

Redefine**IT** Limited

Your **IT** Support Partner in London





*Together we
redefine your IT
needs and ensure
they fit the shape
your business is
today.*

IT Support for London based SMEs

Paul and Greg, the co-founders of Redefine IT both worked as technical support engineers for IT companies during the 90's. Being customer facing and dealing with the day to day hands-on support we learned from our clients what SME's need from their IT Support Company.

Redefine IT thrives on establishing long term client relationships. With honesty and integrity at the heart of what we do, our friendly and flexible approach allows us to deliver the service you expect and deserve.

We have already worked together for over 10 years providing an excellent level of support to our existing client base. Our level of experience and expertise means we have in-depth knowledge covering a broad range of technologies suited to the SME market. Our goal is to take responsibility for your IT infrastructure and ownership of your issues.

Our mission: To provide excellent and friendly IT Support to Small and Medium Sized London Businesses.

IT Support: Redefine IT's co-founders have provided Unlimited system support for a fixed price to London based SME's for over 15 years.

Communication: Calls are answered by experienced technicians who can assist you there and then.

Response Time: 95% of support calls handled immediately using state-of-the-art secure remote control solutions.

Keeping you working: Should you require a site visit, these are also included in your contract. Our office in Central London means we are never far away

Not too Big, Not too Small: Consisting of a small dedicated team allows us to respond efficiently to your requirements whilst maintaining flexibility and a friendly approach.

We just try and make your life easier!

Our approach

Fixed Price Unlimited Support – Phone & Site Visits

Our core product is an unlimited support contract at a fixed price. Some of the benefits are:

- You know up front what your annual IT Support budget will be
- You do not need to worry about the cost of calling us for help
- Guaranteed response times
- All calls answered by an experienced technicians, not a receptionist / call logger
- No additional charge for site visits

Instant Support / Remote Control

Utilizing market leading remote control tools allows us to respond to 95% of support calls immediately, even if you are away from the office. This sophisticated software allows us to securely connect to your PC (with your permission) and work with you as if we were sat at your desk.

Based in Central London

Although most calls are resolved remotely, there are always times when a site visit is preferable (included as part of your contract). We can attend site easily and quickly. Based near Liverpool Street we can get to any site in Zone1 in under an hour. Maintaining a selection of common parts and devices such as internet routers allows us to get you up and running quicker in the event of hardware failure

Dedicated Engineer

By allocating you with a Primary Support Contact, you get a dedicated engineer that will maintain ownership of support calls from beginning to end. Regular contact with the same engineer helps strengthen the relationship; don't we all prefer to talk to a familiar face? Of course this engineer also has the backing of the rest of our team so you benefit from the best of both worlds.

Pro Active Monitoring

We use sophisticated tools to actively monitor your computer system. This means we can resolve potential issues before they cause disruption and therefore impact your business.

Technical Solutions, Not Sales Driven

The solutions we implement are driven by the technical aspect, not the sales revenue. We only install products we have already tested and proven. After all, what we install today we have to support for several years.

Products & Partners

Fixed Price Unlimited Support – Phone & Site Visits

Our core product is an unlimited support contract at a fixed price. Some of the benefits you receive are:

- Guaranteed response times
- Calls answered by an experienced technician
- No additional charge for site visits
- User account and password management
- Manage Data & Email growth patterns
- Regular backup-up checks
- Regular AntiVirus Update Management
- Consultancy for all IT matters
- Liason with 3rd parties e.g. ISP or Software Vendors

Remote Access – Working from Home

If you do not have the ability to work from home yet Remote Control Solutions allow you to connect to your office computer and so instantly have access to all your applications and data. There are various options available in the market but did you know Microsoft have bundled Remote Desktop on your Windows PC since 2001. Many of our clients now enjoy the benefit of working from home using their own PC and internet connection. This is a simple and effective solution for key staff to function when our transport infrastructure fails again this winter!

Email on Your Handset

Whether it's Blackberry, Apple, Android or Windows Mobile, we have experience integrating these smartphones with your email system.

We have been installing and supporting Blackberry Enterprise Server for many years and are a Blackberry Alliance Partner. Since the release of Exchange 2003 we have been working with ActiveSync, the technology that enables you to fully integrate your work email account with your smartphone.

Business Continuity or Disaster Recovery

Business Continuity means more than just "backing up your data" every day. We will work with you to highlight business critical elements of your infrastructure and build a plan that enables you to continue delivering service to your customers even when the unexpected occurs. Simple solutions are very effective and cheaper than you may think.

- Can you divert your landlines, even if your phone system is down?
- Can you send and receive email even when your email server is down?
- What do you do if your internet line goes down?
- Can your staff work remotely - Rail Strikes, heavy snow and even Olympics 2012?

We have simple, proven solutions that answer all these questions and more. One of our favoured solutions is the Email Continuity Service from Symantec.cloud (formerly MessageLabs).

Products & Partners contd.

Network Security & Firewalls

Every network needs a firewall. Not just for protection but to securely link roaming users and satellite offices. As a WatchGuard Associate Partner we choose their firewalls to protect our networks. This vendor has a proven track record and regularly wins awards.

Web Browser Protection

These days firewalls and anti-virus software are just not enough to protect you from the increasingly sophisticated threats that are emerging on the internet. Included in our suite of security products is a web filtering service that protects your internet browser from malicious websites.

Office Moves

Planning is the key here. Having managed in excess of 30 office moves we are confident we can help you move with the minimum of disruption. Whether it's managed offices or refitting an empty shell we have the experience you need.

- From the initial planning stages to of
- Cabling
- Planning for moving Internet
- We work closely with all the other parties involved in the move and

- Comms Room Requirements. FloorBox/Data cabling layout, Internet
- Help you plan
- Talk to the other parties
- Move the servers to ensure minimum downtime for back end infrastructure
- Re-Connection of all PC's

Data Recovery

If you have a failed hard drive or accidentally formatted a memory card then don't panic. Data can be successfully recovered in most cases using our in-house tools. However, in extreme situations such as mechanical failure we refer you to the experts.

Hosted Services – The Cloud

There are already multiple hosted offerings from major companies such as Microsoft, Google, Cobweb etc. Unlike some of our competitors we choose not to re-brand them and sell them as our own. We believe our role is to advise you and help you choose the correct solution for your business.

What our Clients say:

Camper & Nicholsons - We count ourselves fortunate – when Paul started his own business in 2001, we were his first client. Since those early days we have watched his company grow; they are innovative, hands on, and take ownership of problems. They also have a global reach communicating with our overseas IT experts.

Bircroft Insurance Services - No smoke and mirrors ... Just sound advice and sensible solutions.

Farn Williams - We have been a customer of Paul's ever since I started our business in 1993 and we have never so much as considered changing suppliers, though we are often called and presented with "better deals". The truth is, when you have a reasonably priced service that never lets you down, is always responsive, innovative and creative, looks after your interests with other suppliers and is always prepared to "go the extra mile" to help you out, even when this is beyond the normal scope of typical IT services, why would you move to save a bit of money? We have always relied on their service fully - and it is the peace of mind that such a strong relationship gives us which is really their unique selling point. When you outsource something as critical as your network, IT and internet structure management you can't afford to make a mistake. With Redefine IT as our supplier, we don't need to worry, so we can get on with developing our business rather than wasting time on IT problems.

Northacre PLC - Redefine IT have always provided a broad range of services that cater for our every business need. Their scope and knowledge means we are always aware of the best solutions to match our IT requirements, from software, hardware, online and telephone support to assisting us with installations, general advice and trouble shooting. Their preventative approach, rather than curative, has hugely enhanced operations. They always go the extra mile to ensure minimum disruption to our day to day and are consistently patient in dealing with us, suggesting improvement measures that are always spot on. I wouldn't hesitate to recommend them.

Treveria - Redefine IT have the skills to solve problems and the ability to explain issues in a way that does not overcomplicate. They respond promptly and efficiently. They have effectively been an internal IT department to our group and as such I would recommend them to any SME.



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