



• **totalIT**
from ramsac

The complete IT management solution

Introducing totalIT

totalIT is much more than an IT support contract.

totalIT is a complete IT department. We take care of everything from supporting end users with any IT question, 24/7, round the clock system monitoring, remote network administration, server management, system updates and security maintenance, to onsite time with a dedicated IT manager and strategic input from one of our IT relationship directors.

totalIT is a strategic, proactive, people driven service, that allows you to completely outsource the IT function, for a fixed monthly fee.





Professional, growing organisations know, that just supporting IT is not enough. In a world of constant change, increased cyber threats, and demanding regulation, IT needs to be strategically led and proactively managed.

totalIT from ramsac has been designed to provide organisations that take the security of their data, and the smooth running of their operations seriously.

We provide a fully managed IT service that includes:

- Unlimited technical support, available 24/7
- 24/7 system monitoring, scanning for potential problems and alerts before they cause issues
- Network administration, including management of user accounts, security settings, system backups, malware protection and system updates
- Server patching
- Asset management
- Management of licenses, renewals and subscriptions
- Regular onsite time with a named, experienced IT manager
- Strategic input from an experienced 'Head of IT'
- An option to include backup, anti-virus, licensing, firewall and cybersecurity services to your monthly package.

All of this is delivered by our award winning, friendly team of IT experts who are focussed on ensuring that end users get the best possible experience out of your IT investment, for a fixed monthly cost with no hidden surprises.



Network health check

We begin by undertaking a detailed network health check. We give you a list of key recommendations for network improvements and developments.

We take into account security, resilience, best practice, speed, availability and how fit-for-purpose all elements are.

Our recommendations are colour-coded with red, amber and green categories to help you prioritise.

After the health check, your relationship manager will explain our findings and recommendations.

24-hour remote technical support

Your team will have unlimited access to our IT support professionals. They will help with anything 'IT' using remote access to fix problems quickly.

You can request support via phone, email or the web, and you can control your requests via our support portal. All service is provided from our Surrey based helpdesk, which you're welcome to visit at any time.

Requests are logged into our helpdesk system and we provide a Service Level Agreement, so you know when to expect a fix.



Round the clock system monitoring

Our remote monitoring software will keep an eye on your critical systems and flag up any potential concerns, so we can investigate and remedy issues before they cause problems.

We will carry out daily checks on your data storage, backup, virus protection and system access events to ensure that everything remains healthy.

Our pro-active monitoring means fewer support requests and minimises the risk of system downtime.



Dedicated network manager

We will assign you a named, senior IT manager who will visit your site regularly and who will proactively manage and develop your IT estate.

As well as giving end users the chance to talk face-to-face to your IT manager, we will carry out physical maintenance and improvement activities as needed.

Your IT manager will be on hand to assist with any future design and planning of projects, such as upgrades, or office moves.



Remote network administration

Every month you will receive an IT management report, showing all the work we are doing in the background to ensure that everything remains secure and optimised.

We will take care of server patching and software updates, we'll review security settings and user accounts each month, we'll manage key systems to ensure that they remain optimised for the best, most secure performance, and we'll provide you with an up to date asset management report.

Strategic IT management

Your named relationship manager will take overall responsibility for your ramsac experience, and the management of your technology investment.

Whether that's help with writing the IT budget, management of your licenses and renewals, procurement of new hardware, help with choosing a new vendor, advice on the next IT project or system change, we'll be on hand to ensure that IT is secure, resilient and compliant with good practice.





totalIT from ramsac will

- Reduce the stress of managing IT, providing you with the reassurance that IT is secure, resilient and compliant with good practice and regulatory guidelines
- Provide you with quick and efficient IT support, from a team of experts dedicated to jargon free communications
- Keep your systems up to date to minimise the risk of data loss or system downtime
- Keep you informed about the health of your IT estate and provide you with ongoing advice on how IT can support the growth and success of your organisation

Find out more

We would love to talk to you about your specific needs and to discuss whether you might benefit from a free IT health check.

To book an initial consultation:

Call: **01483 412 040**

Email: **info@ramsac.com**

Visit: **www.ramsac.com**

About ramsac

ramsac has a clear mission - to be at the heart of IT

We help our clients to get the best out of technology – implementing, managing and supporting secure, resilient, flexible IT solutions.

We work with small and mid-sized organisations, providing them with strategic IT input, proactive management, jargon free IT support and solutions that help them to grow their own organisations efficiently and securely.

Whether it's designing a new infrastructure, migrating services to the cloud, implementing a new phone system or providing end users with really efficient and friendly IT support, ramsac manages IT on your behalf, so that you can focus on achieving your organisation's goals, safe in the knowledge that IT is secure, staff are working efficiently, and the IT investment is delivering tangible benefits to the business.



We pride ourselves on our:

- **Independent consulting:** we aren't aligned to any specific vendor, and our account management team are never paid commission. We focus on giving the best possible advice based on a sound understanding of your needs, not just recommending what might earn us the highest return or commission.
- **Longevity:** we focus on very long-term relationships with both our clients and our staff. By being the best employer we can be, we keep highly trained, motivated staff for a long time, meaning our clients get a consistent service experience with cutting edge advice and a detailed knowledge of their unique needs.
- **Strategic approach:** we always seek to provide planned, proactive considered long term solutions that help drive your organisation forward. We love the detail, making long term plans and paying close attention to projects, ensuring that there are never any nasty surprises along the way.

ramzac Limited

Godalming Business Centre, Woolsack Way
Godalming, Surrey
GU7 1XW

www.ramsac.com

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