



IT Support (UK) Ltd

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Your Business IT Support Specialist

We Make Switching IT Support Easy



1 Simple Step of Transition

All that we require is for you to contact your old IT Support provider and ask them to liaise with us and hand over any information that we need to take over the support of your business.

We don't need you filling out forms and gathering technical information, we won't ask for network maps or floor plans. We take care of everything, it's our job!

What goes on in the background after we take over?

Our first step is to make contact with your previous support provider and get as much information about your IT infrastructure as possible.

Most IT companies have all information about their clients at the click of a mouse which makes the process quite simple. Other less organised providers can take a day or two to get what we require across to us.

Next job is to logon to your server and deploy a network discovery agent and also to install our little monitoring agent to all of your computers.

Within an hour or so we have all of your systems and network on our screens.

Over the next two days we run multiple tests and checks to ensure we have a full understanding of how your network operates.

At this point we usually see many alerts and warnings generated by our monitoring system, this is totally normal and probably the reason why you decided to switch IT Support Provider.

We quickly work to resolve all issues as soon as possible and investigate any problems that are of concern.

We then run a process that we call our Best Practices Technology Alignment which can take a week to complete.

With the information gathered through our Best Practices Technology Alignment Process, we then invest a huge amount of time with our True Pro-Active maintenance which ensures your systems run at optimum performance and reliability.

You will notice your staff making far less support calls and the "IT Noise" around the office of things not working will almost disappear.

Tru Pro-Active Maintenance resolves the problem before you know it exists.