

# DELIVERING PROFESSIONAL PROACTIVE SUPPORT & SERVICES



## THE RIGHT TEAM FOR YOU

### WE LISTEN

We listen, we discuss and then we advise on the best IT solutions to fit your business needs and ensure the effective running of your company's IT. Our aim is to understand what it really is that you require and help you develop your IT systems to meet your business objectives.

### RELIABLE AND TRUSTWORTHY

We are reliable, honest and trustworthy and don't make promises that we can't keep. We will work closely with you to ensure that you get the most out of your IT infrastructure, supported by our experienced, professional team.

### THE COMPLETE PACKAGE

We offer the complete package for all your IT requirements in one place so you don't need to shop around - and our open pricing policy ensures that you'll get great value for your money too.

### EXPERIENCE AND SKILLS

We are a talented, friendly and approachable bunch with a 'can do' attitude. Using our wealth of skills and experience from years in the industry and across a number of sectors we will help guide you smoothly through all your IT needs.

### PASSIONATE

We love what we do and believe in proactive support and a personal touch. Our enthusiasm for technology and what it can achieve for business ensures that we deliver solutions which really add value to your company.



**net technical** solutions

## IT NETWORK SUPPORT *THE HEART OF OUR BUSINESS*

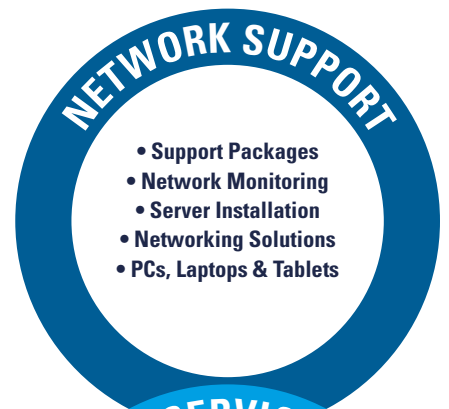


Managing and maintaining IT networks is at the heart of what we do. We provide support for the server and core network infrastructure as well as for end-users whether working on PCs, laptops or smartphones. We support companies with no internal IT resources whatsoever through to businesses with IT staff who need support for particular technologies or projects.

And it doesn't stop there. We want our customers to have the best possible IT systems in place and so we offer the complete package and can provide you with solutions for data backup, connectivity, wireless, security, email, web hosting and all other aspects of your IT network.

### What you can expect:

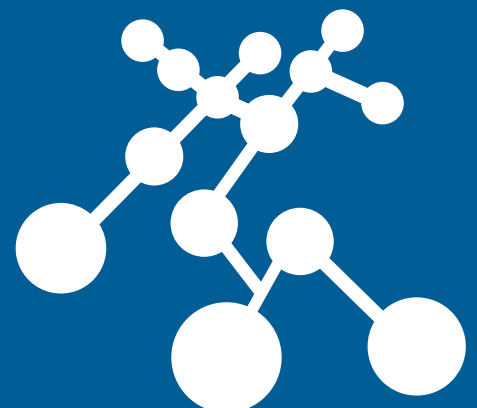
- **A PROACTIVE IT SERVICE DESK** - supported by our own bespoke case management system, our professional, responsive and friendly staff are ready to pick up your issues and resolve them quickly and efficiently.
- **CRITICAL NETWORK MONITORING** - our network monitoring software provides essential insight into all aspects of your network connected devices such as servers; hypervisors; routers; switches and firewalls, reporting on aspects such as CPU, disk, memory and network bandwidth utilisation.
- **A DEDICATED HOTLINE NUMBER** - unique to your organisation and straight into our Service Desk means no receptionists or message takers.
- **A DEDICATED ACCOUNT MANAGER** - your main business contact, committed to providing you with the best advice and after sales support.
- **REAL TIME PROGRESS TRACKING** - our online client portal helps you keep track; we log and record each and every IT support case so that you can review in detail the actions we've taken.
- **ONSITE SUPPORT** - when it isn't possible to resolve issues remotely, we will get someone onsite within our strict timescales.
- **NO TECHNO GEEKS** - a straight talking technical team. No jargon, just plain English.
- **COMPREHENSIVE SERVICE AGREEMENT** - aimed to suit your requirements and flexible to your business needs, with or without built in proactive service visits.



## NETWORK SUPPLY AND INSTALLATION *BUILDING SOLID FOUNDATIONS*

We believe in laying the right foundations. Our talented team can design and implement IT infrastructure projects of all shapes and sizes to fit your company's technical and budgetary needs – whether it be for a number of new workstations or a complete overhaul and upgrade of your servers and network hardware.

Additionally, we can source and supply any software and hardware you may require and can recommend the best brands for your requirements. We will ensure that your system is up and running quickly, with minimum downtime and undertake all testing, certification and ongoing maintenance.



## BESPOKE SOFTWARE DEVELOPMENT *REVEALING OUR CREATIVE EDGE*

One of the fastest growing areas of our business is bespoke software development – creating intelligent, cost-effective software applications, specifically designed to help streamline business processes.

So, if you're keen on improving one or more aspects of your internal and web-based business systems, we can help you achieve this by designing and developing a bespoke software solution, which unlike an off-the-shelf package, will be a perfect fit for your company's operations or solve a specific issue.

Our team of experts will work with you to really understand what it is that your business needs and provide a customised solution which can provide cost savings, improve staff productivity and help to give your company the competitive edge.

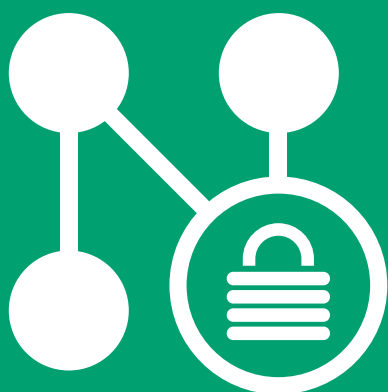
All work is delivered by our friendly in-house team using the most innovative technologies to develop applications that can be web-based, desktop and mobile and we can either design an application from scratch or work with your existing systems to provide a solution that's right for you. We also offer end-to-end services to fully support staff once the application is in use.

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- Customer Management Systems
    - File Management Systems
    - Bespoke Reporting Systems
      - Dynamic Websites
      - Systems Integration
      - Process Streamlining
    - Time Recording Systems

## THE CLOUD *DEMYSTIFYING THE METAPHOR*

Cloud computing can mean different things to many people but is essentially a metaphor for the Internet – i.e. the storing and accessing of data and programs over the Internet instead of your company's servers. It provides shared processing resources and data to computers and other devices on demand and has the potential to offer real benefits to companies. However, it isn't always appropriate and so deciding whether or not to use the Cloud for your business can be tricky.

We can guide you through the options available, make recommendations based on your company's needs and if appropriate design, build and install a Cloud based solution that will give your business real, tangible benefits.



## IT SECURITY *KEEPING OUR CUSTOMERS SAFE*

Good data protection keeps your business information safe as well as ensuring that you comply with relevant data protection rules and legislation. And as threats to IT systems continue to grow, we will work proactively with you to keep you ahead of the game, lower your company's risk and help safeguard your data.

By making recommendations and installing the right products into your IT systems – from firewalls and anti-virus software to backup and spam filtering solutions, we can help you to protect your data. In turn, we can help you to keep your business running, and give you peace of mind that your IT security is in safe hands.

# WE AIM TO UNDERSTAND YOUR BUSINESS

# NOT JUST YOUR IT

**NET TECHNICAL SOLUTIONS** provides professional, proactive IT support and services for business organisations of all different shapes and sizes. As a friendly, talented and experienced team, we are dedicated to building strong customer relationships and delivering excellent service at an honest price. We love what we do and are constantly investigating new technologies and ways of working, so that we can continually provide reliable solutions that add real value and help create efficient, productive business environments.

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 **Microsoft** Partner

“ Having been burned by inadequate IT helpdesks many times over the years and patronised or, conversely, baffled by ‘techspeak’, it is with pleasure that I feel moved to commend your support team and the service I have received. I was helped through the problem with consummate professionalism and your engineer approached the issue with a really friendly but efficient approach. ”  
Mark Calvert, AHL

“ Please accept our thanks, following the recent server installation. The whole project, which included moving onto Office 365, was carefully planned and executed with very little disruption to our business. I was concerned that there would be long periods of downtime so I was delighted when we were able to continue working within about 45 minutes of switch-over. ”  
Mark Staples, PPK

“ We are really pleased to have found Net Technical Solutions and are delighted with the development work that you have carried out for us. Right from the start, we were offered friendly, professional advice and the work was carried out with great diligence and attention to detail. The system is far easier to use and has made a real difference to staff productivity. The staff at Net Technical are always so helpful and explain the technical issues in a non-patronising way, which has been very reassuring. ”  
Stephen Hamlet, IAPA

## CLIENT INDUSTRY SECTORS

- Business Services • Insurance • Financial Services • Estate Agency • Legal Services
- Manufacturing • Hospitality • Construction • Healthcare • Education • Charity