

Are your IT systems driving your company forward or holding it back?



- Are you frustrated by the constraints that IT puts on your business?
- Do you worry about the impact losing a critical system would have?
- Are your IT people spending all their time house keeping and fire fighting, rather than improving your systems?

Claim your free
1/2 day consultation

Let softwerx show you a better way

No matter what kind of business you're in, IT systems and infrastructure are the backbone of every organisation. Whether you're delivering products, services or both, the right systems and support can help give you an edge over the competition.

Yet for many organisations IT management is a major headache that deflects attention from the companies core business activities. It's often seen as a roadblock to flexibility and creativity, rather than the enabler it should be.

Unfortunately, often it takes a catastrophic failure of a critical system for an organisation to realise that no matter how limiting and frustrating their IT systems are, they're absolutely critical to the running of the business.

So its vital that expensive, highly skilled IT professionals are on your payroll to carry out regular maintenance on your systems and react to problems as they occur. The trouble is that whilst they're

doing all this they don't have time to work on making the improvements to the system your company needs to compete in an evermore competitive marketplace.

What's the answer? Well, you could employ more IT staff to alleviate the pressure on the existing team, but they're difficult to recruit and a costly resource to have sitting around between projects. Alternatively you could consider **ASSIST**, as a flexible, cost effective solution.

"softwerx has been our IT support partner for over 8 years. Their flexible contracts and efficient, friendly technical support team has enabled us to provide an effective IT solution to support our core operations."

Mark Blake
Director of Finance
Fauna & Flora International



Many organisations view outsourcing their IT management and support as a high risk option. They fear that by doing so the business will lose control over a crucial business service and be tied into a long-term, inflexible contract. Furthermore, the perceived upheaval required to move to an external service provider, combined with the effect this may have on staff morale often means that the business decides to do nothing. Of course by doing nothing, nothing changes; IT systems remain an inefficient, expensive cost centre rather than the strategic asset they should be.

It doesn't have to be this way!

At **softwerx** we have over 10 years experience of delivering unique, flexible and cost effective IT management solutions, that meet the needs of our customers both now and in the future. We know that no two organisations are the same and don't believe in the 'one size fits all' model common in the industry. We work with our customers to build and deliver an IT management solution that's right for them. We do this taking the time to understand how their business operates along with it's short and long-term goals. **Then we ensure that their IT systems support these business objectives.** All of our contracts have the following features:-

- *Dedicated Technical Manager*
- *Regular contract reviews*
- *Guaranteed response times*
- *Out of hours remote maintenance*
- *Access to a team of Systems Engineers with 80+ Microsoft accreditations*
- *Flexible service provision with a 30 day notice period*

How does ASSIST work?

Simply put however you want it to. **ASSIST** has been designed to offer maximum flexibility, enabling our customers to work with us to build a contract which meets their unique requirements. For instance, you may decide to outsource your entire IT management, or possibly retain on-site IT staff to deliver 1st line desktop support. Alternatively you might require management of a specific critical server only. All of these scenarios, along with countless others are possible with **ASSIST**.

Choose the ASSIST contract thats right for your business

Simply choose which services you require from our delivery matrix and then we'll work with you to fine-tune the contract to fit your companies exact requirements.

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|-------------------------|--------------------------------|---------------------------|---------------------------|
| Management Requirement? | Server | Desktop | Server & Desktop |
| Response Time? | 4 Hours | 8 Hours | Next Business Day |
| Service Delivery? | Contracted Hours | Pay As You Go | Combined Delivery |
| Scheduled Maintenance? | On Site | Remote | Combined Service |
| Additional Services? | Strategic 'Board-Level' Advice | Hardware Asset Management | Software Asset Management |

Want to find out more?

Call **softwerx** on **01223 834333** or email **assistme@softwerx.com** to arrange a free ½ day consultation with a member of our consultancy team.