

Caring for your IT

Managed services to
help you improve IT
management and support

Caring

Personal

Accessible

Trustworthy

Responsible

Effective

Experienced

Knowledgeable

Proven

Secure

The quality of service you need provided just the way you like it

Effective IT is essential to your organisation's operation.

We understand that entrusting the management and support of IT to someone else is a very big decision. There's a long list of things you'll be encouraged to look for – we've listed many of them on the right. But while they may help you achieve a satisfactory service; they won't guarantee a satisfying service.

The difference between satisfactory and satisfying is often down to the people you're working with and their values.



Caring

Caring is central to our culture. We care about people and care about doing a good job. You'll see this in our continual polling of customer satisfaction, and the way we conduct service reviews, with a focus on the things that matter to you.



Trustworthy

We have an open and honest approach to business and value long-term relationships over short term opportunism. Our customer retention and their personal references and referrals attest to this.



Personalised

We will invest the time to understand your culture and your business needs, so we can work together in the right way. You will consistently work with a known team of relationship, service delivery and technical personnel.



Responsible

With trust comes responsibility. We'll communicate clearly, to keep you updated, and we'll take ownership of a problem through to its resolution, liaising closely with other providers to achieve a successful outcome.



Accessible

You'll find that 'you can always get hold of people when you need to.' Not only is this true of the team that will manage and support your infrastructure, but also of our senior leadership team.



Effective

We appreciate that giving you a great service means doing things better than you'd do them yourself: providing great value, rapid incident resolution, with a high first-call fix rate, and the flexibility to accommodate business changes.



Requirements for a satisfactory service

Experience – we've done it all before

Knowledgeable service delivery team

Technically able – individually certified IT professionals + high-level vendor accreditations

Excellent vendor relationships

UK service delivery – meet the people you'll work with

Services available up to 24 x 365

Effective processes utilising ITIL best practice

ISO 9001 (Quality Management) certified

Secure – ISO 27001 (information security) certified

Continual Service Improvement – throughout the contract

Consistent achievement of SLA targets

Accountability – contracted, measured & reviewed performance

Referenceable – our customers will vouch for us

Competitively priced services – great value for money

Monthly, quarterly or annual payment options

Straightforward contracts that reflect your needs

Financially stable – we'll continue to be here for you

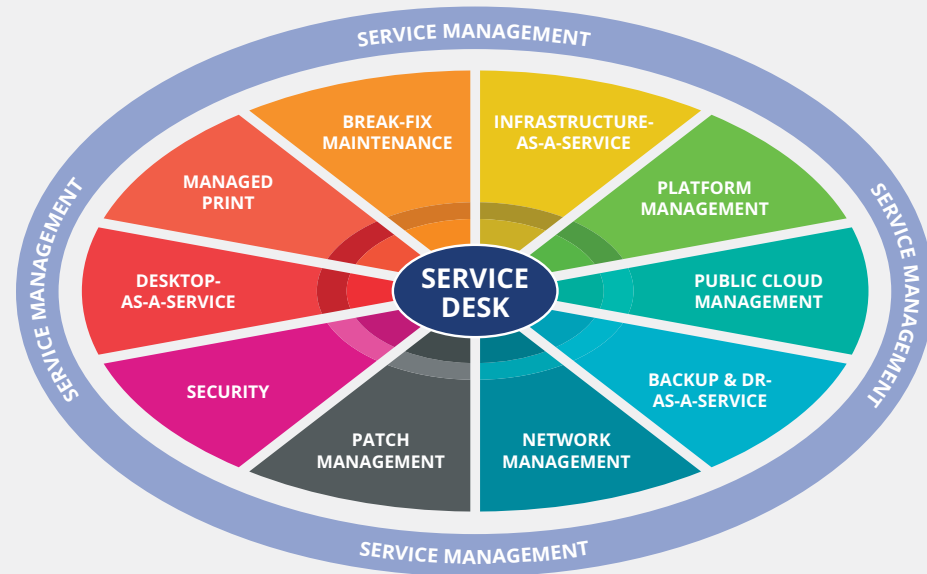
One guiding principle: to provide you with the quality of service we'd want for ourselves.

A service tailored to your needs

Your needs aren't identical to others'.

So, a one-size fits all approach is unlikely to be right for you. We start by understanding your challenges, constraints and priorities. We combine defined service elements, allowing for how much you want to do yourselves, to determine a managed service that reflects your requirements.

As IT moves to 'evergreen' delivery many of our managed services are preceded by a programme of modernisation and improvement. The managed service focuses on keeping IT reliable, optimised and up to date.



Service Desk

A single point of contact for all IT issues, including: first line investigation, incident resolution, escalation to second/third line support and liaison with specialist resolver groups.

Public Cloud Management

Support and management of public cloud services, such as Microsoft 365 or Azure, to provide consumption reporting, incident resolution and optimisation.

Infrastructure-as-a-Service

Highly resilient, enterprise-class, compute, storage, backup, DR, licensing and connectivity, expertly managed for you, and provided as service.

Backup and DR-as-a-Service

Virtually instant backup of your on-premise data centre plus archive to Total's hybrid data centre, with the option of full recovery to Microsoft Azure.

Platform Management

Support and/or management of your IT platform, including monitoring, incident diagnosis and resolution, availability management, performance analysis, and capacity reporting and planning.

Network Management

Day-to-day admin and management of your network infrastructure, including fault analysis, performance management, provisioning, and maintaining quality of service.



I've had a lot of experience with outsourcers, both good and bad, and I've even worked as a Service Delivery Manager, so I can appreciate what good service looks like, and I've never heard a bad word about Total."

Chris Lord, Head of IT, Girlguiding

Patch Management

Assessment and implementation of software bug fixes, security updates and feature enhancements, conducted in accordance with your change management process.

Managed Print

Provides you with a rationalised and updated print estate, replacement inks and toners before you run-out and break-fix maintenance for a known monthly cost.

Managed Security

Managed security services to help you improve and maintain security, including vulnerability scanning, email security, patch management, and threat and compromise hunting.

Break-Fix Maintenance

Break-fix hardware maintenance for server, storage and networking hardware, delivered nationally and internationally, with a mix and match choice of response/fix times and cover.

Desktop-as-a-Service

User devices delivered as a service, with usage analytics, pre-failure alerts, break-fix support, and optional management and support all for a fixed monthly fee.

Service Management

Led by your Service Delivery Manager, this encompasses monitoring quality of service, adherence to SLA, and achievement of customer satisfaction and continuous improvement.



The good thing with Total is they work in partnership with us, rather than a supplier relationship. They're there to help us, and they understand that IT is critical to our business."

Chris Madden, IT and Operations Director, Kreston Reeves



The best thing for me is that we don't have too many problems and our systems are always up and running."

**Jonathan Stump, Finance Director,
Mick George**

Talk to Total . . .

To learn more about Total's IT management and support services and to see if, and how, they could help you. Contact your account manager or email **sam@totalcomputers.co.uk** to arrange a discussion with a subject matter expert.

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totalcomputers.co.uk



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