totalIT from ramsac

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from ramsac

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.

Your totalIT department includes:

Your support team
Unlimited access to a remote IT helpdesk, available 24/7 to provide assistance for any technical question or difficulty that may arise. The support team resolve 97% of requests remotely.

Your relationship manager
Provides 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 at ramsac.

Your solutions architect
Who will provide ongoing strategic advice and develop your IT roadmap and budget.

Your dedicated user management team
This team manages joiners and leavers at your organisation.

Your 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 on-site work can be completed in a timely manner.

Your procurement, license and asset management team
This team manages your licenses, your warranties and expiry dates and offer a full procurement service, to help you purchase the best, most appropriate IT equipment.

24-hour system monitoring
Monitoring allow us to track essential daily tasks, such as backup and anti-virus performance, as well 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!

Your remote IT 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.

ramsac
the secure choice

totalIT from ramsac

The complete IT management system

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 and proactively managed.

Our outsourced IT support services give you the support you need to streamline processes, reduce downtime, ensure optimal security, maintain compliance and free up time for you to get on with the important things.

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.

We've designed our support process with you in mind. Watch this video to see how we handle your support requests. We know that when something isn't working it can be critical, that's why we're commited to being the secure, reliable choice for your organisation.
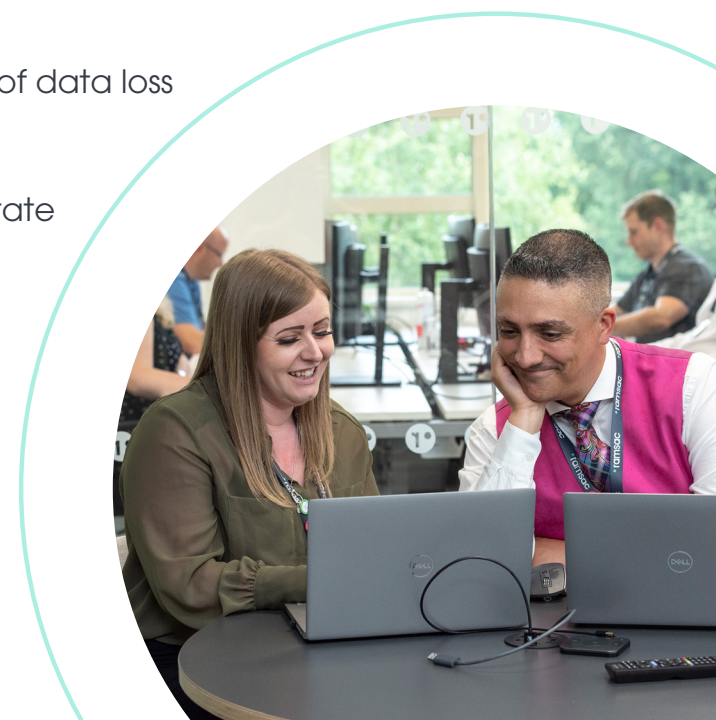
Find out more

For more information on totalIT or to find out how we can be your outsourced IT department, contact us today.

Tel: **01483 412 040** email **info@ramsac.com**

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