



Managed IT Services

# Managed IT Support service

Providing you with tailored, expert IT solutions to drive your efficiency, security and growth.



## about the service

In today's fast-paced and ever-evolving business landscape, the need for reliable, efficient, and proactive IT support has never been more critical. Organisations across various sectors recognise the immense value of outsourced IT support in staying ahead of technological advancements, mitigating risks, and optimising operations. Outsourcing IT support not only provides access to a wealth of expertise and resources but also allows businesses to focus on their core activities, driving growth and innovation.

Aztech stands at the forefront of this transformation, offering a spectrum of Managed IT Support services tailored to each organisation's unique needs.

Our service models include:

- **Fully Managed IT Support:** Ideal for organisations with 25 to 150 employees, this model offers end-to-end IT management for businesses with limited or no internal IT resources, ensuring comprehensive support and infrastructure management.
- **Co-Managed IT Support:** Perfect for organisations with an internal IT team and 150 to 5000 supported users, this model allows Aztech's service desk to act as an extension of your team, providing additional expertise and support when needed.
- **Dedicated On-Site Support:** For businesses seeking the highest level of IT dedication, Aztech provides full-time on-site resources, ensuring immediate and effective IT solutions right at your workplace.

## key benefits

### Cost Efficiency

Reduces the need for a large in-house IT team, translating to significant savings on salaries, training, and benefits. Predictable monthly costs also aid in budget planning.

### Access to Expertise

Benefit from a team of IT professionals with a broad range of skills and experience, ensuring all your IT needs are met with the highest level of expertise.

### Scalability

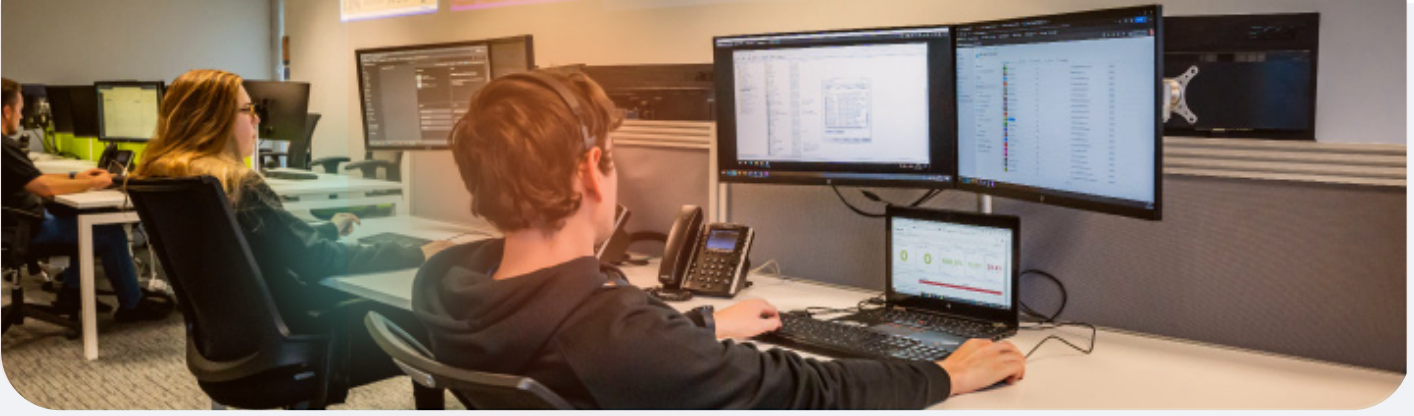
Easily scale your IT support up or down based on your organisation's needs, ensuring flexibility as your business grows or faces seasonal fluctuations.

### Improved Employee Productivity

With IT issues handled swiftly and efficiently, your team can focus on their core responsibilities without disruptions, boosting overall productivity.

## why you need it

- You want to **enhance operational efficiency** by offloading IT management to allow your team to focus on core business activities
- You're looking to **mitigate risks and enhance security** by benefiting from advanced cybersecurity measures and proactive monitoring to safeguard your data and IT infrastructure, reducing the risk of security breaches and data loss.
- You want to focus on **strategic IT growth** by aligning your IT infrastructure with your business goals through strategic planning and technology roadmaps, ensuring your IT capabilities evolve in step with your organisation.
- You'd like cost-effective IT management by gaining access to a team of IT experts and comprehensive IT support at a predictable cost, eliminating the need for extensive in-house IT resources and reducing overall IT expenditures.



## how it works

### Step 1: Comprehensive Onboarding Program

Our partnership begins with Aztech's comprehensive onboarding program, designed to ensure a seamless integration of our services with your organisation. This initial phase involves a detailed assessment of your current IT infrastructure, understanding your business objectives, and identifying key areas where our support can bring the most value. We gather insights into your systems, processes, and requirements to tailor our services to your specific needs.

### Step 2: Alignment with a Dedicated Support Pod

Following the onboarding, your organisation will be aligned with one of our specialised Support Pods. Each Pod consists of a team of IT professionals whose expertise matches the technical and industry-specific requirements of your organisation. This dedicated team approach ensures that the people supporting your business are familiar with your IT environment and are best suited to address your unique challenges and objectives.

### Step 3: Ongoing Support and Strategic Alignment

With your dedicated Support Pod in place, you'll receive continuous IT support, proactive monitoring, and maintenance of your IT systems. Your Support Pod will work closely with your team, providing regular updates and strategic advice and ensuring that your IT infrastructure supports and enhances your business goals. Through our Aztech Client Hub, you'll have transparency and control over your IT operations, with the ability to track progress, view reports, and communicate directly with your support team.

### Step 4: Evolving with Your Business

As your business grows and evolves, so will your IT needs. Aztech is committed to being a dynamic IT partner, adapting our services and strategies to meet your changing requirements. Through regular reviews and updates to your technology roadmap, we ensure that your IT infrastructure remains aligned with your business direction, supporting your growth and success every step of the way.

## features

### 24/7/365 Support

Aztech provides round-the-clock support, ensuring that expert assistance is available whenever you need it, any day of the year, to address and resolve any IT issues promptly.

### Strategy Planning through Technology Roadmaps

Collaborate with Aztech to develop comprehensive technology roadmaps that align your IT infrastructure and services with your long-term business objectives, ensuring your IT evolves in tandem with your organisation.

### Aztech Client Hub

Gain access to the Aztech Client Hub, a centralised platform where you can monitor your IT environment, track support tickets, access reports, and communicate directly with your support team for seamless service management.

### Support Pod Configuration

Benefit from a dedicated Support Pod, a tailored team of IT professionals who understand your business and IT environment, providing personalised and consistent support.

### Proactive Monitoring and Maintenance

Aztech's proactive approach ensures that your IT systems are continuously monitored and maintained, identifying potential issues early and reducing the risk of downtime or disruptions.

### SLA Guarantee

Enjoy peace of mind with Aztech's Service Level Agreement (SLA) guarantee, ensuring that all IT support services are delivered within agreed-upon timeframes, meeting or exceeding your expectations.

### Access to Trained and Certified Technicians

Aztech's team comprises highly trained and certified IT technicians, ensuring that your IT infrastructure is managed by experts with the latest knowledge and skills in the industry.

### Vendor Management

Aztech takes on the responsibility of managing your third-party technology vendors, ensuring cohesive and streamlined operations across all your IT services and solutions.

## other useful services

### Cyber Security Operations Centre (CSOC) as a Service

Giving you a multi layered IT Security approach to monitor, scan and protect you against the latest security threats.

### Co-Managed IT Support Service

Collaborating with your IT department as an extension of your team to effectively manage all aspects of your IT systems.

### Dedicated Onsite Support Service

Immediate access to reliable and consistent technical support from our expert specialists at any time of the day.



## IT support cost pricing

essentials (08:00-17:00)

**£35** per user  
per month

\*device charges also apply

### Essentials includes:

- service desk (08:00-17:00)
- unlimited remote support (business hours)
- Aztech Hub | Client Portal

professional (24/5)

**£45** per user  
per month

\*device charges also apply

### Includes Essentials, plus:

- unlimited remote support 24/5
- Unlimited On-Site Support (Business Hours)
- Weekly Reporting & Live Client Dashboard
- Internal Account Manager
- 24/7 Monitoring + Alerting
- Backup Monitoring
- Proactive Workstation and Server Maintenance
- Subscription Management & Documentation
- Basic IT Security Management
- New Workstation Setup / 1 Day IMAC's
- Business Hours SLA
- Technology Roadmap

advanced (24/7)

**£70** per user  
per month

\*device charges also apply

### Includes Professional, plus:

- 24/7 SLA
- IT Audit & Health Check
- Weekend Support & VIP Escalation Support
- End User Video

\* The above features can be added onto professional where