

# What could we do for you?

10

THINGS WE CAN DO  
FOR YOU ... *really well!*



## AREAS OF SERVICE EXPERTISE

### CLOUD SERVICES

Is 'cloud first' the right approach for you? We have the expertise to help you make the right choices and to help you put them into action with:

- Cloud Readiness Assessment
- Cloud Migration
- Cloud Telephony
- Hybrid Cloud
- Migration to Microsoft 365
- Private Cloud
- Total Backup and DR.



### CONSULTING SERVICES

Underpinning our solutions and services capabilities, a team of highly experienced subject matter experts are some of the best in the business. They can help you with:

- Discovery and Assessment
- Architecture and Design
- Business Case Justification
- Implementation
- Programme and Project Management.



### LIFECYCLE SERVICES

Our services will help make lifecycle management easy, effective and trouble-free for you, with:

- Homeworker on/off boarding
- Configuration
- Leasing
- Deploy-to-Desk
- Retail Roll-outs
- Audio Visual Installation
- Asset Disposal.



### MANAGED SERVICES

Our UK team of IT support professionals can help you manage IT effectively, with a service built around your needs. It can include:

- Backup & DR-as-a-Service
- Break-Fix Maintenance
- Desktop-as-a-Service
- Infrastructure-as-a-Service
- Managed Security
- Network Management
- Patch Management
- Public Cloud Management
- Platform Management.



### SERVICE DESK

At the heart of our Managed Service lies our Service Desk: a friendly and efficient single point of contact for all IT related issues.

As well as taking all calls, Service Desk provides first line diagnosis and resolution, manages service requests, escalation to second/third line support, routing to specialist resolver groups, and keeps users informed throughout.



### TECHNOLOGY PROCUREMENT

Good value is about more than just a good price and we can help you optimise the value of your technology spend:

- Knowledgeable account manager
- Independent technical guidance
- Expert pre-sales advice
- Excellent vendor relationships
- Specialist configuration and deployment services
- World-wide delivery
- BI and reporting.



**MODERN  
DATA CENTRE**

We have the knowledge and experience to help you match your Data Centre strategy to your organisation's strategic needs, plus the technical expertise to help you implement it. Talk to Total about:

- Consumption-as-a-Service
- Data Management
- Hybrid Cloud
- Hyper-Converged Infrastructure
- Software Defined DC.

**MODERN  
WORKSPACE**

We can help you realise the productivity, security and management benefits of the modern workspace, and have core expertise in:

- Application Packaging
- Citrix on Azure
- Collaboration and Communication
- Device-as-a-Service
- Mobility and Security
- Modern Management
- Microsoft 365
- Virtual Desktops.

**NETWORKING  
SOLUTIONS**

We can help you design, up to Cisco Certified Architect level, and successfully implement new network infrastructure, with core competencies in:

- Application Delivery Controllers (ADC)
- Load Balancing
- Software Defined Networking (SDN)
- SD-WAN
- Structured Cabling
- Wireless.

**SECURITY,  
ACCESS & IDENTITY**

As a matter of good practice, we build security into all our services and solutions. As well as that, we have the specific skills to help you apply best practice to:

- Azure Active Directory
- End-Point Security
- Penetration Testing
- Remote Access
- Secure Cloud
- Threat Detection
- Z-Scaler.

**WHAT OTHERS SAY**

“ We trust Total to do the things we can't go and do ourselves. ”

Kathleen Stubbs  
Partner and Head of Service  
Delivery & Infrastructure  
Knight Frank

“ They beat the competitors on price, they've helped us look at new tech and they're very personable, approachable and they're very honest, and I think that arrangement with any supplier is worth its weight in gold. ”

Hugo Mathias  
CIO and Director of IT  
Northampton General Hospital  
NHS Trust

“ 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 & Operations Director  
Kreston Reeves





## WHY TOTAL?

We believe in treating others the way we want to be treated ourselves.

We're knowledgeable and reliable, warm and friendly, open and honest.

We only offer those services that we know we can do really well, either through our own people or trusted specialists, with a hard-to-surpass service.

The result is a set of essential IT services that you can confidently rely upon.

## TALK TO TOTAL . . .

To discover more about any of Total's essential IT services contact your account manager or email [ask@totalcomputers.co.uk](mailto:ask@totalcomputers.co.uk)

**0345 647 0000**  
**[totalcomputers.co.uk](http://totalcomputers.co.uk)**

