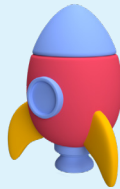




# Managed IT Support

Our award winning solution shoulders the responsibility of your IT - resolving, managing and advising you in order to reach your business objectives. We don't believe in a 'one size fits all' approach, and will ensure we find the right support package for you, your business and your budget. We know that every organisation is unique. Your bespoke managed service plan will support your business demands; either fully or selectively outsourced, depending on what you need. Our solution will fill any gap for strategic IT or technical expertise requirements to give you back time to focus on your business objectives.

## We provide you with a dedicated Service Manager



In addition to an Account Manager who's responsible for all day to day commercial aspects, we also align a separate Service Manager, whose role is to oversee the business relationship as well as the delivery of all contracted Managed Services.

Service Managers work closely with all key stakeholders aligned you, as well as our technical teams, to ensure high service performance and business development initiatives are managed effectively using the ITIL framework.

## Working in partnership with you

A managed IT plan is critical for any business that is looking to grow and be successful. Here at CT, we will work with you in partnership to provide a tailored solution that will support your business needs and vision for the future.

## Tailored packages for your business

Your organisation is unique and therefore needs a bespoke managed IT plan that will fill any technology gaps. Our Bronze to Platinum packages will provide the managed IT support you need, with a bespoke, tailored plan for your business.

## We help drive your business to success

We promise to provide you with a market leading solution that fits flexibly around your exact business needs. Whether you're looking to fully outsource or collaboratively co-source, we can deliver a solution, and will act as an arm to your business to guide you proactively and strategically to help drive your growth and success.



### Access to new technology

Access to new technologies can streamline processes, help your business be more efficient and productive, and also broaden your reach and impact.



### Build IT skills with 3-minute training videos

Upskill your team through our own online training platform, CT Knowledge. Short 3 minute videos covering all topics such as Excel, Teams, Exchange, time management & mental health awareness.



### We take security seriously with ISO27001 certification

We promise to proactively protect your business from the inside and out and ensure protection against the latest threats and vulnerabilities.



### Ensuring a smooth transition with Early Life Support

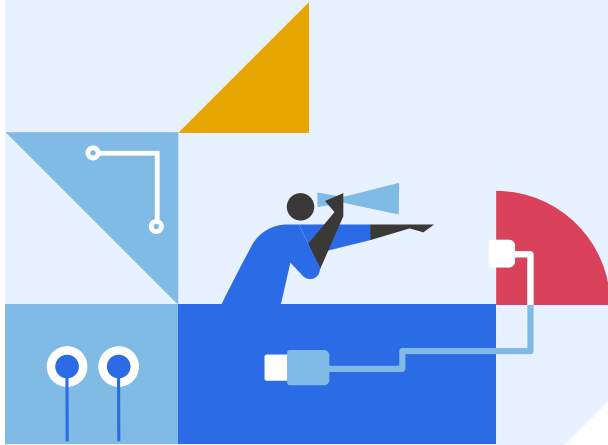
We embed these processes into all new IT Support customers enables a smooth and controlled handover of the service.



### Guaranteed high-service performance

Our team will provide you with the confidence you need with a personalised service, support and importantly improvement opportunities that will drive your business forwards

## How we can help drive your business forward



### Strategically align your business plan

Align your IT road map to your company objectives to ensure your IT meets your organisations business demands.

### Proactively managing business risk

Our Service Management Team will create and maintain your IT risk register to manage business risk across your IT estate.

### Security is at the heart of everything we do

Our monitoring systems, deployed on all customer endpoints and servers, manage anti-virus systems to ensure your teams are safe.

### Microsoft 365 management

Managing your organisations 365 security posture to ensure improvement action is taken where necessary, as well as ongoing proactive management of your tenancy to ensure you're not overpaying for licensing.

### Get support whenever you need

Access support from our UK-based service desk by phone, email and online portal for 1st, 2nd and 3rd line support, as well as for remote assistance.

## Client Review

"If you have an IT challenge to overcome, CT is always available to discuss, clarify and share ideas. CT work extremely well with our third party providers which is of vital importance for any complex IT infrastructure.

This coupled with their easy approachable manner allows a seamless partnership."

**Head of IT, Radius Systems**



## Interested in our award winning services?

Speak to a member of the team today.

T | 01246 266 130

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[ct.uk](http://ct.uk)

