



# itBusinessCare Dedicated

Our comprehensive IT support package, itBusinessCare Dedicated, will supply you with a dedicated engineer based in our Whiteley HQ. Your dedicated engineer will solely focus on your IT infrastructure, backed up by our expert support team. You can continue focusing on running your business, safe in the knowledge that your systems are running smoothly.



## itBusinessCare Dedicated

**The itBusinessCare Dedicated package is designed for larger businesses or those with either an extra dependence on IT or where problems need to be resolved extremely rapidly.**

The itBusinesscare Dedicated package is also ideal for companies as an alternative to building their in-house team which is typically expensive, very time-consuming and a distraction from running your core business.

TMT always ensures that the relevant engineering resource is available at all times and in the event of sickness or holiday is back filled by our wider service desk. Dedicated also provides full access to other technical experts within the TMT helpdesk service organisation for problem and incident escalation at all times.

### FEATURES & BENEFITS

**Weekly Clinic** - The Dedicated package includes a weekly IT clinic held at your site, offering you the support of an OnSite engineer every week.

**Rapid engineer support**- You will have full access to your friendly TMT engineer - access can be via phone, email, or a fully functional web portal. Incidents and change requests are dealt with quickly, by your dedicated engineer, and in accordance with published service level agreements (SLA's). If additional support is required, the wider TMT team are on hand.

**Antivirus provision** - itBusinessCare includes antivirus provision for all relevant endpoint devices this 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 is taken, often 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 solutions can also provide support for a selected and agreed range of business applications to help user productivity – and provide a single point of contact. Support is provided in conjunction with the relevant software vendor.

**Predictable and known monthly business costs** - itBusinessCare is provided based on a fixed monthly cost thus 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.

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