



Managed IT Support

Gold package

Our award-winning Managed IT Support service manages your IT needs, providing tailored support fully aligned to your business goals. Our support packages can be customised to fit your needs, goals, and budget. Our Managed IT Support plan can be fully or selectively outsourced, giving you more time to focus on your objectives.



A Service Manager dedicated to your business

As part of our Gold package, you will have a **dedicated Service Manager** who oversees the delivery of all contracted Managed Services to ensure our solution stays fully aligned to your business goals.



Supporting you to achieve your business goals

Our **Strategic Review** is a key part of our onboarding process to create an IT roadmap specifically aligned to the business demands & aspirations. As part of this level of support, we engage regularly with your team to drive your business forward, making changes and implementing technology to take your business to the next level.



Taking vendor management off your hands

With our **Third-Party Vendor Management service**, we alleviate the responsibility of managing multiple connections with various providers. By handling relationships with your technology vendors, we ensure the delivery of a strategic end-to-end solution tailored specifically to your needs.



Increased engagement with on-site visits

We pride ourselves on **staying close to your business**, keeping our support and solutions tailored to your needs, scaling your business growth with regular account reviews, director engagement & monthly reports. With our Gold package, the CT team is on-hand for any on-site incident response you require.

Cyber security is at the core of all our IT solutions.



Our award-winning solutions are crafted to safeguard your data and provide outstanding IT support, enabling you to concentrate on driving operational growth.

Our Gold IT Support package includes many security components, one of which is a **security incident and risk register review**, this logs all security incidents with a scale of severity. With this information we can support you to implement best security practices.



Our onboarding process for all new IT Support customers enables a smooth and controlled handover. The **Early Life Support process** includes early engagement prior to contract signature to give us time to fully understand your business.



We ensure your IT grows with your business. Our **simple, per-user billing model** means we support your growing team, not just your hardware. Whatever device you need support for critical incidents, our 24x7 UK-based service desk team are here to help.



Upskill your team through our own online training platform, CT Knowledge. Short 3-minute videos covering all topics such as Excel, Teams, Exchange, time management & mental health awareness.

Interested in our award winning services?

Speak to a member of the team today.

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