

enlinea

MANAGED IT SUPPORT SERVICES

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Microsoft
Small Business
Specialist



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GET THE MOST FROM YOUR IT

Small and Medium-sized enterprises often simply do not have the expertise or resources to keep up with rapidly changing technological advances.

Computer problems drastically impact upon business efficiency, resulting in lost productivity and reduced profitability.

SME's on average lose 183 productive hours every year, waiting for IT problems to be fixed. (Research by London Business School)

Reduce the impact on your business with our Managed Service Support. Our qualified and specially trained computer technicians remove all the IT headaches for SME's ensuring systems are secure, up to date and efficient. Our mission is to fix the majority of computer issues, remotely within minutes, minimising disruption to your business.

KEEP IT WORKING

With the increased dependence on IT for business we have developed an on-demand solution that proactively keeps your PCs, laptops, networks and servers up-to-date and working efficiently leaving you free to focus on the core areas of your businesses.

Every business suffers from computer problems; they regularly crash, systems freeze or hang, viruses and hackers attack your PCs and documents get corrupt and lost. This directly impacts on your business productivity.

With our support these risks are reduced!
Because your business is individual, you need a flexible support package. Whether you have a single PC, a larger network with PCs and Servers or a number of remote workers who are out in the field we have a scalable solution for you.

We have an IT maintenance service that provides corporate-level IT support at prices your business can afford. You will benefit from gaining access to your own outsourced IT department when you need it and without adding to your employment overheads. Your computers are monitored 24x7 by our software and team of experts who proactively fix issues, in most cases before they even become apparent. The system is completely transparent meaning you can see exactly what our technicians are fixing.

What are the costs?

Because we offer a monthly service plan there are no large upfront costs, you simply pay on a monthly basis for the number of machines that need supporting. Our modular pricing means you can mix and match the service based on your actual requirements – not what we think you need.

"Enlinea has carried out many projects including server migrations ... firewall installations, etc, every project I have asked of Enlinea has been carried out to my ultimate satisfaction."

Jim McCann
Managing Director
Insurepair (Glasgow) Ltd

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WHAT CAN WE PROVIDE?

Outsourced IT Department : Our Technical Assistance Centre team are all qualified to at least Microsoft Certified Engineer level

Quick Installation and Configuration : We will take care of the installation and configuration of our remote management system. Our solution can be set up in minutes meaning there is minimum disruption to your business.

Flexible IT Support : Our service coverage is Monday – Friday 8:30 – 17:30 (extended service available as an additional option). If you experience a problem with your systems you can contact our technical team via our Helpdesk, via Email or through our integrated and user-friendly Ticket Reporting system – meaning you can report a fault 24x7.

24x7 Monitoring : we monitor your system performance 24x7. Our technicians will then fix issues during covered hours, in most cases before they even become apparent to the user.

Secure Protection : You can enable or disable the remote access part of the system on individual machines putting you in control and allowing you to view when the remote technician is fixing PCs and networks.

Patch Updates : We will make sure your Microsoft Windows Operating systems are kept up-to-date as Microsoft release updates. We will ensure patches are applied at the right time, without affecting machine usage.

Automated Software Updates : The software only needs to be installed once. Any updates will be carried out automatically without additional costs, ensuring you benefit from the most up-to-date support and software improvements.

Performance Reporting : Depending on your requirements and the number of PCs using the service we provide you with a performance summary with a system health score so you can see that we are maintaining and improving the performance of your systems.

Hardware Audit Reporting : Our solution will provide a system audit summary report as part of the original set up. This enables us to know exactly how your systems are set up so we can provide the best level of support. As an additional service you can also request a comprehensive system audit at any time.

“Enlinea caters for all our system requirements including ongoing maintenance and I have absolutely no hesitation in recommending them to any other company.”

Angela Black
Managing Director
Hothouse World (UK) Ltd

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ADDITIONAL OPTIONS

Microsoft Office : We will provide reactive support for your Microsoft office applications including Microsoft Word, Excel, PowerPoint and Access. You can rest assured that whenever you report a fault you can log your issue and our team will be on hand to fix it.

Complete Hardware Audit Reporting : You can benefit from a comprehensive system audit giving you a full asset inventory listing including individual components as required, making insurance and upgrade planning easier. This is available on request.

Extended Support Service Options : If required, you can upgrade to the extended service coverage to Monday – Friday 7:30 to 19:30 giving you the support coverage to suit your operating requirements. Other extended service options may be available on request.

Managed Antivirus : Antivirus protection for your PC's, Laptop's & Server's configured and kept up-to-date by experts – utilising industry leading virus protection.

Managed Firewall : Let us take care of providing and managing your Firewall solution. You will have peace of mind that you are protected from IT and Internet security threats.

Server Options : Get proactive and reactive IT support and maintenance for Microsoft Exchange, Microsoft SQL and Microsoft Small Business Server.

Backup & Disaster Recovery : We can provide the latest technology and offsite data storage to fully protect your business data.

THE BENEFITS

- Reduce system downtime
- Increase productivity
- Proactive and rapid reactive support
- Ensure systems, software and virus checkers are up to date
- A full daily IT System audit
- Easy to use fault reporting system

WHAT DO YOU DO NEXT?

All you need to do now is contact enlinea via email to info@enlinea.co.uk or on our Customer Hotline **0141 285 6677** and we will be happy to arrange an appointment for one of our representatives to visit your business or to discuss over the phone.

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