



# IT MANAGEMENT AND SUPPORT CONTRACTS


**You'll probably agree that you should be spending your valued time on the day-to-day running of your business rather than worrying about IT issues, which is why we have created a flexible and comprehensive 'Fully Managed Service' that you can rely on to keep things working.**

One of the principal aims of your business is probably going to be to help it grow. Whether your business is just starting or firmly established, you will have IT needs. As your business grows, so too will these IT needs, which is why choosing the right IT provider is such a critical decision.

## **Is a fully managed service 'overkill' or is it what I need?**

In an ever-increasingly complex IT industry, growing your business can appear to be extremely difficult when you look at the huge range of hardware, software and services available. Keeping yourself or your team up-to-date is time consuming and often expensive. If you have no interest in such things, or you're having trouble keeping up, a cost effective (and fixed price!) fully managed services will work wonders for you.

**The following are elements every business owner should consider when choosing an IT services provider:**

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- 1. Billing Structure.**
  - 2. Bespoke Service.**
  - 3. Response Times.**
  - 4. Qualified and experienced staff.**
  - 5. Data storage and security expertise.**
  - 6. Experience and reviews.**

## What to consider when choosing an IT services provider:

### 1. Billing Structure.

Typically, fixed-price contracts are the preferred way to go over a pay-as-you-go system. With this option, you know exactly how much you are paying your IT provider each month. This option also provides ongoing monthly support and allows for the increase or decrease of staff and associated resources by the adjustment of the monthly fee.

This billing structure also gives you the advantage of reviewing your IT processes on an ongoing basis for any improvements or necessary modifications.

### 2. Bespoke Service.

Every business has different needs. It is therefore imperative to look for an IT Provider capable of customising solutions and services to suit your business. This involves putting together a well-tailored and comprehensive solution that meets the needs of your business. Overall, it would aim to overcome any challenges you might be facing and cut out unnecessary costs in the process.



### 3. Response Times.

Any IT service provider should be able to give you an estimate of response times in any given situation. This includes logged IT issues that need to be resolved, or onsite support that requires immediate attention. It will allow you to assess whether their response times and availability meet your business requirements.

### 4. Qualified and experienced staff.

Having access to a team of highly trained and experienced technicians, constantly up to date with the latest technologies, will ensure the best IT solution for your business.

An IT providers with credible work experience in your specific industry is better equipped to anticipate your operational needs and foresee potential problems before they arise.

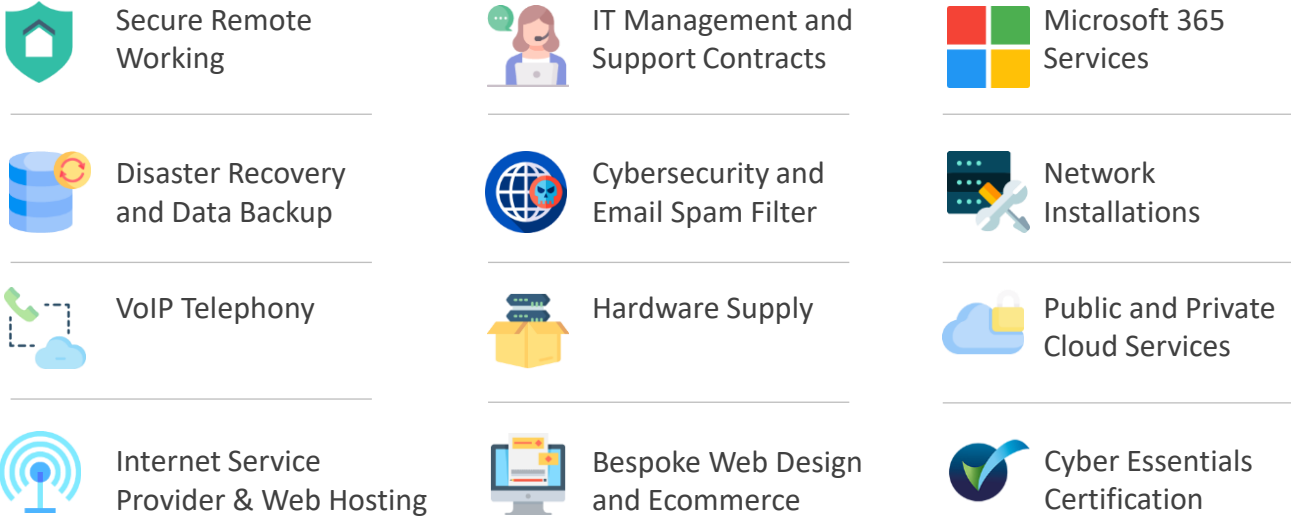
### 5. Data storage and security expertise.

With more people working from home and cybercrime on the rise, cybersecurity has never been more important. Your IT service provider can protect your network and business as a whole; including viruses, malware, and any form of a security breach that may compromise sensitive company data. Your IT provider should be well equipped to block data intrusions and eliminate cyber threats before they penetrate your network. They may also be able to take the responsibility to helping you maintain IT security compliance for industry and government regulations.

### 6. Experience and reviews.

Verify the company's industry experience and customer service skills before you choose your IT provider. They should also be able to provide you with clear examples of work with similar businesses in your industry. This will provide insight into how good your IT provider is at service delivery and customer satisfaction.

## Our services include:



## Our Fully Managed IT Service

No Problem IT manage and support ALL technology within your business, across all suppliers.

**NPIT's Fully Managed Service** incorporates unlimited phone, remote and on-site support as well as proactive monitoring, off-site anti-spam filtering and local antivirus in *one fixed monthly fee*. So, your IT issues are covered and you can get on with what matters.

For **one monthly fee per device or service**, we will look after your desktops, laptops, phones, networking devices, wireless access points, routers, switches and printers. We also handle any licensing required. We can also be at your office within an hour in the event of an emergency!

## What are the hidden costs?

There are none! We pride ourselves on ensuring that our customers receive the service they expect. With no surprises.

## How To Proceed

**Step 1:** Contact us to arrange a free 30-minute consultation. This will allow us to fully understand your requirements and current set up.

**Step 2:** We will then produce a detailed quote with a step-by-step breakdown of the services and costs we would provide.

### Step 3: That's it!

Once the proposal is approved, the t's are crossed and the i's are dotted, we can get started. Prepare yourself for a problem-free IT experience.

### Ongoing: Reviews and improvements

Receive regular reports with a breakdown of your costs and a review of the services we provide you, as well as any suggested improvements.



## Unlimited Support.

Our support contracts incorporate unlimited phone and remote support as well as proactive monitoring, off-site anti-spam filtering in one fixed monthly fee.

### Pricing

Contract Type	MOST POPULAR		
	Remote	Next Day	No Problem
	<b>£25</b> per device, per month	<b>£40</b> per device, per month	<b>£65</b> per device, per month
Length of contract	1 Year	1 Year	2 Years
Target Critical Response Time	30 Minutes	15 Minutes	10 Minutes
Target Resolution Time	2 Hours	2 Hours	1 Hour
<b>Support</b>			
– Remote Support	Unlimited	Unlimited	Unlimited
– On Site Support	£85/hr	Unlimited	Unlimited
– On Site Critical response time	Next Day	Next Day	Same Day
– Ongoing technician visits	–	–	Quarterly
Remote Working Security Assessment	✓	✓	✓
Network Audit & Documentation	✓	✓	✓
Hardware Warranty & Licence Management	✓	✓	✓
Asset & Inventory Listing	✓	✓	✓
3rd Party Software assistance	✓	✓	✓
Anti-Virus Protection	–	✓	✓
Pro-active Monitoring	–	✓	✓
Patch Update Management	–	✓	✓
Hosted Anti-Spam	–	✓	✓
Microsoft 365 Backups	POA*	POA*	POA*
Cyber Essentials Certification	POA*	POA*	POA*
IASME GDPR Certification	POA*	POA*	POA*
24/7 Support	POA*	POA*	POA*

\* Price on application

## No Problem IT – IT Management Support Services

Reach out to [No Problem IT](#) and find out why we lead the way for IT support services for small businesses across Greater London.

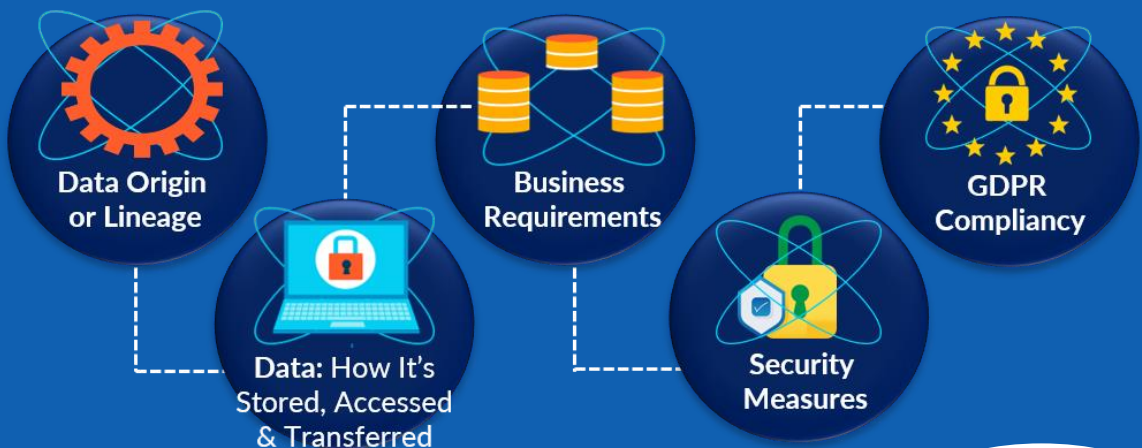
We are here to allow you to do what you do best: to grow and develop while meeting your customer needs.

Apply to receive a full audit or strategy review for your business's data security and GDPR compliance. This includes all aspects from connectivity to databases to cloud strategy.

Our assessment covers:

- An overview of your data lineage and existing IT infrastructure.
- Assessment of your data strategy.
- Understand your unique business requirements.
- Review of your current security measures.
- Audits to ensure that the systems and services used are GDPR compliant.
- Streamlining measures to your existing IT infrastructure and processes. Ensuring both business and IT operations run in the most effective way possible.

Contact No Problem IT to arrange your free IT Audit.:



“ What do you really wish for from an IT company - Instant access to a qualified engineer? Reliable and friendly? Peace of mind? Well.....NPIT have it in bucket loads!

PA to Chairman,  
Wighams Group