

Getting the best out of your relationship with ramsac



Running a business is busy enough without IT headaches. We are here to help you get the most from your technology. The more we understand your business and engage at the right times, the more value you will see from our service.

Who's the best person to work with us?

Having a clear point of contact makes everything run more smoothly and ensures your IT keeps pace with your organisation. It is helpful for us to have one or two key contacts in your business so we know who to speak to when decisions need to be made. We recommend you nominate:

- **Day-to-day contact** – Handles new starter setups, approvals, and shares company updates.
- **Secondary contact** – Acts as a backup for when the day-to-day contact is unavailable and receives key security notifications when needed.
- **Big picture contact** – A director, office manager, or finance lead who understands business direction and joins strategic IT conversations.
- **Decision maker(s)** – The person or people authorised to sign off on spend or additional work.

One person may cover more than one of these roles. If someone changes role or leaves, please let us know so we can update our records.

When do we need your input?



Getting started or making big changes – When we first begin working together, or if something changes in your business (like a new office, a restructure, or a new system), that's a key time to loop us in. Keep in touch with your Relationship Manager and we can help you plan properly.



Strategic conversations - We'll suggest regular check-ins to look at your IT roadmap, goals, and challenges and these are a chance to step back from the day-to-day and make sure your IT is heading in the right direction. You don't need to be technical, our Solution Architects will explain the pros and cons and help avoid unexpected costs or risks.



Ongoing IT health - On an agreed schedule we'll be on your time, either remotely or on-site and this is the time to spend with your dedicated Technical Consultant to talk through how your environment is working, what challenges you've been facing and whether any tweaks are needed to ensure you're getting the most out of it.



Encouraging staff engagement - The sooner we know about an issue, the sooner we can fix it. If something's not right, encourage your team to tell us directly so you're not stuck in the middle of every little issue. They can log a case directly on the Client Portal and our Support Team can get stuck in right away.

Your Technology. Our Responsibility

If you ever want to review how things are going or look at ways to get even more value from our service, we're always happy to talk.

Please contact your Relationship Manager.

Call us on 01483 412 040

