to your company's employees, so that if something goes wrong, it can be fixed quickly, effectively, and conveniently. This cover is tailored, and we can offer 24/7 support when it's needed.



### Antivirus & EDR

By utilising managed antivirus software, antispam and email filtering, we provide a robust network defence to aid your company's security and protect its valuable assets.



### Cloud solutions

Cloud computing solutions provide a superior level of agility for businesses, providing greater security for your infrastructure, lower costs and more flexibility. We offer cloud solutions based on your exact requirements, from managing and implementing Office 365 subscriptions and cloud services, to setting up a

simple storage function, or an extension of your current infrastructure in the cloud to add resiliency. We offer best-in-class cloud partnerships that suit any business.



### Cyber security

Everyday business applications and systems can pose a potential risk to businesses. If not adequately protected you could leave your business exposed to viruses, data breaches, loss of data, or loss of connectivity. This could impact your staff, your customers, and the reputation of your business. We will audit and secure your network using industry-leading tools to keep your data safe, with real-time monitoring and AI to always keep ahead of the game.



### Hybrid working

The way we all work has changed with hybrid working becoming the norm. We are here to ensure you make the most of flexible working arrangements, without compromising on productivity. Our cloud services keep you connected to the information you need, regardless of your location. Always backed up and secure, you are safe in our hands.



### Unified Communications

We offer a full suite of unified communications, collaboration & conferencing tools, helping businesses to work effectively from any location. Whether you're looking to improve your business communications with a smart telephony solution that's fully featured inclusive of softphones, back-end system integration, compliant call recording & analytics, an omni-channel contact centre, or meeting room & conferencing solutions, our specialists can advise you on the best route to take.



### Business Mobiles & Internet Connectivity

We can support your teams with flexible business mobile phone contracts & SIM packages, along with device management solutions to provide secure, compliant mobile communications. To compliment these technologies, we offer class leading connectivity solutions from the latest fibre broadband circuits to leased lines, cellular and satellite connections, enabling us to provide fast internet connectivity to any site, in any location.



# Why choose us?

We consider the broader picture and the challenges of our clients.

This enables us to really understand the mindset of your business. We endeavour to provide solutions that address specific requirements and get people thinking in a different way.

We challenge the normal perceptions of technology providers, working closely with our customers to specify the right solution that is fit for purpose, driving improvements over the long term.



## Benefits of our Managed IT Services:

- Relieve the burden from you or your IT team, allowing them to focus on value-adding activities for the business.
- Working in partnership, we will become an extension of your IT team.
- You'll work with a company that listens to your requirements and provides only the services you need - nothing more and nothing less.
- We offer unique, flexible, and scalable services that will enable your company to grow, whilst meeting your business, customer, and day to day demands.
- Scalable support as required to meet your objectives, on time and on budget.
- Continual system monitoring to identify where we can help as your business demands change.

## Transparent pricing ✓

Our pricing structure is clear and concise, removing the confusing array of software packages and hidden add ons.

## Trusted partner ✓

We take pride in the close working relationships we have with our clients. You'll have dedicated points of contact to deal with your account. We want to build genuine relationships and we see ourselves as an extension of your business.

## Independent ✓

We work with the leading IT vendors to provide best-of-breed service to our clients. That way you get the best solution to meet your needs. One size does not fit all.

## Experienced team ✓

In the fast-paced IT sector, we are constantly working to the latest accreditations. Our team undergo rigorous training to provide secure and resilient solutions to address your IT challenges.

## Peace of mind ✓

All clients are managed via our helpdesk software. We take control of Microsoft updates, monitor the hardware and make changes, freeing up your team to do what they do best.

# Best-in-class technology partners:



## All your office technology solutions in one place:

Our group of companies can provide technology solutions and consultancy across a myriad of managed services, from the post room to the board room.

- Managed Print Services
- Document Solutions
- Mailroom Solutions
- IT Managed Services
- IT Procurement
- Unified Communications
- Business Mobiles & Connectivity
- Cyber Security

## Book your free, no-obligation IT health check today

**0207 101 0096**

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