



Complete I.T. Services Overview

Local IT support for your business



Complete IT, a part of Sharp

www.complete-it.co.uk

SHARP

Be Original.

www.sharp.co.uk

Who are Complete I.T.?

Local, friendly, consultative IT support and services

Complete I.T. (CIT) are the IT services division of Sharp UK. CIT provide market leading IT support services, and have done for nearly 30 years. Through their network of offices, they provide local IT support to over 700 SME clients, but it's how they deliver it that is most important.

Complete I.T. have the highest levels of technical expertise and accreditations to resolve your issues, but also have a genuine passion for understanding your organisation, goals and challenges. They don't just fix your problems, they find ways to improve your systems and positively impact your team and business.

Whether you have no in-house IT expertise, or you are an IT Manager looking for additional help, CIT will build a service that meets your specific needs and priorities. Giving you the advice and guidance that you need to take advantage of ever evolving technology, and helping you to plan your Technology Roadmap for the future.

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Be Original.



Complete I.T. Manager



Local IT support services for small and medium-sized organisations



If you are looking for a team of technical experts to take full control of your IT so you can focus on your core business, then [Complete I.T. Manager](#) is for you.

We spend time getting to know you and your business, carrying out an IT Systems Review and building a bespoke solution around your specific IT needs.



We act as your trusted IT Manager so you can be confident leaving your technology in our hands. Your local helpdesk team will get to know you and your systems and regular review meetings with your dedicated Technical Consultant and Account Manager will ensure that we are on the right track and are utilising the best technology available to you.

Bespoke IT
support, built
around your
business
needs.



Complete I.T. Support

Additional Support for your in-house IT team

The Complete I.T. Support Service is designed to give your IT teams that extra bit of help they need to be able to focus on their core responsibilities.

We will work closely with your IT team, providing additional resource, knowledge and expertise. Whether it's to cover holidays and sickness, additional IT support when your teams are stretched, or the ability to free up your IT team for large projects. With [Complete I.T. Support](#), you have a trusted partner to turn to.



Additional support for your in-house IT team



Supportive



Guidance



Tailored


24/7 IT Support

Business as usual, 24 hours a day,
7 days a week

We understand that not all organisations IT Support needs will fall within the usual 8am to 6pm business hours, especially now with many organisations introducing flexible working.

Our [24/7 IT Support](#) Service gives your teams access to our out of hours IT Helpdesk, 24 hours a day, 7 days a week.

Learn more about our 24/7 Support.



Limit
business
downtime,
business as
usual 24/7.



24/7 Monitoring



Remote Support



Escalation

Complete Virtual Workplace



Collaboration

Scalable, smart and secure

The [Complete Virtual Workplace \(CVW\)](#) covers all of your IT requirements. As it's hosted in the cloud, your team are able to work from any device, from any location, at any time.

CVW Utilises Microsoft technologies to ensure productivity and collaboration remains high, no matter where you are.



Productivity



Cloud-based

Cloud Solutions

[Cloud computing](#) has become the norm within organisations of all sizes, in simple terms, it is the delivery of IT services over the Internet.

We work with you to build a roadmap, empowering you with solutions and tool to help you meet your business goals.

CVW boasts a simple per user, per month cost.





We always recommend a multi-layered approach to cyber security.

Cyber Security

Complete Firewall Protection

At the heart of our Cyber Security Solution is a [WatchGuard firewall](#). Software will be installed on all of your PCs, laptops and servers to check for suspicious behaviour. Both the firewall and the software will be monitored by your CIT team.

Any suspicious behaviour will be flagged and acted on immediately, updates will be carried out as and when there are new firmware releases and you will be provided with regular reports.

Complete Email Security for M365

Office 365 has a built-in level of anti-spam technology, providing a base layer of protection for users.

[Complete Email Security](#) for Microsoft 365 will boost your company's defences against unwanted emails. It uses Barracuda Sentinel, which detects threats that traditional email security systems cannot.

End User Education

We understand the importance of educating your team, which is why we offer free resources, blogs and [The Complete Training Portal](#) which has key content for every aspect of your business.

Complete Endpoint Security

With flexible working becoming the norm within many organisations, you need to ensure a high level of cyber security protection and monitoring across all of your devices.

With [Total Endpoint Security and Compliance](#) from Complete I.T., you have peace of mind that your endpoints are monitored and secure, no matter where your teams are working.

Cyber Essentials

The [Cyber Essentials scheme](#) is a framework devised by the UK Government that contains a set of universal security standards.

Complete I.T. can help you through the journey to achieve your Cyber Essential and Cyber Essentials Plus accreditation.



Multi-layered
protection



Education



Monitoring

Increased
credibility
and
reputation.



Business Continuity & Disaster Recovery

Don't leave it to chance

What if an unforeseen technical problem, malicious activity, natural disaster or human error led to the loss of vital data? How quickly could your systems be recovered in the event of a disaster and how long could you go without access to your data?

Datto from Complete I.T. delivers both onsite and offsite backup, disaster recovery and business continuity. This technology removes the headache of traditional backup and recovery technologies such as tapes.

Discover how you can limit business downtime with a [Disaster Recovery Solution](#).



Recovery



Reliable



Resilient

Limit business
downtime with a
reliable Disaster
Recovery plan.



ERP Solutions

We really believe in a consultative approach, so understanding your needs is key

We get to know you, your business, your processes & your unique challenges and strategic goals, and then use our expertise in helping to define a solution vision.

We offer independent advice on the best software solutions available, and we will help you to make the right decision specific to your business, leaving you with an automated system to drive business growth, allowing your team to do more with less resource.



Benefit from
an all in one
business
management
solution.



Learn more about [Pegasus Opera 3](#)
and [Microsoft Dynamics 365
Business Central](#).



Centralised



Streamlined



Integrated

Complete Hosted Telephony

Telephony in the cloud rather than on-premise

We have designed a communications platform for our clients that will alleviate the need for a complicated telephony solution.

Complete Telephony is a fully featured, 100% cloud-based, simple to use VOIP (Voice Over Internet Protocol) solution designed to enable your teams to work smarter and safer.

Make calls from your desk phone, softphone or via a mobile app, any where, at any time.

Explore all of the features and benefits of [Hosted Telephony](#).



Answer and transfer calls no matter where you are.



A simple licensing structure



Hot desking



Your CIT team are on hand to help



Specific to
your needs

Complete Sourcing

Identifying the right hardware and software
at the right price

There are thousands of technology
solutions available and picking the correct
one can be difficult.

We understand our clients' organisations,
infrastructure and working practices and
have established relationships with all
major IT vendors, suppliers and partners.

As a result, our [procurement](#) team can
identify the correct and most cost effective
product to meet your requirements.

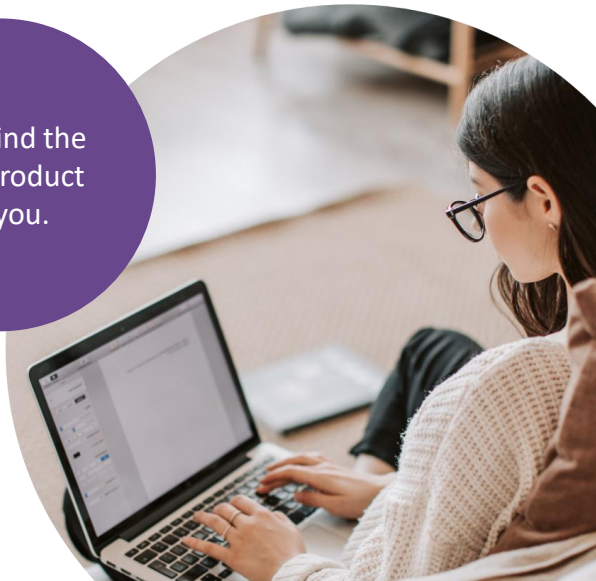


Cost effective



High spec
technology

We'll find the
right product
for you.





Our mission is “To help our customers create their own workplace of the future.”

Our passion is to get to the heart and goals of our customers' businesses and people. Our products and services will continue to evolve, keeping pace with a rapidly changing world and workplace. We are committed to meeting and exceeding your needs, now and into the future.



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