Introducing Remote IT Management from PC World Business

Whether you are a small, medium or multinational business, your IT network will be an integral part of your day to day operations.

When a network crashes, it can cause serious problems. If you are unable to use your computer or email application because of network failure, your employees can't work, your business loses data, and your clients may be unable to contact you. Worse still, you may not be able to contact them.

Without timely IT support, the performance of your business can suffer. This can hinder client relationships, reduce revenue, and negatively impact the professional reputation of your business.

With few dedicated IT specialists and limited IT budgets, Businesses are particularly vulnerable to problems stemming from poor network performance.

Often, the responsibility for IT support and maintenance falls to someone who already has a full-time role. These IT 'generalists' can lack the skills and resources to manage complex systems.

"The biggest return is knowing that the system is efficient and available. We need these systems - the stability and integrity of the network is absolutely vital"

Ray Kingsly, Powell and Company Solicitors

We've spoken to over 400 SME's around the UK to find out exactly what makes the perfect support service - our services truly are built with you in mind.

Launched in 2001, our Remote IT Management Service (RITM) can help to keep your business running smoothly. With dedicated teams of network specialists we offer telephone support, greater network reliability and less network downtime.

What makes RITM so different is that we take care of your IT estate – without you ever having to worry, or think twice about it. We will even manage your PC & Mac networks and help you use them more efficiently together.

We constantly monitor your server network performance via a 'real time' feed to our Network Operations Centre. RITM is like a virtual system manager that never sleeps, and never takes a holiday.

Remote IT Management (RITM)

- A helpdesk for you and your staff
- Unlimited telephone support
- Virus protection
- Consultancy and advice
- Hardware maintenance
- Spam filtering
- Firewall management
- Free on-site engineering
- 24 -hour network monitoring

Providing a secure, fast and reliable network allowing you to focus on controlling your costs

PC World Business

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Solving problems
- giving you peace of mind

The most common issues you asked us to solve were:

- **Resolving performance issues**
- **Ensuring daily data backups are complete**
- **Adding/Removing users on the network**
- **Print queue issues**
- **Server disk space allocation**
- **Updating Anti-Virus/Spyware software**
- **Resolving log-on issues**
- **Resolve email and network accessibility**

We listened - our services are based around providing fast and inexpensive solutions to these problems.

We take care of the day-to-day IT support and operational management of your computer network. Offering a single point of contact for your IT support, and a lot less frustration, you have the reassurance that whatever the problem, whatever the issue, we are here to help. We fix over 95% of problems within one hour, without even coming on site. What's more, 30% of problems are fixed in just 5 minutes. This means less downtime, fewer wasted hours, and greater reliability. Reassurance, guaranteed.

On top of all this, our Remote IT Management can help drive down your costs. With reduced recruitment, training and management expenses, it can help free up capital for other business critical operations. With one, two and three year fixed price, fixed term contracts available, there is enough flexibility to allow you to budget in advance.

Our UK based helpdesk is the focal point of this industry-leading service. When you make a call, you can be confident that it will be answered in 15 seconds and that you will be speaking to a qualified engineer - a network specialist who can deal with your issue immediately. With no re-routing of calls, and no call logging with a vague promise to call you back later, our service is instantaneous.

Complete peace of mind

"It's about being able to sleep at night"

Suddenly finding yourself without access to critical business information, sales entry systems, accounting applications, customer data or other network services is something that simply doesn't bear thinking about.

Yet for many businesses, reliability is such that the big question isn't so much 'if' the server is going to crash...but 'when'. Likewise, do you know if your anti virus protection is really up to the task? Could your firewall be more efficient?

And of course, there's the security factor; the threat of sensitive information being copied, stolen or inadvertently released without secure, robust and professional IT policies in place. Small wonder sleepless nights often increase with the size and complexity of the network.

95% OF PROBLEMS FIXED WITHIN AN HOUR WITHOUT COMING ON SITE
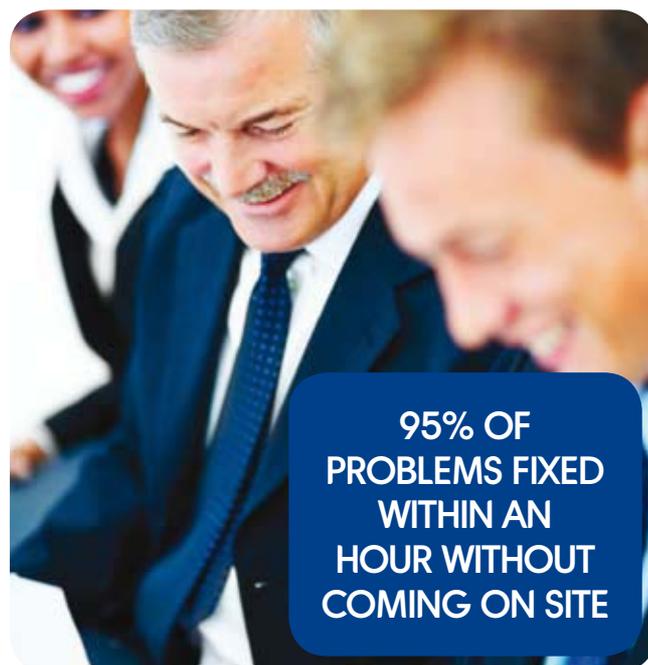
Reliability

Network system failures rarely happen out of the blue. They're usually as a result of smaller faults that, together have put critical strain on one area of the server. Having RITM in place to diagnose and act on such factors at an early stage, means the likelihood of them developing into a full blown problem is virtually eliminated.

You'll never even know it's happened. Instead you'll notice increased server reliability and a smoother running network.

"Almost immediately, we went from a highly volatile system to an extremely stable one, with no major problems in the year since we signed up. It's a remarkable transformation given the scale of the problems we were encountering."

Peter Kinsella, Paradigm Management Consultants

Online security

The latest anti virus definitions are configured and uploaded onto your network daily to prevent virus attacks. All incoming e-mails are scanned for viruses before being distributed to individual users.

Not one of our RITM customers has ever had a virus affect their network following implementation of our system.
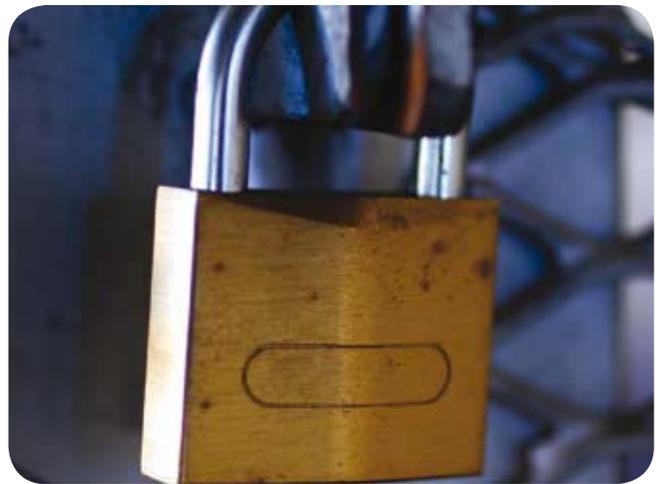
Security and confidentiality

In order to help to manage your network, our team will require full access rights to it. The idea of such off site network administration inevitably raises questions of security and confidentiality, but rest assures that you will have full knowledge of every 'footprint' we leave.

Your monthly reports and details all entries and actions made to your network, providing you with complete visibility – ensuring that your sensitive company information is never compromised.

PROACTIVE AND PREVENTATIVE SERVICE

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Optimum network performance with added support

It's a fact that the majority of businesses never realise the full potential of their IT infrastructure. This 'performance gap' between what an IT system is capable of and what it actually delivers can exist for a variety of reasons;

- Systems supplied by resellers are installed regardless of different user needs
- Server capacity may be taken up with functions that few users rarely need.
- Commonly used applications can become oversubscribed, leading to slow performance or frequent crashes/stalls

These problems occur when your network isn't configured for the needs of your business.

RITM will deliver an immediate and dramatic upturn in the performance of your IT systems.

By monitoring your network to identify any performance downturn and carrying out work in those areas that need attention, Remote IT Management generates detailed feedback of your network and the demands you place on it. Using this knowledge, your system can be configured by us, in real time, as the priorities of your business change, for optimum performance.

In addition, RITM can also examine the configuration of each PC on your network and compare it to the needs of its user. Being intelligent IT management, it allows the user to reinstall those applications quickly and easily if they're needed for a more efficient network.
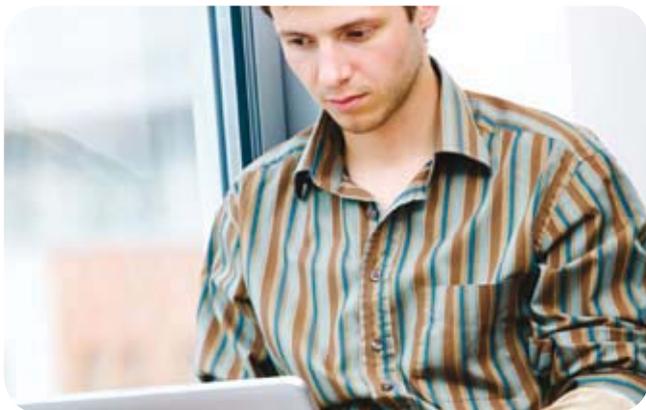
Optimum network performance guaranteed

Monthly reports inform you about your network activity. Physical issues that may be affecting your network will be identified and then improvement recommendations made.

It's where you turn when every PC user turns to you

Shouldering the responsibility for the company's IT system can be a lonely task. Especially when something goes wrong.

On one hand, every call you make to your chosen computer engineer costs money. On the other, every minute of system downtime costs money too.

30% OF PROBLEMS FIXED IN UNDER 5 MINUTES

The support you would enjoy from the Remote IT Management team is as close as it gets.

You can call them anytime 24/7 x365 days a year, and as often as you like. There's no limit to the number of calls you can make and no charge above and beyond the standard monthly contract payment.

Even small issues are sorted; add a new user...archive data...unblock print queues

RITM even provides all PC and Mac users in your office with telephone helpdesk facilities that give them direct access to PC World Business engineers!
Most calls are answered within three rings and seventy percent of callers are up and running within fifteen minutes.

We have been providing support services to hundreds of businesses for over 9 years.

"We hadn't really considered ourselves big enough to employ full-time IT staff, so the burden of support fell on myself and my colleagues. Fortunately, when discussing the project with PC World Business, we were made aware of Remote IT Management, which appeared to be an extremely close fit to our needs"
Karl Chandler, The Marketing Company

Your questions answered

RITM is a new and revolutionary approach to IT estate management. Inevitably, people want to know exactly what it can do and what it can help them to achieve.

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Q. Does having RITM still give me the opportunity to speak to someone direct?

A. Although a great deal of the system's functions are carried out automatically by PC World Business, RITM still offers the support of a dedicated team that you can call on any time – to provide technical support and independent advice. It also provides an IT telephone helpdesk facility, accessible by every PC and Mac user in your organisation that on average, fixes 95% of problems in one hour or less.

Q. How dependable and secure is RITM?

A. RITM is a tested and proven system that uses technology that offers safe, secure network management – probably a greater level of security than could be achieved in-house – by constantly updating firewall and virus protection software to render your IT infrastructure virtually immune to attack.

Q. Can RITM actually improve my network's performance?

A. Most definitely. As well as policing your server constantly to reduce the risk of network failure, RITM also takes steps to enhance both your network's performance and the performance of individual PCs that are linked to it.

Q. Is it good value for money?

A. Increasing pressure on most businesses to cut costs can have a negative impact on the reliability and performance of IT systems. RITM will start to pay for itself almost immediately in terms of increased business efficiency and the savings you can make on service callouts, which can often be expensive. Compared to the expensive of an engineer call out each time your network might require attention, RITM is a more cost effective outlay.

Q. Will I still have control over my network, and the information held on it?

A. Absolutely. Although RITM looks after the day-to-day performance of your network, you remain in charge at all times. Our network engineers do not undertake any activities on your network without your consent. Each month you'll receive a report detailing the complete breakdown of network activities, observations and actions so that there is complete accountability.

Q. I spend too long addressing IT problems. Will RITM fix that for me?

A. Perhaps the biggest tangible difference you'll notice with RITM will be the extra time you suddenly have in your working day! IT problems will evaporate, allowing you to concentrate on your primary role. And even when essential work is required, you wont have to wait for the engineer to get to you. Everything is administered by us... which means 95% of network problems are rectified within an hour of your call!

A typical real life example:
0 mins – Network problem
The Remote IT Management software on clients network issues an alert that the used Server disk space is reaching the agreed maximum capacity level and could cause the server to crash.

5 mins – Problem identified
An engineer connects to the network to confirm and assess the situation. Duplicated temporary files are causing disk space to reach the capacity criteria.

20 mins – Client informed
The PC World Business engineer phones the client to highlight the potential problem. They recommend that duplicated temporary files are simply deleted. The original files are safely stored elsewhere.

30 mins – Consent
Client agrees to the suggested solution and authorises the engineer to remotely undertake the work.

45 mins – Resolved
The work is completed and the server disk space returns to a safe level – potential failure averted.

Report issued
Monthly report is issued detailing all the work undertaken.

95% of problems identified and resolved in under 1 hour

Click: **www.pcwb.com**

Saving you time and money!

It's created to save you time and money and give you peace of mind

And you can make as many phone calls as you like to support your team, again, free of charge.

Compare that with what you would expect to pay for an engineer call out for network related issues or a standard server maintenance contract. And that's before you factor in the cost to your business of downtime spent waiting for the engineer or any subsequent work that needs carrying out.

As part of the service, we also constantly monitor your network performance, in real-time via our operations

REDUCING THE COST OF EFFECTIVE IT

centre. We generate detailed feedback on your network and the demands being placed upon it. With this knowledge, your system can be configured remotely, as the priorities of your business change. This proactive and preventative approach can eliminate many common networking issues before they even happen.

RITM represents both a radical saving and a quantum leap in the quality of the IT system management your money can buy.

Not one of our customers has ever had a virus affect their network following the implementation of the RITM!

From the word go, RITM gives you a return on your investment. For a fixed monthly fee you have a dedicated team of experts at your disposal. Whether it's you or your staff that need advice and support, we're here!

Safe in the knowledge that RITM is keeping your network running smoothly, you'll have time to concentrate on the strategic issues that will ensure your businesses growth and success is continued.

Fixed fees allow you to budget

RITM has a set monthly cost that provides unlimited

DIRECT ACCESS TO QUALIFIED ENGINEERS

server management, administration and support plus a technical support telephone service with. If the problem requires a site visit from an PC World Business engineer, you'll get one – free from additional cost!

"Our customers want to budget for their technical support. So knowing how much their support costs, and how much their project costs are going to be over the coming period is very important to them. Fixed fees allow our customers to accurately budget for their technical support services."

Steve Dawes - Head of Remote IT Management

Call: **0844 871 2525** Visit: **Your local Business Centre**

PC World Business

A faster, more efficient network for you and your business

Whether you're a small, medium or multinational business, your IT network will be an essential part of your day to day operations.

The remote IT Management service helps keep your business running smoothly. With dedicated teams of network specialists we offer telephone support, greater network reliability and less network downtime. Giving you the peace of mind to know that your ITi is being monitored and managed for you - freeing you up to look after your customers and concentrate on running your business.

Whether you operate on PCs, Macs or both, we provide:

Optimised network performance
continuous management and monitoring to correct problems.

Increased security
Virus protection updated daily.

Unlimited telephone suppport
24/7, 365 days a year.

Click: **www.pcwb.com** Call: **0844 871 2525**
Visit: **Your local Business Centre**