

Your 24/7 IT Support Solution

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- Outsourced 1st and 2nd line support service options
- Around the clock response with effective resolution times
- Uptime guarantees for your infrastructure and real-time monitoring
- Friendly and competent engineers with sector specific competencies
- A client focused call center capable of delivering when it matters most



OUR SERVICES

- **24/7 IT SUPPORT**
- **CLOUD COMPUTING**
- **BACKUP & DISASTER RECOVERY**
- **CLOUD TELEPHONE**
- **INFRASTRUCTURE SERVICES**
- **ON SITE SERVICES**
- **TOTAL IT SECURITY**
- **NETWORK & CONNECTIVITY**

ABOUT US

Founded by two IT professionals who shared the ambition of providing personable, competitive and reliable IT support, 247 IT Services Limited is a grass-roots IT consultancy. For too long, IT companies have been providing sub-standard and detached support - we have the vision of being your outsourced "in-house" IT support.

What we mean by this is that 247 IT Services Limited should be considered an extension of your organisation, where our technicians work alongside your staff to help you reach your goals. To achieve this, we ensure that all our staff understand customer relations is just as important as technical ability, and that our staff must passionately share your challenges and deliver smarter solutions. We are committed to not only delivering exceptional service but also helping our clients achieve more through innovative designs.

We offer competitive and flexible support packages centered around what works for you and your business

24/7 IT SUPPORT PLANS

- **TOTAL SUPPORT**
Built around a fixed monthly cost for maintenance, infrastructure and unlimited support. The fixed cost is based on the size and scope of your IT system.
- **ESSENTIAL SUPPORT**
Built around a fixed monthly cost for maintenance and infrastructure, plus a variable cost for support. The variable cost is based on the time spent supporting your IT system.
- **FLEXIBLE SUPPORT**
Ad hoc support, guidance and tutorials to improve in-house IT support or help establish IT systems in a developing business.

24/7 IT SUPPORT

247 IT Services Limited provides around the clock support for all Clients as standard. Whether you are a small start-up, a medium sized firm or a large organisation the timely support of your systems, whatever their scale, is important to keep your company operating effectively.

We offer competitive and flexible support packages centered around what works for you and your business. Unlike other consultancies we don't just offer three packages and hope that our diverse Client base fits into just three defined groups. We

understand cost is paramount – that's where we start our discussions and see what we can offer that works for you.

Whatever size your business we recommend talking to us to see how we can help. We often find that small and mid-sized companies try to perform IT support in-house for as long as they can, until it becomes too difficult to manage. Unfortunately, by this time, the level of assistance they often need is much greater than if they had received limited but specialist support earlier on. With new technologies improving productivity, reliability and security, holding off receiving specialist support can be more damaging than you think.

OUR SERVICES

ON-SITE SUPPORT

Whilst we will always aim to resolve any issues or roll-out new services remotely, there may be the need for on-site support. We offer an array of flexible on-site support options which range from emergency response / issue resolution to pro-active on-site support. Each support option is tailored to our Client's needs, and is flexible to accommodate changes in your business. Whether you are adding new staff, moving to a new premises, or rolling out new infrastructure, 247 IT Services Limited can provide the right level of support. On-site support options are typically built into our Service Contracts at a level agreed by our Clients.

At 247 IT Services Limited we have the vision of being your outsourced "in-house" IT support, where we act as an extension of your organisation and where our technicians work alongside your staff to help you reach your goals.

ON-SITE SUPPORT OPTIONS

- 24/7 Emergency Call Out
- Fixed Duration Contracted Visits
- Project Specific Support
- Full Time In-House/ Resident Support

NETWORK SERVICES

Networks are the backbone to any organisation's infrastructure. Outages and network downtime can significantly limit a company's productivity and its ability to deliver services. At 247 IT Services Limited, we understand the importance of a reliable, stable and dependable network. We pride ourselves in our ability to provide fast and reliable network support, regardless if your network comprises a few terminals or hundreds of workstations.

Modern network capabilities far exceed the expectations of most of our Clients, and we aim to bridge the gap between old redundant systems and modern network solutions. Now, remote offices can remain connected to the central hub with unlimited access to data on a central server. Whether your network requires local or remote access, including wired or wireless devices, we can help you both set up and maintain a reliable and effective network. 247 IT Services Limited will also ensure that all parties have access to the right level of data and functionality whilst ensuring that any data remains encrypted and secure.

NETWORK SERVICE FEATURES

- Firewall Management and Maintenance
- Router and Switch Performance Monitoring
- VPN and LAN Connectivity
- Cabling and Server Room Management

CLOUD COMPUTING

Cloud technologies allow businesses to draw upon a wider range of resources allowing them to operate more effectively, both reducing costs and strain on in-house assets. Cloud resources are housed in a secure centralised platform off-site, allowing organisations to tap in to a substantial array of flexible external resources instead of using your own on-site servers. Microsoft Office 365 is a prime example of cloud computing, which allows users to effectively take their office with them on the go.

The range of cloud services are vast and continually expanding - selecting the correct mix of cloud services for a business can be overwhelming. We will assess your needs and identify where we can maximise your output by selecting the most appropriate cloud system, keeping subscriptions under control and using this dynamic technology to its fullest potential.

CLOUD COMPUTING PACKAGES

- Microsoft Office 365
- Microsoft Azure
- Microsoft Sharepoint
- Various cloud backups

SECURITY

The inability for Clients to access their data or IT infrastructure due to down-time caused by a security intrusions is a growing concern in the modern day marketplace. The cost to UK businesses from virus attacks, malware or spam/malicious content is one of the biggest issues connected companies are faced with today. The wider integration of IT systems, which extend to mobile devices and various off-site systems can make the management of IT security complex and vulnerable.

Our unique IT Security Evaluation package can identify weaknesses in your current network infrastructure, provide procedural reviews and develop a security roll-out programme for long term protection. At 247 IT Services Limited we also provide a holistic approach to IT Security which encompasses all intrusion entry points into your network and can offer state-of-the-art firewalls, anti-virus and web filtering tools to protect your organisation.

SECURITY RISKS

- Virus attacks
- Malware
- Spam
- VPN Weakness
- Unfiltered Internet Traffic

OUR SERVICES

INFRASTRUCTURE SERVICES

Infrastructure services are focused on managing IT infrastructure to ensure the maximum potential of your IT system is achieved, allowing business applications to function without interruption or delay. Service options are customised to include different infrastructure elements and levels of availability required.

247 IT Services Limited provides customers with infrastructure/need appraisal, planning, installation and implementation, optimisation and upgrades, custom configuration and hands-on start-up assistance. Whether the support is provided on-site or remotely, in a reactive or maintenance capacity, 247 IT Services Limited can prepare a service option that keeps your systems working.

INFRASTRUCTURE SERVICE FEATURES

- Cloud migration
- Remote server management and fault diagnosis
- Virtual infrastructure migration
- 24/7 service delivery

DATA BACKUP

Data is the currency with which modern businesses trade. The continuity of information allows companies to operate more efficiently and effectively than ever before. At 247 IT Services Limited, we provide bespoke consultations with our Clients to determine the most effective backup plan for your business needs. From on-site back-up solutions to cloud and remote backups, we can integrate any solution into your business, providing a safe, secure and reliable data backup plan.

DISASTER RECOVERY

Although Data Backup is an integral part of business continuity planning, Disaster Recovery is more than just backing up data. The fundamental purpose of Disaster Recovery is to get back to 'business as usual' as fast as possible. We can help guide our Clients through disaster planning and recovery scenarios to ensure all aspects of your IT system are included in your business recovery strategy.

BACKUP & DISASTER RECOVERY FEATURES

- Fast and efficient recovery process
- Reliable and secure data
- High level input into business continuity planning
- Flexible solutions commensurate with business risks

MANAGED TECHNICAL SERVICE DESK

Our service desk consists of 1st, 2nd, and 3rd level engineers with a tiered escalation structure ensuring that tickets are handled by appropriately experienced support technicians, and that tickets are escalated where necessary.

Our service management processes are built around ITIL Principles of problem, incident, and change management, with service levels determined by ticket severity and impact.

247 IT Services Limited provides a "white label" outsourced service enabling us to be recognised as your very own IT help desk. Unlike many service desks, our technicians have experience in both remote support and face-to-face on-site support.

MANAGED TECHNICAL SERVICE DESK ADVANTAGES

- UK based service desk team with hands-on, face-to-face support experience
- Most advanced remote support software tools on the market
- Friendly and professional service delivery management