



Managed IT Support

Our award-winning solution shoulders the responsibility of your IT - resolving, managing and advising you in order to reach your business objectives. We don't believe in a 'one size fits all' approach, and will ensure we find the right support package for you, your business and your budget. We know that every organisation is unique. Your bespoke managed service plan will support your business demands; either fully or selectively outsourced, depending on what you need. Our solution will fill any gap for strategic IT or technical expertise requirements to give you back time to focus on your business objectives.

We provide you with a dedicated Service Manager



In addition to an Account Manager who's responsible for all day-to-day commercial aspects, we also **align a separate Service Manager to your business**, whose role is to oversee the business relationship as well as the delivery of all contracted Managed Services.

Service Managers work closely with all key stakeholders, as well as our technical teams, to **promote high service performance and ensure business development initiatives are managed effectively** using the ITIL framework.

Working in partnership with you

A managed IT plan is critical for any business that is looking to grow and be successful. Here at CT, we will **work with you in partnership to provide a tailored solution** that will support your business needs and vision for the future.

Tailored packages for your business

Our tailored IT Support packages can be used as a base to align with your specific business goals. Whether you're looking to **fully outsource or collaboratively co-source**, we can deliver a solution to help drive your growth and success.

Security is at the core of every CT solution

The cyber security of your business always comes first. That's why we embed **cyber security solutions within our Managed IT Support offering** such as endpoint security, two-factor authentication and dark web monitoring among many others.



Simplified billing model

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



Build IT skills within your team

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.



We stay close to your business

We keep our support and solutions are tailored to your needs throughout your business growth with regular account reviews, director engagement & monthly reports.



Ensuring a smooth transition with Early Life Support

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



A proactive approach to Managed IT Support

Our Strategic Review is a key part of our onboarding process. From the review, your business will have an IT road map specifically aligning your IT infrastructure to your organisations business demands & aspirations.

Interested in our award winning services?

Speak to a member of the team today.

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