Services

We provide IT Asset Management, IT Managed Support Services, IT Procurement and Project Services to customers with internal IT Teams or can provide fully outsourced IT Support.

What can we help you with?

Cyber / Network Security

• UTM Security Appliances & Firewalling.
• Email Security & Archiving.
• Anti-Virus.
• Endpoint Protection & Encryption.
• Patch Management, Network Vulnerability Scanning,
  Network & Software Auditing.
• Web & Application filtering.
• Safeguarding & Monitoring.
• Remote Access & VPN.
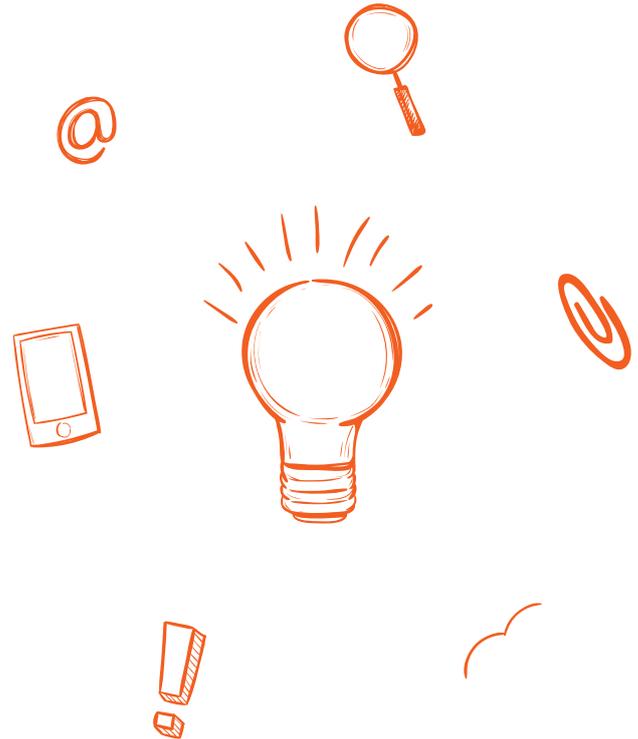• Multifactor Authentication.

Servers and Storage

• Server Hardware.
• NAS & SAN Storage.
• Backup & Disaster Recovery

Virtualization

• Server Virtualization.
• Desktop Virtualization / VDI.
• Mobile Device Management / MDM.

Software

• Microsoft Licensing.
• Other Software Licensing on request.

What's in our Support Package?

We do not believe in limiting your experience. We tailor our services to meet your specific needs. We also believe that you can have the best service without breaking the bank. It's a premium IT service at best value.

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Base Package

- Dedicated IT Support Team
- Remote IT Support Services, Email, and Telephone Technical Support within Business Hours.
- 24/7 Monitoring and Alerting.
- Free after hours 'Break Fix' of mission critical systems
- Site Visits & Reports.
- Pro-Active management.
- Cyber Security and Safeguarding Skillset.
- Documentation.
- Annual Network MOT, review service.

Virtual IT
Strategy Consultant

- **Will site visits be required?**
  Some customers will require site visits if the support task cannot be completed remotely. Others require an engineer visit perhaps once a week, bi-weekly or even monthly, on a fixed schedule. It all depends on your needs. We can supplement your internal IT support team or provide a fully outsourced IT support service if required.

- **Offsite Backup and Disaster Recovery**
  Many of our SME's make use of our cost effective offsite hosting for backup and DR plans, either as a secondary location or as a failsafe to your existing setup. This is ideal for those organisations with a single site. We offer a cost effective offsite backup service, giving you that extra safety net you need.

- **GDPR DPO Service**
  We have a standardised GDPR framework and provide you with a named DPO to relieve the pressure. We've done our homework so you don't need to.

- **IT Systems / Network Audit**
  The IT Audit Service is a perfect way to start a new IT Support relationship as it gives us complete clarity on what you have and the true state of play. We can document systems, investigate your concerns and ensure that we receive all your details during the handover form your previous supplier.
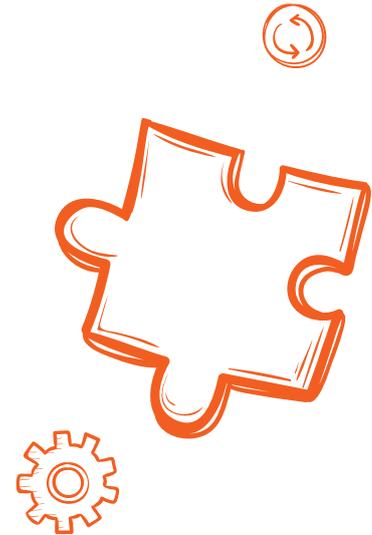
What Sets Us Apart?
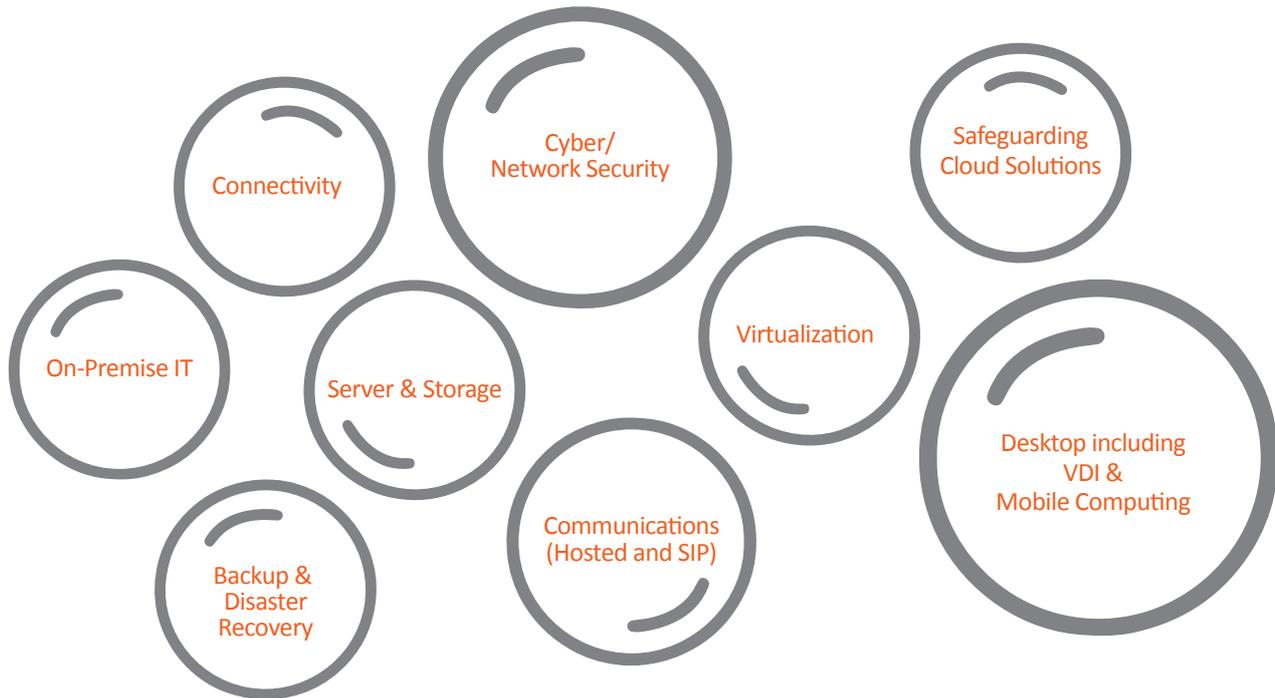
We Provide A More Personal Service
To achieve this, you are assigned a dedicated engineer to look after you.

In addition to eliminating the frustrating IT Helpdesk experience, this ensures that you have a personal set of contacts. They know you, and you're familiar with them. They're going to understand exactly how you work and what you expect. Trust is a key component of a successful support relationship.

Finally, we can supply all the hardware and software you need too.

Our Skillset

Connectivity

Cyber/
Network Security

Safeguarding
Cloud Solutions

On-Premise IT

Server & Storage

Virtualization

Desktop including
VDI &
Mobile Computing

Backup &
Disaster
Recovery

Communications
(Hosted and SIP)

SINCE TECH LTD

Unit 24 Highcroft Industrial Estate Enterprise Road, Horndean,
Waterlooville, Hampshire, United Kingdom, PO8 0BT
+44 (0) 3333-394-443 **|** info@sincetech.co.uk
www.sincetech.co.uk