

IT SUPPORT & SPECIALIST SERVICES

FOR IT MANAGERS & TEAMS



Is your internal team overstretched?

Busy and understaffed internal IT teams and Service Desks often struggle to strike the right balance between good housekeeping and support of existing solutions whilst leading the integration of new technologies to deliver digital transformation across their business.

A shortfall in technical expertise can also mean that capabilities are thinly spread across the team and complex IT issues and projects hit stumbling blocks or long delays due to inexperience and lack of knowledge. This often results in a dip in service levels leading to a decline in end-user productivity and internal customer satisfaction putting your team under constant pressure.

But help is at hand...

We're here to support you

Established in 2005, Air IT is a highly accredited, award-winning managed IT and communications service provider.

With mature and experienced operations, we're one of only two MSPs to achieve the prestigious 3-star SDI (Service Desk Institute) certification for our in-house Service Desk.

Independently ranked as one of the world's most progressive MSPs and number 1 in the Midlands, we offer a range of specialist services to complement the skills and needs of in-house IT teams, Service Desks and IT managers.

We'll integrate seamlessly to extend and enhance your internal resources, technical capabilities and skill-set, adding stability and value to your operations. We'll help you improve internal efficiencies and deliver exceptional end-user experience to you and your customers.



Certified
customer-led
service desk
★★★

Channel Futures.
MSP 501
2018 WINNER
Ranked 164th MSP
Worldwide, 12th EMEA,
5th UK



HERE'S HOW WE CAN HELP



We know that every IT manager and team have different requirements so we offer a range of flexible options that scale to meet your needs. Access the precise service or area of expertise you need when you need it.

1st, 2nd Front Line Support

Our 3-star SDI certified Service Desk places an experienced team of highly-qualified professionals at your disposal. We'll work in partnership with your internal team and serve as the first-line of support for your end-users' day-to-day support needs and service requests.

We'll work to agreed SLAs with case management and remote resolution utilising leading edge IT service management systems, tools and advanced ticketing capabilities.

User requests can be received by phone, email, webchat or our self-service portal with self-help knowledge base. We work to SDI, ITIL and ISO aligned processes and best practice, all our technicians are fully certified, KPI driven and focus on first touch fix.

To ensure continual improvement and service quality, we listen to our customers carefully through user-based feedback with incident based and bi-annual satisfaction surveys. We also provide monthly reporting for full transparency of service and for insight into trends about your support.

If issues cannot be resolved by our front-line team, we can either pass back to you or handle internally with our 3rd line escalation team for resolution and on-site field engineer visit, if required.

3rd Line Escalation Services

You may want to deal with all your front-line support requests internally and tap into our 3rd line expertise as a resource to escalate more challenging support issues.

Our 3rd line technical staff all have years of industry experience, in-depth training and are certified to the highest levels for key vendors. They're an ideal resource to handle critical incidents, very urgent issues and more complex tickets and user requests. You can be rest assured that they'll get to the bottom of the problem as quickly as possible, either remotely or with an on-site visit.

Our 3rd line team will work in partnership with you to complement your internal skills, utilising your teams' core competencies and helping to improve service levels to your end-users.

Emergency Support

Internal IT departments are under continual pressure to provide immediate, expert technical support. Sometimes things can go unexpectedly wrong resulting in outages and major issues with your network, systems and applications. This leads to downtime, reduced productivity for users and ultimately loss of business – **with you being held accountable.**

You may not have the skills or staff to address these problems in-house. That's where we can help. We'll provide the extra expertise and manpower you need in a hurry to get you quickly back up and running again.

Whether it's a business-critical emergency (such as server failure) that requires urgent remote support or a rapid on-site visit by one of our senior engineers, we're here to help. It may even be a complex one-off or intermittent issue. We'll provide the expert knowledge and skills you need to resolve your problems quickly.

"We pride ourselves on achieving excellence in client service and have chosen a partner that shares this ethos. Air IT react quickly to resolve issues and never compromise. Service consistently reflects our required high standards and integrates seamlessly."

MATT CRAVEN, HEAD OF IT

brownejacobson^{LLP}



Overspill / Overflow Services

Busy IT departments can experience huge swings in the volume of support requests they receive with many peaks and troughs. These surges in demand are difficult to predict and when you reach capacity you'll be understaffed and unable to deliver satisfactory service.

We'll eliminate this problem and work as an extension of your internal IT team to pick up the excess during periods of high demand. From 1st to 3rd line Service Desk and on-site support, we'll become part of your team to help reduce long waiting and resolution times leading to faster service and end-user satisfaction.

Out of Hours Cover

Your IT team may work daytime shifts and will need to support your infrastructure and users outside standard business hours, at weekends, on public holidays or round the clock.

We provide out of hours Service Desk and on-site cover when your team isn't available, helping you avoid the overhead of employing additional staff. Perfect for clients with subsidiary offices overseas, shift workers, early starters and staff working late nights to hit important deadlines.

We'll integrate with your internal systems and procedures to deliver a standardised and seamless experience, so users think we're part of your team.

We'll help reduce downtime and support your end-users at a time that suits them ensuring they're always up and running and happy. We'll even pick up any outstanding tickets not completed by your team during their shift for quick resolution giving you a head start when back in the office.

On-site Staffing & Secondment

Finding quality and trustworthy technical staff is very difficult, costly and time consuming. Our people are experienced and fully accredited. They can quickly integrate with your team to cover absences such as holidays, sickness and training if you're very busy and need extra technical resources to tide you over.

Available for long or short-term secondments, you'll be able to scale your team quickly with minimal risk and commitment.

Extra Project Manpower

As well as staff cover, we can provide additional manpower and technical resources for project rollouts such as upgrades, installations and relocations - **if you need an extra pair of hands or additional expertise.**

Support for Remote Offices

You may have multiple offices but your IT team is based at a single location. We can provide support and technical resources including any on-site visits to your satellite offices to help rectify issues that can't be dealt with remotely by your team.

Infrastructure Management

We can make sure your IT estate runs efficiently and safely, while freeing up your resources to focus on core responsibilities. Our standard service includes full management and event monitoring of your infrastructures availability, performance, and health with remediation, preventative maintenance and Root Cause Analysis (RCA).

We'll monitor your hardware, software and critical business services 24x7 flagging potential problems and anomalies identifying any faults or outages as soon as they happen. We'll be alerted of any issues at an early stage, which we'll remediate immediately either internally or by passing back to your team. This virtually eliminates any downtime making sure your systems are always available and running smoothly.

We can take care of your backup and data storage and monitor for success and critical irregularities. We can also automate common tasks to maximise process efficiencies and offer bespoke ransomware protection.

Our service also includes regular preventative maintenance which includes automated installation of critical updates, patching, service packs and security updates.

Services are delivered using our best-of-class Remote Monitoring and Management tools via our Network Operations Centre (NOC) which is staffed by fully experienced and accredited 2nd and 3rd line engineers.



“Our internal IT team work in partnership with Air IT for all our ongoing support requirements, which is an excellent and complimentary fit for us as a business. I can recommend them wholeheartedly as an excellent IT partner.”

JOHN AMBLER, IT MANAGER



AirSec

Managed Cyber Security

Many internal IT teams only focus on protecting themselves against external security threats. Most overlook the biggest threat of all, internal risks through unintentional and unauthorised employee access to computers, data, and programs.

In addition to managing and supporting traditional security technologies, through our specialist division, Air Sec, we offer a unique managed cyber security service to uncover the threats occurring inside your network. This goes way beyond standard technologies to make sure your internal security remains intact and hardened.

We use leading edge non-invasive scanning technology with pattern recognition and mathematical modelling to dig deep into your network, and everything that's connected to it, whether physical or virtual.

We'll monitor your network 24x7 to detect any unusual or suspicious activities and user behaviour, changes to your environment, and threats caused by internal vulnerabilities. Our expert cyber security team will assess the level of risk through actionable intelligence. We'll remediate any vulnerabilities and threats, and report back to you, making sure your business is fully protected from the inside.

WHERE YOU MAY NEED A LITTLE EXTRA HELP

- ✓ Add additional manpower when you need it
- ✓ Quick access to certified & multi-skilled IT professionals
- ✓ Add quality new technical staff without risk
- ✓ Help to free internal team to focus on core duties
- ✓ Add resources to help ease congestion and bottlenecks
- ✓ Scale up & down quickly to meet changing workloads
- ✓ Key cover for absences, illness & holidays
- ✓ Support at remote sites & satellite offices
- ✓ Additional expertise & manpower for project rollouts
- ✓ Access to senior technical expertise & industry experience
- ✓ Help with complex IT issues & major projects
- ✓ Independent counsel & strategic advice
- ✓ Access to leading-edge support technology & tools
- ✓ Add valuable specialist services not available in-house



Specialist Project Delivery

You may need some extra help to deliver a business-critical or complex project but lack the skills and expertise to implement this in-house. We can work with you to help identify and realise the return on your investment and offer a full range of Project Delivery services.

We can help with all stages of the project life-cycle, from feasibility through to post-install support, and all stages in between. We can either take full ownership or work with you to complement your team with our specialist knowledge, experience and skills.

We can help with a wide range of projects such as redesign of your systems and infrastructure, office moves, a major solution rollout, business continuity, cyber security or migration to the cloud (e.g. Azure, Office 365).

Our expertise spans across both IT and communications so we can cover any connectivity, telecoms, phone system, unified comms, MS skype/teams and VoIP projects too.

We follow a structured approach to Project Management. All projects are delivered by our skilled engineers who have a wealth of experience across all major platforms and solutions.

Our Project Management Lifecycle



Vendor Management & Procurement

Our high-level partnerships with major technology vendors mean we have key relationships with people in the right places and can bring the latest innovations to the table. We can pass on these advantages to you when it comes to procurement, specifications for solutions and technical expertise for 3rd party vendor management and troubleshooting.

All our engineers and technicians achieve leading certifications from top flight providers like Microsoft, Cisco, 3CX, Dell, VMware, Datto, Mimecast and Webroot to name a few. And, as a Microsoft Gold Partner, we're within the top 1% of their partners worldwide.



Strategic Assistance

Forward thinking IT managers and teams are increasingly looking to digital advancements and new technologies to grow and survive in a competitive business environment. But choosing the right technologies, services and processes can be risky unless you have the correct knowledge and skills.

With proven expertise across a diverse range of sectors, we have the experience to design and implement the services, solutions and strategy to deliver a wide range of business goals.

We'll work closely with your team to implement a clearly defined roadmap that forms a solid platform to aid future growth and success.

We'll take responsibility to ensure all elements of your technology works well together, is strategically sound and provides a measured return on investment. We can also assist in the planning and delivery of major business events, such as mergers and acquisitions, and office moves.

Advice & Consultancy

Due to the fast-paced nature of the technology world, it's always a good idea to have a second opinion before you implement major change.

We can help, speak to one of our highly experienced consultants who have a wealth of business and technical expertise. We offer advice and independent counsel which provides peace of mind as a trusted sounding board to support your project planning.

We'll work with you to identify areas for future improvement and any potential risk. We can help get your project back on track, if you encounter difficulties, and offer a peer review before you go live.



WHY WORK WITH US

- ✓ Award winning & established operations
- ✓ 3-star SDI certified Service Desk
- ✓ UK & worldwide coverage
- ✓ Fully referenced backed
- ✓ SDI, ITIL & ISO aligned best practices
- ✓ Industry leading systems & tools
- ✓ Tailored & flexible services
- ✓ Scalability to meet changing needs
- ✓ Bespoke SLAs
- ✓ KPI driven with world-class service
- ✓ Focus on first touch fix
- ✓ Leading edge ticketing capabilities
- ✓ Self-service portal
- ✓ Self-help knowledge base
- ✓ On-demand e-learning platform
- ✓ Secure client IT documentation platform
- ✓ Monthly reporting for full transparency
- ✓ User-based feedback for continual improvement
- ✓ Full integration with your team
- ✓ Standardised & seamless user experience
- ✓ White label services
- ✓ A trusted partner & resource
- ✓ Fully certified & experienced team
- ✓ IT, Telecoms & Cyber Security expertise
- ✓ Multi-skilled professionals
- ✓ Wide breadth of industry expertise
- ✓ High level vendor partnerships
- ✓ Industry leading specialist services



READY TO GET HELP?

If you're a busy internal IT team, Service Desk or IT manager that's ready for a little extra help, contact our expert team today.



Air IT
MANAGED IT & COMMS

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