



Signs its Time to Switch IT Provider

ACUTEC is a team of highly qualified experts with over two decades experience

Message from our Founder



For more than a quarter of a century, ACUTEC have been responsible for the management of the IT systems of over 400 clients in the West Midlands, enabling them to concentrate on their core operations. We are an essential component of your organisation.

Our core objective entails the cultivation of our staff's expertise, ensuring that our team of accomplished IT engineers is constantly available to serve you.

Our pledge to delivering outstanding IT services is embodied in our mission statement, which motivates and empowers you to reach new heights every day.

I've always loved technology and wanted it to be a part of my career



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Are you content with your IT Support partner?

In the event of IT issues, it is essential to have confidence that a competent team will swiftly resolve them, thereby preventing any negative impact on your business.



When IT issues happen, you want the assurance that they will be promptly and by an experienced team – averting any potential adverse effects on your business.

Your IT Support partner plays a pivotal role in maintaining the smooth operation of your business. However, if you've been with the same IT Support provider for a number of years, you may notice issues starting to emerge in your partnership with them or in the service they deliver to you.



Fast and Experienced
IT Support

The dangers of inadequate IT Support

Bad IT support not only leads to everyday productivity losses but also creates employee stress, security vulnerabilities, and missed opportunities.



Cost of Lost Productivity



The expense of substandard IT Support can trigger repercussions throughout your entire business. It's not solely the major IT disasters that can harm your business.

Frequently, it's the everyday annoyances that prove much costlier. Time wasted by each employee on IT issues every day could accumulate to several days lost over the span of a year, impacting your bottom line.

It's relatively straightforward to calculate the cost of lost productivity, it's far more challenging to quantify the concealed risks. Employee stress, security vulnerabilities, and missed business opportunities can all stem from inadequate IT Support.

Have you postponed making the switch?

Businesses are often reluctant to change IT support providers, fearing disruption and downtime. This fear can lead them to stick with poor services rather than seeking better alternatives.



However, in reality, if you're not achieving the desired results from your current provider, making the switch could yield substantial benefits for your organisation, within a very short timeframe.

When you discover the right IT Support partner, they'll be capable of delivering an uninterrupted service with a seamless transition from your previous supplier. If you suspect your IT Support partner might be hindering your business progress, here are some of the signs indicating it might be time to switch to a new provider.

If you suspect your IT Support partner might be hindering your business progress, here are some of the signs indicating it might be time to move on and find someone new.



Worried That You Can't Find Better ?

As businesses grow, they may find that their current IT support provider no longer meets their needs. This could be due to a lack of specialised expertise, insufficient resources, or an inability to keep up with technological advancements.



Consider the time when you first signed up to your current IT Support provider. How did your business operate back then? Does it contrast with the structure and scale of your business today?

When initially selecting an IT Support partner, many business owners opt for a local IT Support provider or choose a firm based on recommendations.

That IT Support company may have served you well when your business was smaller, and your technological requirements were simpler. However, if your business has expanded or introduced new processes reliant on technology, you've likely outgrown the capabilities of that specific supplier.



Outgrown
Your IT Support

More Than Just A Ticket

Our skilled technical engineers ensure quick IT issue resolution managing your IT network so you don't have to.



If you've remained loyal to your IT Support partner for a long period, it's advisable to review your original service-level agreements (SLAs). It's possible that your supplier has become complacent and allowed those initial commitments to falter.

Alternatively, the SLAs you initially agreed upon may no longer align with the needs of your present-day business.

If you consistently encounter slow response times across your organisation, it could be time to confront your current IT partner about this issue. A constructive approach to addressing this concern is to assess your team's overall experience and then present your findings to your IT partner for discussion on potential resolutions.

If the issue persists despite efforts to rectify it, it may be time to explore alternative service providers. Conduct thorough research, starting with requesting their response statistics from the last 12 months for comparison.



Help Desk
Response Times
Take Too Long

These Issues Just Keep Happening!

Are your staff growing increasingly frustrated by daily IT issues hindering their work? Minor issues may accumulate into significant costs for your business.



Reports indicate that the productivity lost due to IT downtime could amount to an average annual cost of £3.6 million for UK businesses - equating to 545 hours of lost productivity each year.

If you discover that your IT Support partner is struggling to address your recurring IT issues, it may signal that they are no longer equipped to effectively support your business.

They might lack the skills to pinpoint the root cause of the problem. Alternatively, they may be inclined towards quick fixes rather than investing time to identify optimal solutions to permanently mitigate these bothersome issues.

Persistent IT problems can lead to numerous hours of downtime annually. Even if your IT Support partner swiftly resolves the issue, your team members could still lose valuable time each day while reporting the problem and waiting to resume their tasks. By transitioning to a new IT Support provider, you can gain a fresh perspective on the issues and implement permanent solutions to resolve them effectively.

A woman with dark hair, wearing a headset, is sitting at a desk. She has a frustrated expression, resting her head on her hand. The image is partially obscured by a large red diagonal graphic.

Repeatedly Encountering
The Same Issues?

We Don't Hear From Our IT Partner Anymore

Paying a monthly retainer to an IT Support partner but seldom receive communication from them? it's a clear indication that it's time to seek an alternative provider.



Certain IT Support companies only engage with you when an issue arises. They may not take any action until prompted by you.

However, a competent IT Support partner should not merely be reactive to problems. Instead, they should proactively assist you in enhancing and expanding your business.

Your IT Support partner should collaborate closely with you to formulate a continuously evolving IT strategy, adapting to technological changes and keeping you informed about the latest regulations and opportunities to implement best practices.

A woman with curly hair, wearing a red and blue striped shirt, is talking on a mobile phone. She has a surprised or concerned expression. The background is a solid pink color. Overlaid on the right side of the image is the text 'Lack of Communications' in a white, sans-serif font.

Lack of
Communications

No Longer **Aligned** With Our **Vision**

Persistent unresolved issues. Are you repeatedly encountering the same issues?



Are They Aligning
With Your Goals?



You aspire to achieve growth within your business.

Seeking to expand your business but feel that IT services are a barrier? Time to review your IT processes.

A flourishing business is perpetually adapting, embracing new technologies to stay abreast of contemporary trends.

An adept IT Support partner should facilitate this endeavour. If you lack assurance that your existing IT Support aligns with the

They've Become Unreliable

Do you feel reassured and confident that they'll swiftly resolve issues when you communicate with them?



If your IT Support partner fails to instil confidence on a daily basis, chances are they won't deliver when you rely on them to deliver during a disaster recovery scenario.

Do you sense they're actively aiding you in enhancing your business? Perhaps you're already encountering frequent issues but can't get the answers you need from your current provider. If so, it's time to make a change.

You're not just paying for your IT systems to be monitored and repaired when necessary, you're also paying for the assurance that they are being competently managed.

A reliable IT Support partner should provide you with the confidence that they're safeguarding your best interests and will be available the moment you require their assistance.



You Lack Confidence
in Their Capabilities.

The Right IT Partner Creates Positive Change

With You
Every Step of
The Way

Collaborative planning for your IT project

Engaging at the planning stage, we work closely with you and your team to ensure you get the right solution for your IT project. Our dedicated team of technology specialists collaborates with precision, ensuring that the solutions we propose are perfectly aligned with your unique requirements and objectives. We are committed to empowering your business with precisely the level of IT support that suits your needs.

Communication consistency

Your dedicated Account Manager will work to bring to life the project specifications, ensuring a collaborative partnership. They'll work closely with you every step of the way, ensuring that you're actively engaged, and that all decisions align with your investment goals. Once the individual components and support packages are mutually agreed upon and perfected, we will craft a tailored, personalised proposal document, outlining our recommended solutions designed to meet your specific needs.

Welcome aboard

As part of our onboarding process, your dedicated Account Manager will take the lead in ensuring that your infrastructure, technology, and user setup and training aligns precisely with your specifications and the agreed-upon project is seamlessly implemented. We'll see to it that all necessary hardware and software, are in position and functioning optimally with minimal disruption to your business operations. Additionally, we'll diligently uphold the continuity of any pre-existing services integrated into the agreed project structure.

Delivering **world class service**, enabling you to **achieve more** every day

Supporting through partnership

Working with ACUTEC is an ongoing partnership. Your Account Manager works with you on an ongoing basis with regular reviews and visits to ensure that your IT infrastructure, software development, security solutions or Cloud services are working effectively, still fit your business needs. This proactive approach ensures that these critical components consistently meet your evolving business requirements.

Sustaining Your Success through Partnership

In addition to your dedicated Account Manager, you will receive daily IT support from a team accredited a Microsoft Solutions Partner. Our highly qualified helpdesk support is there to resolve any IT issues your business might encounter, minimising disruption and reducing downtime. With Gold Standard Feefo accreditation, our friendly team understands that IT might not be your forte, and they work tirelessly to remove the headache from IT issues.

Solving problems

As we all know from experience, despite best efforts, things can occasionally go wrong. Our team of exceptionally skilled technology experts is at your service, delivering around-the-clock world-class support with a commitment to resolving issues promptly. Our aim is to ensure the uninterrupted operation of your IT systems.





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