



Managed IT Support

Providing real business benefits to organisations
through future technologies & services



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**Our mission is simple:
To provide the best
Managed Services &
Data Security Solutions to
mid market organisations**

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Welcome to Managed IT Support

CT Managed Support delivers an IT service to our customers with integrated cloud and traditional infrastructures. CT's strategic approach to IT enables you to move up the value chain and focus on your core business without having to worry about technical problems.

Every organisation is unique. Your bespoke Managed Service plan will support your exacting business demands; either fully or selectively outsourced. Our Managed Service will fill any gap for strategic IT or technical expertise requirements to give you back time to focus on your business objectives.

Why work with CT?

- ITIL aligned framework and processes underpin our IT Services to ensure a consistent approach to our customers in-life experience
- Access new technology & have a clear focus on delivery of products or services
- Our in-house expertise & experience allows us to tailor our IT services to meet your business needs
- Secure system & processes - we are ISO27001 certified by BSI
- Real time monitoring & management of any connected device in your company, anywhere in the world
- Access to CT Portal, our instant and real-time service management portal, gives our customers the ability to easily interact with the service desk in a single access controlled view
- We have the staff & expertise to deal with any projects big or small
- Award winning remote support software - safe, reliable & fast



Inside our Service Desk

How we did in 2018



74.1%

Same Day Resolution
Average



96.1%

Resolution SLA
(Average across all
priorities)



26 Seconds

Call Waiting Time
Average



99.8%

Customer Retention



96.0%

Customer Satisfaction

Measuring if the service desk is helping to achieve our company's vision & mission is critical to ensuring we deliver first class IT solutions and data continuity.

We continue to adapt, and implement new and improved KPI's to help us achieve our core values as a business.

Service Manager

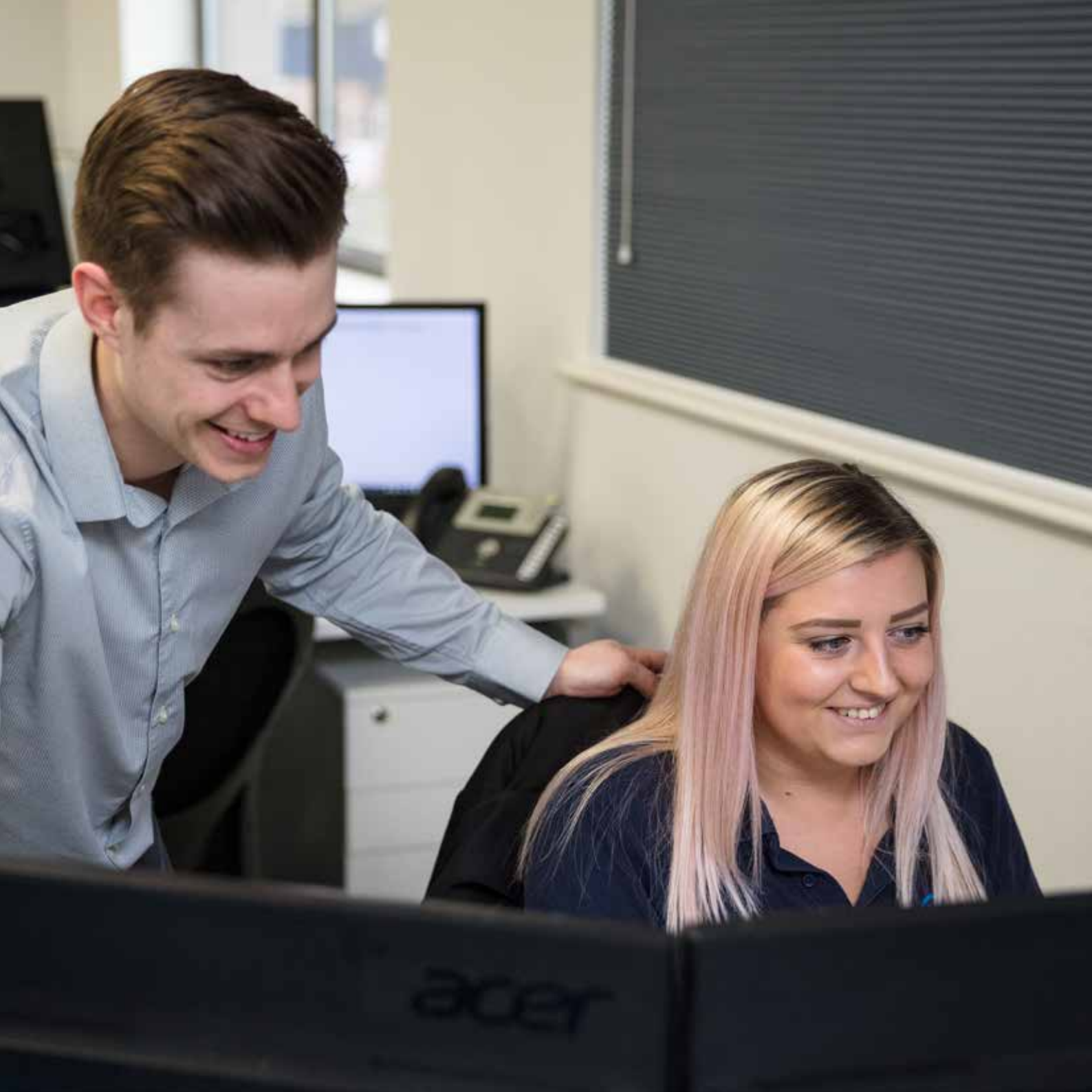
In addition to an Account Manager who is responsible for all day to day commercial aspects of our customers, CT also aligns a separate Service Manager.

The Service Manager oversees the business relationship as well as the delivery of all contracted managed services to our customers. Service Managers work closely with all key stakeholders aligned to the customer, as well as our technical teams, to ensure high service performance and business development initiatives are managed effectively using the ITIL framework. There are some very important key benefits of a dedicated service manager.

They work to;

- Act as a key escalation point for the managed service teams for customer service-related issues/major incidents/problems
- Focus purely on service delivery, reporting back to customers on all aspects of service
- Liaising/working with the Service Desk investigating and implementing continual service improvements
- Ensure services being delivered to the customer are in-line with their contract, while identifying out of scope chargeable work to the Account Manager
- Work closely with Service Desk and other operation teams, to proactively identify problems/concern areas to investigate multiple recurring incidents





Strategic Managed IT

CT offers a variety of Managed IT Services, Business Continuity, Advisory and Cloud Services to its customer base, working collaboratively and innovatively with our key market leading partners to ensure that our solutions exceed in delivering a strategic service road map.

The roadmap is aligned to vendors best practice as well as using CT's market experience, to ensure a comprehensive business strategic report is presented to give a clear view of future technology and services including important business benefits.



Security is at the heart of everything we do at CT

CT deploy monitoring tools on all customer endpoints and servers to continually report back key information. Our monitoring systems will review devices for security patches not applied, anti-virus systems not working and check appropriate password policies are enforced.

Our regular customer reports check for openings on firewalls and externally facing services that are not patched for known vulnerabilities. Detecting weaknesses early on a system is essential to pre-empt security breaches.

CT's internal developers have used our remote management tool to deploy custom security tools out to customers, for example, we developed a tool to detect Cryptolocker infections and automatically block affected devices preventing entire data structures from being destroyed.

With the current market focus on IT security and data, CT's unique security incident management process clarifies how we manage, both internally and externally, any security breach or alert within an organisation.

Data Protection

You're in safe hands with CT

We have been ISO27001 accredited since 2013, as we recognised early on that we wanted to put security as a value of CT's Managed Service in our local area. Since this time, we have continued to utilise an external security consultancy to audit our process and procedures and ensure we continue to work to best practice.

We have a team of four people dedicated to data protection and security throughout our infrastructure and service desk team.

These roles together administer our ISO27001 and Cyber Essentials accreditation alongside our IT infrastructure.

Practices we use to enforce data protection include user training on Service Desk from our external agency, as well as awareness training across all users, including phishing tests and education on phishing results through Webroot.

What our customers think

Testimonials

United Rental Group

United Rental Group, owned by Sixt, felt that their existing Managed Service was reactive and unable to provide strategic input into the development of their IT infrastructure.

CT's Managed Service includes reactive support as well as proactive support, service management and scheduled strategic reviews which CT contribute to within United Rental Groups senior management meetings.

CT has been an active trusted partner who has helped United Rental Group improve their IT infrastructures capability by making changes strategically aligned with their business requirements on areas such as security and Disaster Recovery time.

Mood International

Mood International, a software development company for the Ministry of Defence, required an outsourcer with security at the forefront of their Managed Service.

The business objective for Mood was to outsource Line 1 and Line 2 support requests instead of using their internal resources who were best aligned to focusing on their own software development.

Following CT's successful contract bid, Mood has reduced their IT Servicing costs as well as improve productivity by not focusing on IT infrastructure related maintenance internally.



Contact

**Thank you for taking the time to discover
our Managed IT Support service.**

**Would you would like to know more?
Get in touch today!**

Call 01246 266 130 or email info@ct.uk



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