

itBusinessCare

Our comprehensive IT support package, itBusinessCare, ensures that rapid, friendly IT expertise is available to keep your IT infrastructure fully operational and functioning while supporting the needs of your business.



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Our approach of friendly people, efficient processes, and in-depth expertise is the core reason why TMT has won multiple awards within the Managed Service Provider (MSP) community over the past 27 years. In 2020 we were named as a winner within the MSP501 awards – an independent review of the 501 top MSPs.

Our entry-level IT support package provides full monitoring and helpdesk support for both desktop and laptop endpoints as well as IT infrastructure equipment, on-site and cloud-based servers, and printers. Antivirus cover is included as standard, as is support for core Microsoft and hosting technologies including Citrix and VMware. TMT can also provide support for a select range of business applications in conjunction with the software vendor.



FEATURES & BENEFITS

Rapid helpdesk advice - Full access to the comprehensive TMT helpdesk is provided – access can be via phone, email, or a fully functional web portal. Incidents and change requests are dealt with quickly and in accordance with published service level agreements (SLA's).

In-depth technical expertise - itBusinessCare includes access to a wide range of TMT support experts covering multiple technologies.

Antivirus provision - itBusinessCare includes antivirus provision for all relevant endpoint devices, ensuring protection against malware and the ever-evolving range of viruses.

Full device monitoring - All key endpoints and devices on the IT infrastructure are monitored on a 24/7 basis using innovative RMM technology. This enables problems or issues to be identified early and corrective action can often be taken before the business feels any impact.

Updates and patching - All supported devices covered under the service are kept upgraded with the latest software updates to ensure adequate protection, the latest functionality and help minimise the risk of cyber vulnerabilities.

Microsoft, VMware, and Citrix technology support - Practical expertise and advice are available for all core

Microsoft operating systems, productivity suite tools, as well as cloud/ hosting technologies such as Citrix and VMware.

Multiple hardware devices support - The service can be configured to provide support for multiple devices including laptops, desktops, printers, network infrastructure, and server technology whether on-premises or cloud/hosted.

Third-party business applications - itBusinessCare can also provide support for a selected, and agreed, range of business applications to help user productivity, providing a single point of contact. Support is implemented in conjunction with the relevant software vendor.

Predictable and known monthly business costs - itBusinessCare is provided based on a fixed monthly cost, aiding budget provision and cash flow.

Out of hours - Should your business need cover outside of core operating business hours this can be provided as a bolt-on option.