



# Managed IT Services

Making IT work for you lets you focus on running your business while we take away the hassle...

As a small business you know you know how expensive down time can be. Why settle for break-fix or proactive support when you can have fully managed IT services from Concept IT.

Our Managed IT Services allow you to enjoy a more reliable and worry-free IT system. We monitor, manage and maintain your systems to keep them running the way they should be.



## Drive Productivity

Managed IT Services keeps your IT system running the way it should be so down-time is kept to a minimum.

Your staff will enjoy having unlimited access to our help desk and technical support whenever they need it.

Even if it's just advice and a chat you need; we are always willing to help.

Letting us take care of the system enables your staff to concentrate on what they should be doing—driving your business forward.



## Save time & money

Our advanced iTrac Live software minimises down-time through automating many regular tasks such as best practice maintenance routines, monitoring backups, security updates and alerting us in advance of issues which could stop you from working.

Knowing that whatever happens with your system you're covered with one fixed monthly fee makes budgeting simple.



## Stay informed & in control

Know what's happening across your entire business with access to our Customer Portal.

In the portal, you'll find your system reports, health check reports as well as being able to review all the incidents and service requests your staff have made.

You can request a quote, view the status of a project or get a copy document 24 hours a day, 7 days per week.



## Protect against Threats

Knowing that each and every machine in your business network is constantly up to date ensures that the risk of virus infection or attack is minimised.

Your staff don't have to remember to update the system themselves or make sure they're connected to the right system—as long as there's internet, the machine will be up to date.

fully managed IT  
services for small  
to medium sized  
businesses



### Fast, efficient and friendly

Managed IT Services from Concept IT gives you the reassurance that whatever happens you're in safe hands. We manage all aspects of your infrastructure so you can concentrate on what matters to you—your business.

### Features

iTrac Live is the system behind our fully managed service. iTrac Live installs a small agent on each device which is to be managed and from there on in, keeps in constant contact with the server. This agent provides monitoring and management of the device without users taking any action.

#### Anywhere Support

Ensure your staff get the support they need wherever they are—on the road, home working, at a clients site. Our support can be accessed in many different ways, easily and efficiently regardless of where they are working.

#### Part of your Team

We seek to understand your business and your staff as part of your team. We're not here to just fix a problem, we're here to help make a difference. Having a comprehensive understanding of critical roles can keep disruption to a minimum, reduce stress in the workplace and build rapport with your staff so they have the confidence that we can efficiently resolve their problems.

#### iTrac Live Architecture

- SSL 1024-bit encryption in transit
- Multiple-layer firewalls with SPI
- iTrac Live Server based at Concept IT

#### End-points supported

- Windows XP, Pro 32-bit, x64 Edition
- Windows Vista (32-bit, 64-bit)
- Windows 7 (32-bit, 64-bit)
- Windows 8 (32bit, 64-bit)
- Windows Server 2003 (R2, 32-bit, 64-bit)
- Windows Server 2008 (R2, 32-bit, 64-bit)
- Windows Small Business Server 2003 / 2008 / 2011
- Windows Server 2012
- Apple iOS, Android, Blackberry, Windows Mobile

Managed IT Services from Concept IT. For a fixed monthly fee you can budget your IT expenditure for the entire year with the reassurance that whatever happens you're in safe hands. We manage all aspects of your infrastructure so you can concentrate on what matters to you—**your business.**

Call us **NOW** to find out more:

0808 178 22 48

visit [www.concept-its.co.uk](http://www.concept-its.co.uk)  
for more information