



TECH WESSEX



Are we the technology partner you need?



**We're not a large faceless distant corporate.
We're a modern, agile,
100% service IT company.**

MANAGED IT SERVICES

Tech Wessex IT management and support model is a modern, solution oriented and cost effective approach to providing fully managed IT support services for small to mid-market organisations and businesses.

SYSTEM MAINTENANCE

We're passionate about timely maintenance performed on a schedule and out of hours so not to affect the business.

PRAGMATIC CONSULTANCY

Whether you require assistance with IT strategy and business goal alignment, or technical resources. We're very mindful of budgets and client staff resources. This is where we show our expertise and pragmatic, strategic nature.

TIGHT SECURITY

Protect your company against the constant cyber attacks aimed at your network and it's users. With protective policies, leading edge tools including AI detection and user training and support.

FRIENDLY USER SUPPORT

Professional and very approachable support staff handle calls and tickets. Our aim is always 1st contact resolution in industry leading response times.

OUR ETHOS

Our business model is built around keeping your network safe and working and your tech support costs predictable which means we work hard very to ensure that your IT infrastructure is always operating securely, smoothly and efficiently.

We really want your
recommendation

Each network or IT problem that goes unresolved at your business lowers productivity, lowers the bottom line and angers you and your staff.



Over the last 20 years our service offering has grown from simple IT support to fully outsourced managed IT services to an experienced and informed advisory service to help our clients lever and protect their technology properly, pragmatically.

For businesses that lack in-house IT support, this can quickly add up to thousands of pounds per day in losses.

Even at organisations that have a incumbent IT staff the day-to-day management of technology issues can be a costly, time-consuming drain on resources.

Fortunately, there's an easy way to solve these problems while keeping costs low.

Tightly Managed IT Services

Designers say never put lists in leaflets but we think it's important a potential client knows the breadth of our core service portfolio.

Option A. Included in all our Managed IT Services.

- Unlimited user IT support.
- Unlimited system maintenance.
- Simple backup and recovery of local data.
- Fully managed leading antivirus and anti-malware software for all endpoints.
- Full-service quality with heavy emphasis on first contact resolution.
- Innovative – Proactive toolsets deployed for support and monitoring,
- 100% of our attention when you need it.

Option B. As above but also.

- 24/7 x 365 monitoring/alerting of IT issues and timely remediation.
- Full virus and spam email filtering.
- Managed operating system patch management.
- Application patching for all business applications.
- Always on security monitoring and reporting.
- Secure cloud backups of critical servers and data.
- Full 3rd party vendor management.
- 08.30 – 17.30 weekday support as standard. Weekends and 24/7 available.

Option C. As above but also.

- Unlimited main office visits. Travel to remote sites available.
- Your peace of mind; your business's IT security and reliability are our problem.
- Manage, deploy and enforce best practice all IT security at all levels.
- Fully engaged advisory service to ensure the technology fits
- Licence, hardware and other IT assets management.
- A dedicated contact with up-to-date deputy always available.
- Quarterly on-site meetings to ensure concurrency and direction.
- Full phone and email contact whenever necessary or useful.
- Internet security and website filtering to protect the users and systems.
- Help with technology budgets and procurement.
- Option for executive or non-executive IT Director posting.

Outside of our core service well also partner with well chosen professionals. Other cloud services, CRM, ERP, websites, data recovery, data input, project management, network cabling, IT moves, secure hardware disposal, print and print design and more.

Looking for trouble



Trusted
Applauded
Recommended

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