



● **totalIT**  
from ramsac

The complete IT management solution



## Introducing totalIT

totalIT is much more than an IT support contract.

totalIT is a complete IT department. We take care of everything from supporting end users with any IT question, 24/7, round the clock system monitoring, remote IT administration, server management, system updates and security maintenance, to development time with a dedicated IT manager and strategic input from one of our specialist Solutions Architects.

totalIT is a strategic, proactive, people driven service, that allows you to completely outsource the IT function, for a fixed monthly fee.



Professional, growing organisations know, that just supporting IT is not enough. In a world of constant change, increased cyber threats, and demanding regulation, IT needs to be strategically led and proactively managed.

totalIT from ramsac has been designed to provide organisations that take the security of their data, and the smooth running of their operations seriously.

We provide a fully managed IT service that includes:

- **Unlimited access to a remote IT helpdesk**, which is available 24/7 to provide remote assistance for any technical question or difficulty that may arise. The support team resolve 97% of requests remotely.
- **A dedicated user management team**, to ensure a high level of accuracy when it comes to managing joiners and leavers at your organisation.
- **24-hour system monitoring** – allowing us to track essential daily tasks, such as backup and anti-virus performance, as well pre-alerting us to potential issues on the network, which are automatically logged as a helpdesk request, and often resolved by our remote team before you even realise there's a problem!
- **A remote network administrator** – who will have dedicated time each month to connect to the network and carry out a long list of important network admin functions, including managing patches and updates, ensuring that the network remains at its best. They will also provide you with monthly reports on the state of the IT estate and an up to date asset management report.
- **A dedicated IT manager**, who will have pre-scheduled days on site with you, to ensure that you and your team can talk to a familiar face, and that onsite work can be completed in a timely manner.
- **A named relationship manager**, who is on hand to provide strategic support, advice on products and services and to keep you up to date with changes in the technical landscape, as well as being your 'go to' point of contact for all matters concerning your relationship with ramsac.

All of this is delivered by our award winning, friendly team of IT experts who are focussed on ensuring that end users get the best possible experience out of your IT investment, for a fixed monthly cost with no hidden surprises.





## Unlimited remote support

You and your team will have direct access to a dedicated support team. We split our clients across smaller groups of Support technicians to ensure we can really get to know one another. The Support Technicians will deal with all your end user IT requests, from a broken printer to a security breach or an entire network outage situation. The service is routinely available from 0800 to 1800 or you can upgrade to 24/7 support if required.

## Joiner and Leaver management

Getting new users set up accurately and on time is really important, and when people leave, ensuring they are properly shut down and locked out is a security must. Our dedicated Change Technicians will work with you to agree a joiner and leaver process and will deliver account set ups promptly and accurately.

## 24/7 System monitoring

Our IT management tools allow us to keep an eye on the whole operation, and to predict issues before you even know about them. Our Monitoring Technicians keep a close eye on alerts and respond to anything that looks like it could cause a problem, preventing you from downtime and lost productivity.



## Security alerts, management & patching

Our IT Operations Team will keep a close eye on major alerts we think you need to know about, and we'll include time to keep systems updated and patched to provide the best level of protection.

## Monthly IT admin checks & reporting

IT admin is essential - we don't just fix broken IT - we keep it in good shape by running important monthly checks and updates. And you'll receive a written report each month keeping you up to date with the state of IT health.

### Regular Development time

Your named Technical Consultant will have regular time to work on proactive tasks and developments that keep your IT from falling behind. We agree how much time you want each month and then we agree your priorities and tasks, and report back on the work we're completing for you. This can be done remotely or onsite.

### Deskside assistance

As well as our remote Support Technicians, we also have a team of Field based Support Consultants and we can arrange to have someone onsite regularly, to walk the floor, talk to end users and provide deskside support to those that prefer their tech support to be face-to-face.

### A structured IT Roadmap

IT doesn't just happen, it needs to be planned and well executed. We will include regular strategic development time, so your business leaders can meet face to face with one of our Solutions Architects, to agree what IT needs to look like in the future, and to manage a structured roadmap that can hold us all to account.

### Procurement, license and asset management

As well as providing you with regular asset reports so you know what you have and who has it, we'll also manage your licenses, your warranties and expiry dates and we offer a full procurement service, to help you purchase the best, most appropriate IT equipment.

### A named team of dedicated individuals

You will of course have a dedicated relationship manager, so that you have one point of contact for any enquiry, someone you can really get to know, that can meet with you regularly, can provide you with service reports and data and can escalate urgent issues for you.

You'll also have a named Technical Consultant and the direct line of the manager of your support team.



# About ramsac

## ramsac has a clear mission - to be at the heart of IT

We help our clients to get the best out of technology – implementing, managing and supporting secure, resilient, flexible IT solutions.

We work with small and mid-sized organisations, providing them with strategic IT input, proactive management, jargon free IT support and solutions that help them to grow their own organisations efficiently and securely.

Whether it's designing a new infrastructure, migrating services to the cloud, implementing a new phone system or providing end users with really efficient and friendly IT support, ramsac manages IT on your behalf, so that you can focus on achieving your organisation's goals, safe in the knowledge that IT is secure, staff are working efficiently, and the IT investment is delivering tangible benefits to the business.



## We pride ourselves on our:

- **Independent consulting:** we aren't aligned to any specific vendor, and our account management team are never paid commission. We focus on giving the best possible advice based on a sound understanding of your needs, not just recommending what might earn us the highest return or commission.
- **Longevity:** we focus on very long-term relationships with both our clients and our staff. By being the best employer we can be, we keep highly trained, motivated staff for a long time, meaning our clients get a consistent service experience with cutting edge advice and a detailed knowledge of their unique needs.
- **Strategic approach:** we always seek to provide planned, proactive considered long term solutions that help drive your organisation forward. We love the detail, making long term plans and paying close attention to projects, ensuring that there are never any nasty surprises along the way.



## totalIT from ramsac will

- Reduce the stress of managing IT, providing you with the reassurance that IT is secure, resilient and compliant with good practice and regulatory guidelines
- Provide you with quick and efficient IT support, from a team of experts dedicated to jargon free communications
- Keep your systems up to date to minimise the risk of data loss or system downtime
- Keep you informed about the health of your IT estate and provide you with ongoing advice on how IT can support the growth and success of your organisation

## Find out more

We would love to talk to you about your specific needs and to discuss whether you might benefit from a free IT health check.

To book an initial consultation:

Call: **01483 412 040**

Email: **[info@ramsac.com](mailto:info@ramsac.com)**

Visit: **[www.ramsac.com](http://www.ramsac.com)**

