

Listen.
Understand.
Solve.



Information Pack

Transform your business with IT and telecoms support built with integrity, respect and trust.

Scale your business and drive growth with trusted, expert support

Every business wants to grow and succeed. To do that effectively, you need to have great IT systems in place. More importantly, having access to expert support and great proactive advice can massively boost your business.

A partnership with The PC Support Group delivers a smart, cost-effective solution to your IT requirements that will protect and empower your business.

IT issues taking too long to get resolved?

We're proud to resolve 88% of support calls at the first time of asking.

Concerned about your IT infrastructure?

We can help to advise on and implement up-to-date systems that empower your business to work to its full potential.

Looking for more proactive account management?

Pre-agreed regular account management meetings ensure you continue to get the best from your IT systems

Experiencing growth and need IT support?

We'll scale up your support level and help you through periods of growth, meaning your IT is in the best hands.

Concerned about cyber security threats?

We use state-of-the-art technology to protect your business and keep you safe from cyber crime.

IT department need help and support?

We partner with internal IT teams to help provide support while your team focus on strategic projects.

Our services

The PC Support Group offers a range of IT and telecoms services for businesses to help them achieve their goals. Whether it's business growth, better productivity, cost savings or increased security, our flexible support services are tailored to help you achieve your targets.



IT Support

Boost your productivity

IT is an essential part of pretty much every business. Whether it's for manufacturing, internal accounts, customer service or file storage, a strong and reliable IT infrastructure can help your business to be more efficient, cost-effective and secure.

As a proactive IT support provider, we draw on specialist resources and expert knowledge to ensure your business operates smoothly and safely.

- IT experts with decades of experience
- Proactive account management and help with IT strategy development.
- 24/7 monitoring and maintenance to provide peace of mind
- Ongoing IT support and management to enable your workforce to work more effectively
- Built-in Cyber-security levels to suit every type of business

IT Support Services



Fully managed service



Apple Mac & device support



Remote & co-managed options



Data protection & recovery



Server support

Microsoft Partner
Silver Small and Midmarket Cloud Solutions



Cyber Security



Cyber Security

Bolster your defences

Take the lead with cyber security so that you don't face the devastating consequences of losing your business.

Our state of the art, multi-layered protect, detect and respond cyber-security model, designed specifically around small and medium sized businesses, ensures maximum protection for maximum value.

- Best in class defences to keep your data safe and prevent unauthorised access to your networks from criminals
- Experienced cyber security experts
- Cyber Essentials accredited

Services

✓ Antivirus & firewall management

✓ Remote monitoring & threat detection

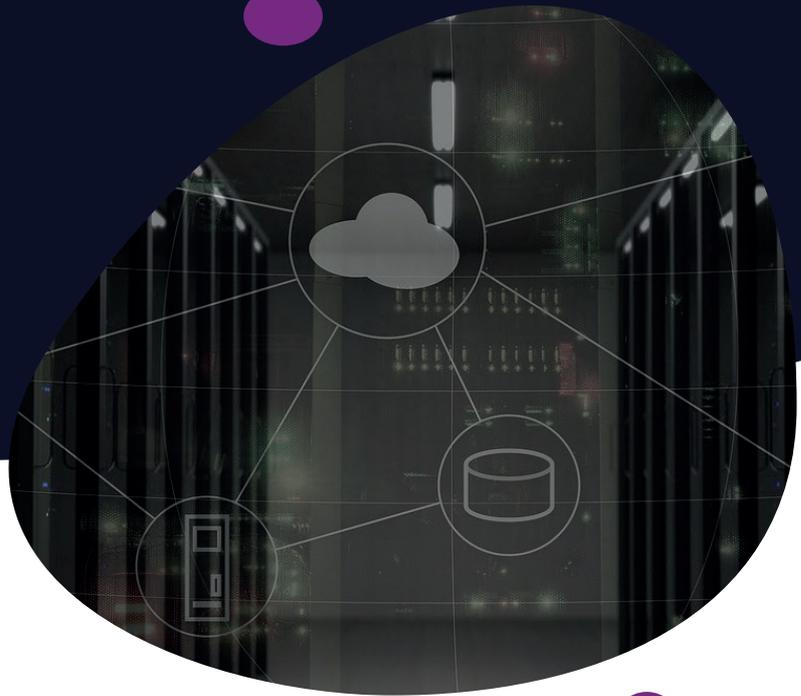
✓ Phishing prevention

✓ Web filtering & analysis

✓ Cyber Essentials accreditation

✓ Password protection

Cloud Services



Cloud Services

Control your business costs

Work smarter, save valuable time, and improve productivity with our market-leading Cloud Services. Embrace the modern way of working with cloud solutions and save costs on physical file servers.

Whether your teams are working remotely or from multiple locations, accessing data and files is essential. With our cloud products, you can ensure your workforce is always connected and able to access the documents they need.

- Productivity-boosting platforms, applications and solutions
- Affordable costs for businesses of any size
- Platform deployment, migration and ongoing support provided
- Cyber Essentials accredited

Cloud Services

✓ Microsoft 365

✓ Azure

✓ Google Workspace

✓ Migration support

✓ Hosted systems

✓ Virtual desktop support

✓ Maintenance & monitoring

Telecoms & Mobile



Telecoms & Mobile

Connectivity for the modern world

Boost your productivity and flexibility by aligning your business telecoms, mobile and IT systems.

Our unified communications give you the flexibility to work from anywhere in the world on any device with an internet connection. You'll be able to access essential office information and tools without feeling tied down thanks to our rolling monthly contracts. Make your telecoms and mobile platform as simple as possible by using one supplier for all your VoIP, mobile, internet connection and IT requirements.

- State of the art telecoms systems and internet connectivity for thriving workplaces and hybrid working environments
- Reliable telecoms solutions for your business
- High performance, high speed internet connections

Telecoms & Mobile Services

✓ Business internet connectivity solutions

✓ VoIP systems

✓ Call centre phone systems

✓ Dedicated leased lines

✓ Mobile device management

✓ Business mobile plans

Why choose The PC Support Group?

The PC Support Group is a multi award-winning provider of managed IT and telecommunications services.



We're a friendly bunch of dedicated and knowledgeable engineers and support staff who want to go the extra mile to make sure our clients are happy.

We're committed to excellent customer service, which is why we have a customer satisfaction score of

98.998% across 2,500+ users that we support.

We love working with organisations who have the same values and work ethics as we do, and we value the great relationship we have with all our clients, partners and suppliers. Our IT experts have a huge amount of experience within the industry. As well as a hands-on role, we can also support from a consultative level, providing recommendations based on years of experience. Rather than being simply a provider, we class ourselves as a partner, effectively becoming an extension of your team to help drive success. We have a number of industry accreditations which mean we are well placed to deliver trusted IT support. We're also the proud owners of a growing number of certifications and awards.



Friendly & knowledgeable

From the first point of contact with The PC Support Group, our dedicated support staff and expert engineers are always on hand to offer advice and expertise, going the extra mile to make sure our clients are happy.

Agile & responsive

We keep our fingers on the pulse to identify barriers an organisation faces, and are able to respond and adapt to the internal and external changes of any business.

Accredited

We're proud to be a Microsoft Partner, a member of the Apple Consultants Network, and Cyber Essentials accredited. We value the great relationship we have with all our clients, partners and suppliers.

Award-winning

We're a multi-award-winning company dedicated to helping businesses and organisations throughout the UK. Our growing number of awards celebrate the services we provide for our clients.

Expertise & track record

We know just how important reliable and smooth-running technology is to business success. That's why nearly 200 businesses trust us to manage their IT and protect them from cybercrime.

Living our values

Our values reflect not only how we promise to treat our clients but also how we treat our suppliers, partners and even each other within The PC Support Group.



We think the decision to have The PC Support Group support our IT was a stroke of genius. The attitude of every member of staff is fantastic – nothing is too much trouble. We here at Coyne Learmonth are very impressed by the speedy, impeccable service we receive from The PC Support Group.

Nicky McGuire
Coyne Learmonth

Impact of not choosing the right IT partner



545 hours

of lost productivity each year due to IT failures*

£3 billion

lost by UK businesses to fraud and cyber crime in 2021-22#

56%

of workers report waiting up to three hours for IT issues to be resolved^

£1,193

Cost to businesses per employee from outdated tech and software systems+

Budget control

Greater control over your finances, enabling you to forecast monthly outgoings and avoid unexpected expenses.

Strategic support

Receive invaluable guidance and knowledge on how to implement the most effective solution.

Proactive monitoring

To prevent issues from happening in the first place, meaning better protection for your business.

Better cyber security

Access to the best and most sophisticated cyber protection tools, providing better protection from cyber crime and attacks.

Reduced downtime

A strategic approach helps to reduce the amount of downtime your business suffers.

Support for internal teams

Whether it's at a strategic level to help support an internal IT team to accomplish their goals, additional expertise, or cover for when your own IT staff are unavailable.

Scalability

Scale up the level of service to meet your changing demands.

Access to the best tech

Leading technologies, systems and software which your business can take advantage of.

Sources

*<https://www.hso.co.uk/blog/uk-public-sector/uk-public-sector-and-the-cloud-state-of-play>

#<https://www.comparitech.com/blog/information-security/uk-cyber-security-statistics>

^<https://hrnews.co.uk/can-your-business-afford-to-have-a-productivity-crisis/>

+<https://elitebusinessmagazine.co.uk/people/item/office-workers-waste-more-time-on-slow-tech-than-they-spend-on-holiday>

What's included in our service plans?



Our flexible range of service plans enable you to select what will work best for you and your business. All packages include day-to-day management of your IT systems, sophisticated monitoring and proactive maintenance, as well as unlimited access to our team of professional and friendly technicians.

Whether you're a small business looking to outsource your IT support to a trusted partner or a large business with an IT department looking for a co-managed solution, we have a package to suit your needs and help your business reach its goals.

Here are just some of the advanced services we offer and how they can help your business:

- Our zero-tolerance approach to downtime, focusing on monitoring and prevention rather than just fixing issues, ensures operational efficiency and productivity
- End-to-end care, utilising our unique Service Excellence Cycle, supports both the technology and users, keeping your staff happy and effective
- Providing crucial IT administrative tasks such as managed patching of operating systems and a wide range of third-party software, helps to keep your business protected from cyber attacks
- Deployment of the latest artificial intelligence technology to detect phishing emails helps users work more safely
- Using best-of-breed security measures, adopting a 360-degree approach to security risks and vulnerabilities provides maximum business protection
- Cyber security accreditation helps guard against cyber threats, protect data, and improve company reputation

Moving to The PC Support Group is a quick and easy process

When it comes down to it, you need to have a reliable IT support partner that caters to your business needs, is available when you need them, and can help your company to flourish. Whether you're thinking of moving from an existing provider, or you're looking to appoint your first IT service provider, we are well-placed to ensure a seamless transition. Our team are experienced in onboarding new customers without any downtime or disruption.

Your journey to working with The PC Support Group as a trusted technology partner

- 1** **Welcome call** - our project team will call to review the quote and deliverables with the key stakeholder
- 2** **Project preparation** - the project team will gather any further details and prepare the delivery plan
- 3** **Project Commencement Document sign-off** - provides you with full visibility of key people, responsibilities, dates and deliverables for approval
- 4** **Project delivery** - onboarding is completed to the scheduled plan, along with installation and configuration of all agreed additional services
- 5** **Documentation** - infrastructure and system documentation completed and checked
- 6** **Go live** - systems are secured, data protected, users onboarded and under our care
- 7** **Onboarding complete** - project team confirm that all objectives have been met and ongoing support is handed over to our support team
- 8** **Ongoing account management** - at a pre-agreed timescale, we undertake a business and IT performance review and help you create your next IT roadmap

Want to know more?

Call: 03300 886 116

Email: info@pcsupportgroup.com

Visit: pcsupportgroup.com