

Digital Marketplace

Managed IT Service Support



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OUR QUALIFICATIONS AND PARTNERSHIPS

We boast a team of highly skilled professionals with extensive expertise in software development, cloud architecture, and IT management. Our certifications and qualifications attest to our commitment to excellence and our ability to deliver top-tier solutions. Additionally, we have cultivated strategic partnerships with leading technology vendors and cloud service providers. These partnerships enable us to leverage cutting-edge tools, access specialised resources, and deliver enhanced value to our clients. Through collaborative relationships with industry leaders, we stay at the forefront of innovation and provide you with best-in-class solutions tailored to your unique needs.

- ① Certifications from major technology vendors such as Microsoft, Cisco, Amazon Web Services (AWS), and others demonstrate expertise in deploying, managing, and supporting products and services.
- ① Certifications like Certified Information Systems Security Professional (CISSP), Certified Ethical Hacker (CEH), or CompTIA Security+ showcase our proficiency in implementing and managing cybersecurity measures to protect client data and systems.
- ① ITIL (Information Technology Infrastructure Library) certification demonstrates our adherence to best practices in IT service management, ensuring efficient and effective delivery of IT services.
- ① ISO certifications such as ISO 27001 for information security management attest to our commitment to maintaining high standards of security and service quality.
- ① Partnerships with leading technology providers enable us to access training, support, and resources to better serve our clients. Partnerships with companies like Microsoft, Dell, HP, and others provide us access to exclusive tools, discounts, and technical support.

OUR CERTIFICATIONS

As a company accredited to and rigorously following ISO 27001 and ISO 9001 certifications, adhering to ITIL Version 4 principles, and holding Cyber Essential Plus certification while also serving as a Cyber Essential Certifier, we stand as a premier choice for buyers seeking excellence in software and cloud infrastructure services. Our commitment to these industry-leading standards demonstrates our dedication to security, quality, and best practices in service delivery. By aligning with ISO 27001 and ISO 9001, we ensure robust information security management systems and quality management processes, providing clients with peace of mind regarding data protection and service reliability. Our adherence to ITIL Version 4 principles guarantees efficient and effective service delivery, while our Cyber Essential Plus certification underscores our commitment to cybersecurity best practices. Additionally, our role as a Cyber Essential Certifier further enhances our expertise in assessing and certifying cybersecurity measures. These accreditations and certifications collectively position us as a trusted partner capable of delivering high-quality, secure, and reliable solutions that meet the diverse needs of our clients, making us an exceptional choice for buyers seeking excellence in software and cloud infrastructure services.



SERVICE SUMMARY

Managed IT Service Support is a comprehensive solution crafted to manage all facets of a company's information technology and communication requirements. It includes network management, software assistance, hardware maintenance, cybersecurity, and help desk support. Essentially, it offers a proactive strategy to oversee and sustain IT infrastructure, ensuring seamless operations and reducing downtime. With Managed IT Service Support, businesses can delegate IT management to skilled professionals, enabling them to concentrate on their core goals while benefiting from dependable and effective technology support.

SERVICE FEATURES

- 🔗 Helpdesk support (8:30 am to 6:00 pm Monday to Friday).
- 🔗 1st, 2nd & 3rd Line Certified Support Engineers (E.g., Microsoft/Azure/3CX/AWS/Mail/SharePoint)
- 🔗 Cloud software remote monitoring and management (RMM) real time, 24/7.
- 🔗 Monthly Management Information (MI) discussed at quarterly business reviews (QBR).
- 🔗 Business Continuity and Disaster Recovery Planning (ISO 22301/ISO 27001/ISO 20000).
- 🔗 Out of hours and onsite support available.
- 🔗 Third Party Support, monitoring and managing interactions with external parties.
- 🔗 Online Booking Calendar (choice of time, date and support engineer).
- 🔗 Dedicated Account Management monitoring performance and Service Level Agreements (SLA).
- 🔗 Cyber Security Support (24/7 monitoring/response/backup/remediation) Cyber Essential Accredited.

SERVICE BENEFITS

- 🔗 Support access through various channels including out of hours support.
- 🔗 Real-time monitoring of systems and cloud infrastructures, 24/7.
- 🔗 Reliable service, aligned to industry best practice (ITIL/ISO 27001/Cyber Essentials).
- 🔗 Accessibility options available for users with protected characteristics.
- 🔗 Dedicated key point of contact in your Account Manager.
- 🔗 Management Information capturing key trends in service data, managing performance.
- 🔗 Fast Resolution, fast first-time fix and 53% same day Resolution.

TECHNICAL SPECIFICATIONS

Hardware and Software Compatibility:

- 🔗 Our Managed IT Service Support ensures seamless compatibility between hardware and software components. We meticulously assess and configure systems to guarantee optimal performance and reliability.

Network Requirements:

- 🔗 We tailor our services to meet the specific network requirements of each client. Whether it's establishing a robust network infrastructure, managing bandwidth allocation, or implementing security protocols, our expertise ensures that your network operates efficiently and securely.

System Capacity:

- 🔗 Our service addresses system capacity by continuously monitoring and optimising resources to accommodate growing demands. From storage capacity to processing power, we ensure that your systems have the scalability and resilience to support your business operations effectively.

IMPLEMENTATION PROCESS

Installation:

- 🔗 Professional installation services for setting up infrastructure components.
- 🔗 Configuration of environments according to client specifications.
- 🔗 On-site or remote deployment support to ensure smooth implementation.
- 🔗 Testing and validation of the installation to guarantee functionality and performance.
- 🔗 Training for IT staff on ongoing maintenance and management post-installation.

Configuration:

- 🔗 Our Managed IT Service Support includes meticulous configuration of all systems and software components. We custom-tailor configurations to align with your business needs, optimising performance, security, and efficiency.

Integration:

- 🔗 We seamlessly integrate various IT systems and applications to ensure smooth interoperability and data flow across your organisation. Our expertise in integration minimises disruptions and maximises the efficiency of your IT infrastructure, enhancing overall productivity and effectiveness.

User Training:

- 🔗 Comprehensive training resources including documentation. Access comprehensive user manuals, tutorials, and FAQs for self-paced learning.
- 🔗 On-demand training sessions for users and administrators.
- 🔗 Dedicated support channels for addressing user queries and providing assistance. Contact our support team for assistance with technical issues or queries.

SECURITY AND COMPLIANCE

Data Encryption:

- 🔗 Our Managed IT Service Support includes robust data encryption measures to safeguard your sensitive information. We employ industry-standard encryption protocols to protect data both at rest and in transit, ensuring confidentiality and integrity.

Compliance:

- 🔗 We ensure that our services adhere to relevant industry regulations and compliance standards, such as GDPR. Our proactive approach to compliance management helps mitigate risks and ensures that your IT infrastructure remains in line with legal and regulatory requirements.

COST AND PRICING

- 🔗 Our Managed IT Service Support offers flexible pricing options tailored to meet the needs and budget of your business. We provide transparent pricing structures with no hidden fees, allowing you to easily budget for your IT support needs. Additionally, our cost-effective solutions help you optimise your IT spending while ensuring high-quality support and service delivery.

ONGOING SUPPORT

Onboarding

We facilitate a seamless onboarding process, guiding you through the setup and configuration of the software and cloud infrastructure. Our comprehensive onboarding plan ensures that your team is equipped with the necessary knowledge and resources to effectively utilise the system from day one, minimising downtime and maximising productivity.

Monitoring and Performance Optimisation

We provide continuous monitoring of your new software and associated cloud infrastructure to ensure optimal performance. Our proactive approach identifies and addresses performance issues or bottlenecks promptly, ensuring smooth operation.

Security Updates and Patch Management

Regular security updates, patches, and hotfixes are applied to the software and underlying cloud infrastructure. This ensures mitigation of vulnerabilities and protection against cyber threats, safeguarding your environment.

Backup and Disaster Recovery

We implement and maintain robust backup and disaster recovery solutions for software. These measures safeguard your data and ensure business continuity in the event of system failures, data loss, or cyberattacks, providing peace of mind.

User Training and Support

Our team provides ongoing training and support to users of the software. We address user queries, issues, and feedback promptly, empowering users to effectively utilise the software and maximise its benefits.

Scalability and Growth Planning

We monitor usage patterns and system resource utilisation to anticipate future growth and scalability requirements. Working closely with you, we develop and implement plans for scaling the software and infrastructure as needed, ensuring seamless expansion.

Compliance and Governance

We stay abreast of regulatory requirements and industry standards relevant to your business. Our implementation of governance frameworks ensures that the software and cloud infrastructure remain compliant, maintaining data privacy and security.

Performance Reviews and Reporting

Regular performance reviews are conducted to assess the effectiveness of the software and cloud infrastructure. Insights gained from these reviews are used to identify areas for improvement and optimisation, ensuring continuous enhancement.

Cost Optimisation

We continuously evaluate the cost-effectiveness of the software and cloud infrastructure. Identifying opportunities for cost optimisation without compromising performance or security, we help you achieve maximum value from your investment.

Vendor Management

As your liaison with software vendors and cloud service providers, we manage vendor relationships, contracts, and service level agreements (SLAs). This ensures that you receive timely support and assistance whenever needed, enhancing your overall experience.

Regular Communication and Planning

We maintain open communication channels with you to discuss ongoing needs, challenges, and opportunities. Collaborating on strategic planning initiatives, we align the software and cloud infrastructure with your business objectives, driving success.

Exit Plan

In the event of transitioning away from the software or cloud infrastructure, we assist in developing and executing an exit plan. This includes data migration strategies, vendor contract terminations, and ensuring minimal disruption to your operations. Our goal is to facilitate a smooth transition while preserving data integrity and minimising any potential risks or challenges.