

IT Unlimited™

This infographic contains a visual representation of IT Unlimited, our Fully Managed IT support service that is unique to our service sector. If you are a small business in London that is looking for a professional, cost-effective Award Winning IT support service then this infographic is made for you!



Rolling contracts + excellent service = happy clients.



What's our unique selling proposition (USP)?

3 month rolling service contracts. Our success is based on building lasting relationships with our clients by delivering a consistently high standard of service.

IT Unlimited™ in a nutshell

We take complete responsibility of your IT infrastructure, providing unlimited day-to-day technical support and ongoing strategic guidance, in addition to pro-active network monitoring and fast-effective onsite support.



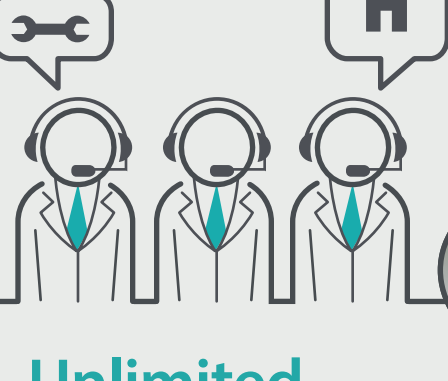
Fast effective onsite IT support.

Provided by our directly employed team of Microsoft and Apple certified Field Support Technicians. Unrestricted onsite support visits with NO hidden charges.

Instant support

Instant emergency support.

We provide IMMEDIATE SUPPORT in the event of a business critical issue such as network or server failure.



Unlimited telephone and remote technical support.

Instant technical support is provided by our friendly London-based Microsoft and Apple certified service desk team. We will endeavour to resolve ANY IT related problems, including issues with 3rd party apps, managing hardware warranty cases and liaising with other service providers.



Third party software support.

We support all software applications used in an office environment, including Microsoft, Adobe and Sage applications. We will also liaise with bespoke software providers on your behalf.



IT business plan



We apply long-term IT strategy.

Your dedicated account manager will work closely with you to create an IT roadmap that is aligned to your long-term business objectives.

Award winning service.

Our IT Department recently won the best Business Awards category for Best Customer Focus!



Unrestricted hardware support.

Our support includes, but is not limited to the following hardware.



Scheduled network maintenance.

We conduct scheduled weekly network maintenance which includes software patching and critical network security updates.



24/7 proactive network monitoring.

Our network monitoring solution E-pulse alerts us to problems that have the potential to cause business critical network disruption, giving us the power to fix problems on your network before you know they exist.



Transparent monthly performance reports.

Scheduled performance reports will be emailed directly to key staff members. These reports include a breakdown of monitoring activities and proactive support activities.

A Local IT support company.

Our two offices located in Central London and on the East London border. We provide IT support services to a broad range of clients across the capital and their subsidiary offices located across the world.



A FREE IT network infrastructure audit.

A full review of your existing network infrastructure, highlighting areas where the network is satisfactory, requires urgent attention, or areas of the network where an upgrade is recommended. You will be provided with a detailed network report that includes a list of medium and long-term strategic recommendations and/or areas of your network that require immediate attention.

Rob Cook. Showforce.

"Our IT Department continues to provide 24 hour telephone and remote support to our global network of staff, in addition to providing IT manager support for our head office in Stratford. It's great to have peace of mind knowing that any technical issues will be resolved quickly and effectively, no matter where our team are located across the globe".

Why we're regarded as One of the best IT companies in London.

"We have worked with Our IT Department for over ten years. During this time, we have always found the London support team to be friendly, helpful and very quick to respond. I love the fact that we can pick up the phone and speak directly to an expert whenever we need help or advice". John Farrar, Farrar Media International.

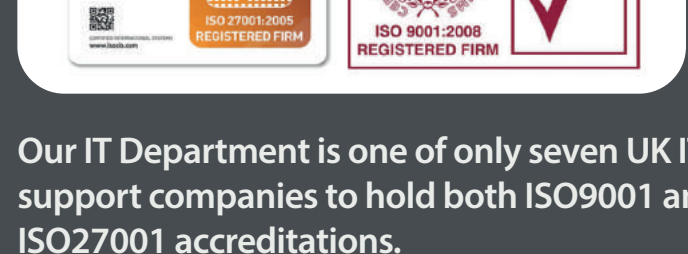
Other IT solutions we provide.

- 24 Hour IT support.
- IT manager Support.
- Complex Project Management.
- Mobile Device Management.
- C-mail Antispam.
- Network Security Services.
- Internet leased lines.

Other cloud services we provide.

- Cloud consultancy.
- Microsoft Azure.
- Office 365.
- Hosted Desktop.
- Hosted Exchange.
- Email archiving.
- Online Data Backup.
- Large-scale data archiving.
- Disaster Recovery.
- Skype for Business.
- Cloud Telephony.

Did you know?



Our IT Department is one of only seven UK IT support companies to hold both ISO9001 and ISO27001 accreditations.

Get a FREE no-obligation IT support quote today.

Telephone – 020 3002 5727
 Mail – info@ouritdept.co.uk
 Online – www.ouritdept.co.uk/request-quotation