



# Complete I.T. Manager

## Your outsourced IT Support team

If you are looking for someone to become a part of your team and take full responsibility of your IT, then Complete I.T. Manager is for you.

Quite simply, you can leave your IT systems to us and focus on your core business, just as you would if you had an in-house team, except at a fraction of the cost. We do more than just IT support, our proactive approach will ensure that we understand your business and provide appropriate and valuable advice and recommendations, as well as ensuring any issues are resolved as quickly as possible.

We take complete responsibility for your IT, whether it is resolving issues remotely via our local helpdesk, maintaining your infrastructure, carrying out proactive on-site support or monitoring your systems - we do it all so that you don't have to.

We are just as interested in your systems as you are, and will ensure that you are free to focus on your core business responsibilities.



Complete IT, a part of Sharp

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# Complete I.T. Manager features include:



## Unlimited Helpdesk Support

Plain speaking, proactive technical experts who are local to you and understand your business and your teams.



## Onsite Support

From your dedicated Complete I.T. Manager who will become a part of your team, ensuring that your systems deliver what you need now and in the future.



## Managed Monitoring

We will monitor your services and workstations, identifying and resolving issues quickly to prevent any business downtime and often before you even know about them.



## IT Roadmap

A bespoke IT plan detailing key activity to be carried out now and in the future, highlighting renewals and upgrades, helping you to budget.



## Fixed Monthly Fee

Rather than complicated per user and per server pricing models that continually change.



## Insight and Innovation

Using our breadth of knowledge of the IT world and your business challenges, we will work alongside you and your team to ensure you are working smarter and safer. We continually research and test the latest technology solutions to make sure you always meet your business goals.



## Approachable Account Management

We will carry out quarterly review meetings with you and your Complete I.T. Manager to review our service delivery, identify opportunities for improvement and plan for the future.



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