

Maintain. Monitor. Respond. Improve.

# Managed I.T Services



General  
Computing

from



Assent



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# About

The General Computing team from Assent specialise in providing managed I.T services covered by a Service Level Agreement designed specifically for you.

## **Implement, Maintain, Monitor and Improve**

We can provide assurance and cost savings in essential areas such as data backup, email service provision and disaster recovery.

Our services primarily fall in to one of two categories:

### **Managed SLAs**

An ongoing agreement to maintain and respond to issues relating to particular I.T Systems.

### **Managed Projects**

Providing a structured approach to implementing I.T services within a specified scope.



# Support

## Easy Access to Support

Our UK based support line is answered by humans to ensure your call is handled effectively every time.



## HelpDesk

Track and trace your unique support ticket via our web based help desk.

## Fast Onsite Response

Our technicians will quickly attend your premises in line with our Service Level Agreement.



## People

Our people are fully trained and competent, each with different experience and skills. We select the most appropriate people to work on your SLA.



## Confidentiality

All work is carried out in the strictest confidence in line with our Info Sec Policy.



# Monitor & Respond

The Monitor and Respond aspect to the SLA will ensure that specified log files and status information is sent directly to our office and monitored for any issues.

If we identify anything that could pose a threat, we will respond in a specified time period.

## **Data Backup**

We will monitor your scheduled backups. If any are unsuccessfully completed we will respond.

## **Power Cuts and Issues**

Information on power issues can be monitored and in the event of a power failure we will respond to ensure your systems recover correctly.

## **Spam Black Lists**

Your broadband connection could appear on spam black lists for various reasons including a virus infection on one of your computers, which can prevent you from sending email. We can monitor and respond.





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# Remote Support

The Remote Support aspect to the SLA includes telephone and remote control software to diagnose and resolve I.T issues.



Our remote control software requires the device to have an internet connection. If there is no Internet connection, the issue may be escalated to a technician on-site.

## **Other Devices**

Our remote control software is also compatible with iPhones, Blackberries and iPads.



# Onsite Support

The Onsite Support aspect of the SLA provides assurance that our technicians will attend your business onsite in the event of a major I.T issue, within a specified time frame.

## **Main System Failure**

If your main computer system fails, or you are unable to access data/software vital for running the business, we would source a temporary or replacement system to keep you running.

## **Disaster Recovery**

In the event of a large amount of data becoming lost or corrupt we would attend site to restore your backup.

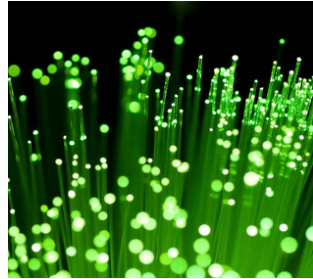
## **Broadband Issue**

If the internet connection is slow or unavailable we may attend site to investigate and communicate with your ISP.



# Multi-Location

The Multi-Location aspect to the SLA is intended for businesses that have several branch offices or satellite offices. It can include both remote and onsite support. Features can include:



## **VPN Links**

A secure link between locations allowing shared file storage, software and centralised backup.

## **Mobile Email**

A consistent email solution across computers and smart phones.

## **Remote Internet Solutions**

Manage broadband installation or 3G mobile broadband access for temporary locations such as building site offices.



# Mobile Working

The Mobile Workers aspect to the SLA covers those who regularly work away from the main office. We can provide remote support on popular smart phones and laptops, and solutions for mobile workers including:

## **Cloud Sharepoint**

A managed solution for managing data online. Ms Sharepoint integrates with Microsoft office and allows easy sharing of information.

## **Hosted Desktop**

Your desktop in the cloud, allowing you to connect from anywhere and enjoy the security of having data stored in our data centres, rather than a laptop in your car.

## **Mobile Broadband**

3G dongles provide fast internet access through the mobile network.



# Anything Else?

With over 10 years providing I.T services to businesses, schools, charities and the public sector we have delivered many successful projects.

## **Networks & Cabling**

Design, Installation & Management of your business network and I.T Infrastructure.

## **Disaster Recovery**

Apply a structured and constant approach to disaster recover and business continuity with our DR team.

## **Information Security Audits**

Assent Risk Management are specialists in implementing Information Security Management systems which are certified to the ISO 27001 standard.

## **Web Design & Internet**

We design, deploy and managed a variety of website for clients including ecommerce systems.







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