



your
workplace
technology
partner

Managed IT - SmartCare™ Proactive IT with Complete Peace of Mind

Your business depends on your IT systems perform at their peak. How often are you waiting for a problem to be resolved, or waiting to send an important email, only to find that the email server was down? Maybe you have wanted to access some important client information, but the database or file was inaccessible?

Your time is precious. You have more important issues to deal with than your IT systems. It is, however, a critical enabler to your business and this is where we can help. Allow us to use our expertise to help you reduce your maintenance costs and increase the service quality and reliability of your IT infrastructure.



SmartCare™ is a complete managed IT support service. We will manage and maintain your key IT systems elements, desktops, MS Office and specific line of business (LOB) applications such as Sage, leaving you to concentrate on running your business.

We will manage and maintain the key elements of your IT systems: Desktops, MS Office etc.

Benefits to your business



Costs less than having your own IT department

Avoid the costs and time of setting up, or enhance and strengthen your operational support to your IT Manager. Remove the need for the costly expansion of the IT department. Our solution doesn't get sick, doesn't take holidays and has unmatched knowledge and skills to best manage your IT.



Helpdesk access for your employees

Helpdesk support when your employees need it the most. We deal with any desktop performance issues or "how to" questions your staff may have.



A true IT partnership

Enhance or strengthen your IT capacity. Be confident that a team of experienced and highly skilled (UK based) IT professionals will manage and maintain your network. Leaving time free for your IT/System manager to focus on business productivity and operational efficiency which increase your bottom line.

Do these issues challenge your business?

➤ **Waiting for internal service?**

Are your own IT departments busy and not always available when you need them?

➤ **Budget cuts?**

Under pressure to reduce IT costs, increase value or maximise profitability?

➤ **Not staying current?**

With increasing network complexity, do you struggle to keep up with IT advancements and security threats?

➤ **Working in the business not on the business?**

You need to work on increasing system productivity and efficiency but spend your time supporting your network.

To find out more about how we can help your business contact your account manager or call us today on

0800 138 0881

or email

smartcare@smartways.net

www.smartways.net



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SmartCare™ - Key Features

- ✓ 24x7 Performance Monitoring ensures Servers, Desktops and all of the critical network devices that comprise your business network are healthy and operating at optimal efficiency.
- ✓ Support for Line of Business (LOB) escalation e.g MS Office or Sage providing your employees with quality support for specific LOB software and applications.
- ✓ A Dedicated Account Manager serves as a single point of contact to answer any questions you may have about your account or our solutions. This saves time and guesswork for you.
- ✓ Comprehensive Reporting provides information on a wide variety of areas. Whether it's for troubleshooting or long-term planning, on-demand or scheduled, we have the reports you need.

Pay Monthly, No Capital Outlay

	SmartCare™ Server	SmartCare™ Desktop	SmartCare™ Desktop +
Proactive Remote Maintenance and Support	✓	✓	✓
Comprehensive Quarterly Business Review	✓	✓	✓
General			
Ongoing Network Health Assessment	✓	✓	✓
Anti-Virus Monitoring	✓	✓	✓
Backup System Monitoring and Management	✓	✓	✓
24/7 Availability and Performance Management	✓	✓	✓
Network Documentation	✓	✓	✓
Servers			
Firewall Monitoring and Management	✓	✓	✓
Internet Connectivity Maintenance	✓	✓	✓
Email Server Monitoring and Management	✓	✓	✓
Print Services Monitoring and Management	✓	✓	✓
Patch Management	✓	✓	✓
Desktops			
Anti-Virus Monitoring and Management		✓	✓
Internet Security, Connectivity and Management		✓	✓
Email Availability, Monitoring and Management		✓	✓
Print Availability, Monitoring and Management		✓	✓
Patch Management		✓	✓
Virtual IT Director (Continuous Improvement Program)		✓	✓
Applications e.g. Sage			
MS Office and Support for Line of Business (LOB)			✓
Escalation LOB Patch Management			✓

About EBC-Smartways

- Fully Certified and Accredited IT Engineers.
- Personable and customer-focused engineers dedicated to supporting you every day.
- Access to a breadth of experience and knowledge.
- Ensure your IT budgets are allocated in the most efficient way.
- Reduce your IT costs by preventing issues occurring.
- Proven case studies and methodology that really drive down operating costs.

Proof Statement

“ Child Base™ Ltd operates from 42 sites nationally and switched to SmartCare in 2009. We estimate we have saved the business over £75k per annum in direct operational costs against operating the service internally. ”

Robin Costello
Group IT Manager

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