



Managed IT Services

Providing support for your organisation, reducing risk, and enhancing technology



You deserve a strategic partner that delivers proactive solutions for your organisation, helping to find the right technology that will assist in achieving your business goals. At AZTech IT, we build IT services around the goals of your organisation.

Outsourcing your IT services helps to take away the distraction IT can cause your organisation – we deliver you an outsourced IT department so you have the time and budget to focus on other parts of your business.

We'll take full responsibility for your technology by monitoring and maintaining it 24/7, helping to keep it stable and secure, resolving your users' IT issues, working with all 3rd parties, and developing a long term IT strategy for your organisation to help push your business to where you want it to go.

Our Managed IT Services is a proactive IT service with no hidden costs – we provide you with the support you need for a monthly fee. Our passion is technology, and we use that passion to enhance your IT, reduce risk to business, and ensure your technology plan is aligned with your organisation's goals.

In a modern business, IT is the heart of the company – it can help improve communication, enhance collaboration, and aligns with your business goals. By outsourcing your IT, you get to work with highly-skilled, trained experts in their field that can offer advice, provide solutions and tips to help progress your business that internal teams may not be able to.

“IT is the heart of your business – use it to enhance your organisation and help achieve your business goals”

Fully Outsourced Service Desk

We provide unlimited remote and on-site support for incidents and minor service requests. The service desk is teamed with experienced, highly motivated 1st, 2nd, and 3rd line support technicians with great customer service skills. If your issue cannot be resolved by our 1st line technicians, our escalation team will take over until the issue is resolved.

We believe communication is key, therefore we will always try and keep you up to date with any progress on your tickets so you know that your issue is being dealt with, as well as any issues that may be delaying it being resolved.

Our helpdesk is aligned with industry best practice, such as ITIL and CompTIA, operating Monday to Friday from 7am – 7pm as standard.

We don't sit around waiting for IT problems to occur – we proactively monitor and manage your IT environment to ensure potential issues are detected before they negatively impact your organisation.

Transform your organisation with Managed IT Services from AZTech IT Solutions

Managed IT Support Plans

We have 3 distinct support plans that you can choose from to suit your organisation's needs. We understand that there are many factors to consider when pricing an outsourced IT Support service, which is why our process involves meeting with you so we can make sure we align a support service that matches your objectives and needs.

Included Services in our Plans	Essentials (08.30 - 17.00)	Professional (24/5) SLA Business Hours	Advanced (24/7) SLA 24/5
Unlimited Remote Support	✓	✓	✓
Unlimited On-Site Support	–	✓	✓
AZTech Hub Client Support	✓	✓	✓
Weekly Reporting & Live Client Dashboard	–	✓	✓
Internal Account Manager	–	✓	✓
24/7 Monitoring / Alerting	–	✓	✓
Backup Monitoring	–	✓	✓
Web Content Protection (Cisco Umbrella)	–	✓	✓
Proactive Workstation and Server Maintenance	–	✓	✓
Subscription Management & Documentation	–	✓	✓
Basic IT Security Management*	–	✓	✓
New Workstation Setup / 1 Day IMAC's	–	✓	✓
Business Hours SLA	–	✓	✓
24*7 SLA	–	Add-On	✓
IT Audit & Health Check	–	Add-On	✓
Technology Roadmap	–	✓	✓
vCIO Services	–	Add-On	Add-On
Weekend Support & VIP Escalation Support	–	Add-On	✓
End User Video Training	–	Add-On	✓

AZTech provide a range of service desk solutions to fit the requirements of your organisation including:

- Fully Outsourced Service Desk
- Dedicated Service Desk
- Co-Managed Service Desk
- 24/7/365 Service Desk Support
- Complete On-Premise Solution

For more information on our other service desk solutions, get in touch using the contact details below.

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