



# Managed IT Support

## Platinum 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 Platinum Managed IT Support plan can be fully or selectively outsourced, giving you more time to focus on your objectives.

### A bespoke IT solution completely tailored to your business goals.



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

Our **Platinum package offers a bespoke solution**, whether you're in need of third-line support for your existing team or are looking to customise our existing packages by excluding elements you already have in place. This package is **designed to align precisely with your requirements**, enhancing the scope of your IT operations while seamlessly integrating with your current team's work-flow.

### A Service Manager dedicated to your business

As part of our Platinum 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.

### A continued strategic approach to your IT support

Our Strategic Review is integral to the onboarding of our Managed IT Support service. We deliver an IT roadmap tailored to align your infrastructure with your business goals. **We prioritise your long-term success with our Platinum package**, conducting reviews every three years to ensure alignment with your evolving business objectives.

### 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.



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 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.



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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