

Fully Managed IT Support

We'll look after your IT so you can focus on business

Hand the administration hassle of your systems over to Probrand and for one simple monthly payment we'll provide a fully managed service that takes a proactive approach to maintaining and optimising your IT, ensuring IT issues are spotted and resolved before they impact on your business operations. You'll also save money by reducing system downtime, increase IT estate lifetime, and improve end user productivity.

Supporting your needs

Simply select the services to be supported and SLAs to match your requirements. Ongoing contract review enables flexibility to meet change.

Server software support

- Windows server support
- Backup software support
- Exchange Server
- SQL Server
- SharePoint Server
- Terminal Services Server
- Spirit Managed AV

Server hardware support

- Standard server support
- Tape drive support

Network equipment coverage

- Router
- Firewall
- Wireless Access Point
- Switch
- UPS

Workstations

- Workstation hardware & software support
- Notebook hardware & software support
- Software includes network, Operating Systems and applications

Monitoring and optimisation

- Server
- Desktop

Network connectivity ISP support

- Monitoring internet connections and resolving issues with ISP

Remote access

- Support for remote users
- Provision of remote access solution and managed service

Phones

- Blackberry phone sync support
- Windows Mobile Phone sync support
- iPhone sync support

Contract terms

- Minimum one year term
- Improved rate for multi-year commitment
- SLAs tailored and agreed for each area supported

Payment

- Monthly, quarterly or annually

What would you like support with?
Get in touch to discuss your needs.

Fully Managed IT Support

Example weekly proactive support schedule

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Audit							
Security Patch Assessment							
Security Patch Update							
Spirit Managed AV Update							
Spirit Managed AV Scan							
Mini Optimisation							
Deep Optimisation							
Performance Monitoring							
Backup Monitoring							
Disaster Recovery (optional component)							
Realtime Monitoring							

Benefits of Fully Managed IT Support

Control of costs

- Up to 71% power saving
- Productive end users – workstations 23% faster
- Downtime reduced by 80%
- Stretch the life of your IT estate by 50%
- One opex monthly payment
- Longer equipment life cycle

Total security and compliance

- Antivirus and managed firewall tasks
- Daily security updates installed automatically
- Encrypted and audited remote control
- Account Manager reviews
- Analysis of user activity
- Software license compliance alerts
- Rapid asset management, auditing and reporting
- Early detection

Maximum uptime

- 24/7 monitoring – protecting against hardware failures
- Issues spotted and resolved before they impact business
- Monitor backups
- Automate Disaster Recovery
- Minimise downtime
- Automate patch updates

Environmentally sound

- Save power with auto power down
- PCs/servers last longer - less waste to landfill
- Remote service ensures less support miles & less CO2 footprint

What our customers say

“With Probrand we have been able to reduce and control our IT overhead more efficiently, eliminate unnecessary downtime, maximise our IT estate and reduce cost of ownership.

James Ellis, Aston Manor Brewery

Why choose Probrand?

- Probrand is your digital marketplace for hassle-free procurement of IT products, services and solutions, backed by sector specialists and technical experts
- Hands-on infrastructure experience as an outsourced IT department for many small to medium sized businesses
- Experience delivering controlled, low risk action plans
- A dedicated technical team ensures minimal business disruption
- Decades of technical service excellence

Ask us how Fully Managed IT Support can be tailored to your needs.