



Morley Computer
Sales and Repairs

in



INTRODUCTION TO

MANAGED IT

Comprehensive IT maintenance
and support packages for small
business customers.





Introduction

MAINTENANCE PACKAGES

Our Managed IT Support service is designed to provide your business with high quality, cost-effective support without the drain on internal resource.

We understand that the requirements and level of IT knowledge in each company is different, which is why we'll always tailor our service to be right for the needs of your business.

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Introduction

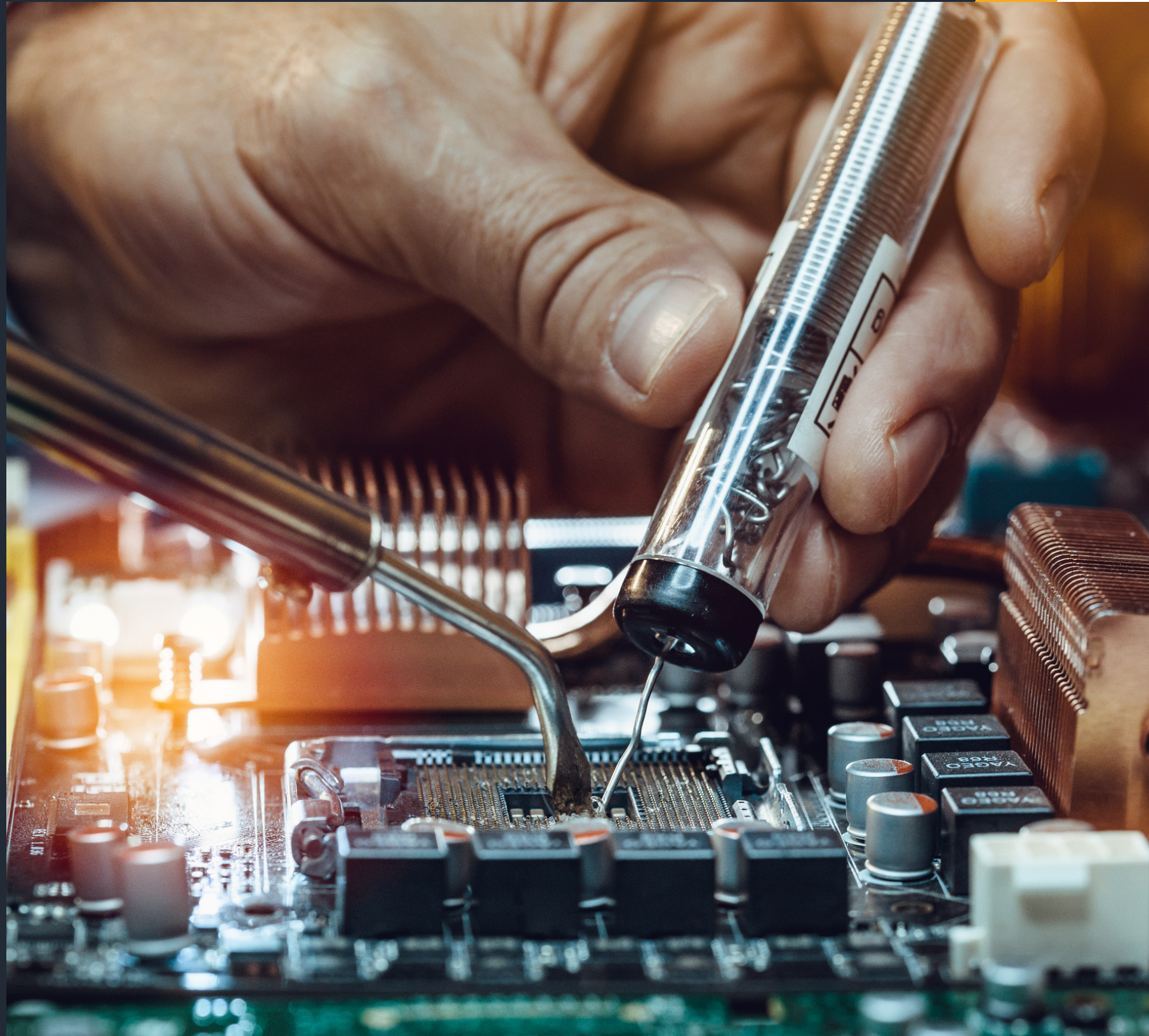
GIVING YOU MORE FOR LESS

In simple terms, why pay a full time wage for an IT technician, when our packages only range between £50-£250 and offer a wider range of services. Our specialist team is on-call and acts as an extension of your business, responding quickly to ensure speedy turnaround times.



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Our Services

MANAGED IT SERVICES

To make it easy, we've group our IT services into one simple solution, where you can build your package by picking and choosing the services based on your business needs.

As your specialised IT team you can trust us to comply with the latest GDPR legislation. Protect your business and give your clients peace of mind knowing that their data is in safe hands.

[Learn More →](#)

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Our Services

MOBILE ONSITE IT SUPPORT

It is important for us to make sure your IT Devices are fully working so you can do what you do best.

We are able to provide remote support within our 30 minute SLA. Should onsite support be required we will have an engineer with you within 2 or 4 or 24 hours of the problem being reported. Call-out turnarounds are subject to the agreed SLA which you can customise to the needs of your business.

Our standard operating hours are **Monday to Friday, 9.00 - 20.00**. However, we also offer flexible out-of-hours and weekend cover options.



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Our Services

PROACTIVE MONITORING

Proactive Monitoring can uncover your core risks and enables you to put solutions in place to address those risks. The support is more robust and gives you peace of mind because your businesses critical systems are managed.

With this said, most problems that appear we will be monitoring and expecting, when problems are detected we will either try to resolve remotely or will dispatch an engineer at a time arranged so we can attend to the warnings before they became faults.

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Our Services

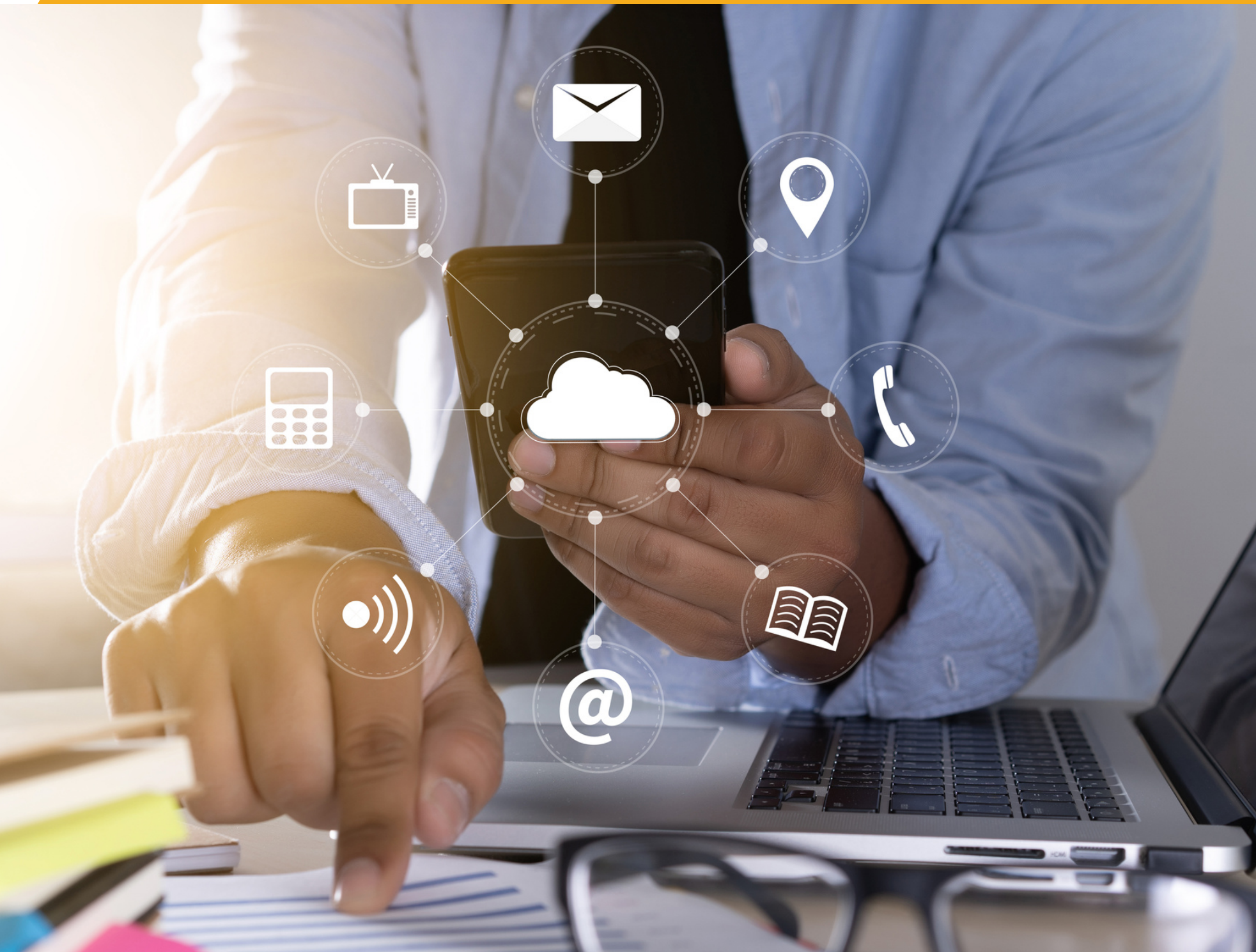
INDUSTRY LEADING CYBERSECURITY

It is vital to ensure that your business is secured against viruses and malicious attacks. That is why all of our Managed IT packages come with **Malwarebytes Premium protection free of charge.**

Malwarebytes is an industry leader in cyber security software. Powered by the latest AI technology, **Malwarebytes detects 40% more threats than traditional Anti-Virus** products. This is why Malwarebytes is trusted by businesses large and small, and institutions like schools, hospitals and governments.

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Our Services

BACKUP SOLUTIONS

Choose how often you want your machines to be backed up. We will make a complete clone of your devices which will be stored securely in an encrypted hard drive. Your hard drives will be protected in an undisclosed location, ready to be deployed to any machine in an emergency so that you can resume working.

SECURITY

- Quick access to your secured files remotely
- One year data retention for lost file recovery
- Recovery in case of operating system failure

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THE PROCESS

Assessment

We will meet with you to assess your business requirements and determine the products and quantities for your business needs. If applicable we will suggest changes or processes to implement. We will estimate how often you might need certain services and what would be the best date to begin the contract.

Contract

You will receive a presentation explaining and detailing our available products and a quotation for the recommended services. A meeting will be scheduled to confirm what products and service intervals are to be set up. A final contract will be drafted and sent out to the customer which may be paid either annually in advance or paid in advance on a monthly basis with a minimum contracted time.

1st Day & Onboarding

- On the first day of the contract, an engineer will spend a few hours with your business, installing products and making sure all platforms, support tools and security is in place.
- We will also check remotely that everything can be seen and monitored as such and we will inform you if during those checks we have detected a machine that might need upgrading or if anything else is at risk within your network.
- An email will be sent out to you with a file elaborating of what needs attention, what needs doing in the future and all the things we are currently monitoring remotely so you know exactly what's happening and have some peace of mind.

Contract in Place

- Once the contract is place and all tools have been deployed, if any problem arises you can contact us and we will determine if remote support is enough or if an engineer needs to make a site visit. An engineer will be with you within the contracted SLA to resolve the problem.
- If the problem cannot be resolved straight away, and the machine needs to be taken away, we will deploy one of our replacement devices, so that your business can continue working. If you have backups in place with us we can release the latest backup into the replacement machine.



Assessing Your Needs

TRAFFIC LIGHT GRADING SYSTEM

While we offer daily monitoring support and regular onsite servicing, we will also evaluate your devices and equipment to grade it in a “traffic light” system.

RED - In need of upgrading immediately, not compatible with systems and/or out-dated in terms of industry standards. Susceptible to Cyberattacks.

AMBER - An upgrade should be considered, or a non-urgent fault has been noticed, most likely will need to be replaced in the future to meet industry standards.

GREEN - Fine, secure and more than likely future-proof for a the foreseeable future.



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Getting Started

CLIENT ONBOARDING

Once the service initiation date is agreed, an engineer will come to your business and document your entire IT inventory including equipment specifications. We will then activate and implement all services, test that everything is working as it should and ensure that all of our monitoring tools are correctly set up.

We will grade each system with our “traffic light” grading system as well as inform and recommend you what changes need to be made now and in the future.

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MANAGED IT **ADVANTAGES**

- We do all sort of repairs in-house meaning that our repair times are much lower than average.
- Contracted clients benefit from repairs and support at no extra cost on top of the agreement fee. You only pay for the parts supplied and enjoy much cheaper maintenance, support and upgrades.
- Regardless if you work from a single business location or if your employees work from home, we have both onsite and excellent remote support solutions available.
- We work closely with your business which means if you need a new device or software we know exactly what specifications you need and you can purchase directly from us.
- We are a small company so you are our premium customer as opposite to large MSP businesses where you have to create and log tickets and wait for them to send someone at ridiculous prices.
- With GDPR & cyber security measures becoming ever more important and regulated, we will advise you on the latest compliance practices.





Get In Touch

CLAIM YOUR FREE IT REVIEW

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Email: info@morleycomputers.com

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