

IT MANAGED SUPPORT SERVICES

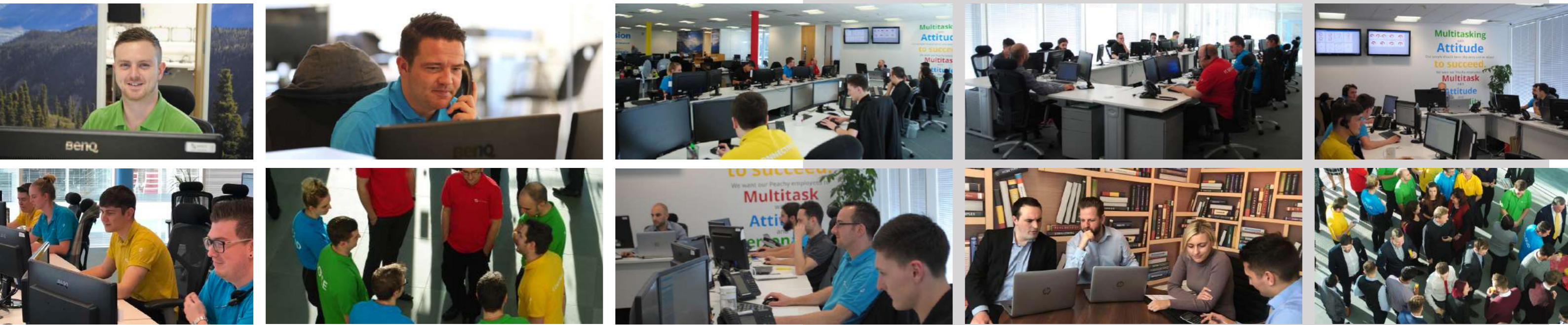
Dynamic Solutions, Trusted Service



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Positive THINKING EXPERT KNOWLEDGE Proven SOLUTIONS

Managed IT Support Service
Peach Technologies



Managed IT Support Services from Peach Technologies offers customers proactive support, delivering reassurance and peace of mind that your IT infrastructure continually performs. Including; Business Continuity, Disaster Recovery, Security and Cloud Services.

Our dedicated team of technical experts ensure your systems function optimally. Peach employees are Microsoft Certified, and Peach systems are aligned to Information Technology Infrastructure Library (ITIL) to ensure pragmatic and consistent delivery of service.

By using Peach as your IT Managed Support Service provider, you are enabling your business with the IT reliability needed to succeed.

Peach Technologies
'Making technology simple'

Why have a Managed IT

Support Service?

Case Study:

Keeping the Lights on - Silent IT

Modern businesses need to be agile and dynamic to succeed. Traditional 9-5 operating hours are a thing of the past. In turn, systems need to be available on demand. Assure, Agility, Adept & Advanced packages from Peach have 'Keeping the lights on' as their mantra. No one wants to get into the office or to turn on their mobile device to find the systems are down. Proactive and Prevention are essential elements of our Managed IT packages. Peach experts monitor alerts, events and trends via remote technology ensuring prevention of unplanned outages and downtime.

Our Managed IT Support Service are designed to achieve two things - to keep the lights on and to keep IT silent. Keeping the lights on means that our industry-leading, pro-active products and services *guarantee your systems, your network and your applications are available whenever you and your teams need them. By keeping IT silent we mean IT is unnoticeable and working optimally.

Keeping lights on and IT silent is no easy task. Our team of UK based Microsoft Certified employees use a range of industry-leading services and applications and work tirelessly behind the scenes to keep your lights on and your IT silent.

Gold
Microsoft Partner



“Thank you so much”

“I cannot recommend Peach Technologies more highly. I am impressed by the way they have looked after my IT, thank you so much. I'm looking forward to continuing and building on our Business relationship”

Lesleyanne Cade
Cade9 Hotel



* based on Peach SLA's

Operational Benefits of a Managed IT SERVICE

What is included?

Throughout business growth, the dependency on IT increases. More systems are put in place to enable a company to function. New structures and complexities depend on the IT infrastructure which needs to be robust & reliable. The adoption of an IT Managed Support Service ensures that IT platforms operate optimally.



Fast Response Time

Our service level agreement (SLA) guarantees a rapid response to your business's IT issues.



Dedicated IT Manager

All IT Solution packages (Assure, Adept, Agility & Advanced) come with a dedicated IT Account Manager to assist with your requirements.



Known monthly business costs

This helps cash flow and removes unknown costs while ensuring that obsolete hardware becomes replenished as part of a quarterly review.



Planned and proactive maintenance

Workstation updating and patching happens outside of core business hours. Additionally, each machine is patched individually giving a more comprehensive maintenance service and less access for a security breach.



Proactive Managed Backup*

Ensuring your organisation's anti-virus, backup software and licensing are always up to date.



Technical expertise & on hand advice

Certified IT experts will guide you on the business advantages of new technologies. Proactive IT consultation means your IT estate will always be current and future proof.



Systems monitored 24/7 not 9-5!

IT Managed Support Services use 24/7 Remote Monitoring and Management Agents (RMM). These agents are instructed to perform tasks on your workstations and services and are preprogrammed to look for known issues such as hard disk failure.



Support Desk

Unlimited remote IT support across your company.

* Dependent upon support package

"Peach Technologies have been our technology support for several years and we have found them to be extremely knowledgeable, extremely efficient and their customer service is excellent. Requests are dealt with speedily and they understand exactly what we ask. We would recommend Peach Technologies for tech support."

What Business improvements will be seen?



Business improvements are two-fold. The first focuses on efficiency and developments. The second is strategic, so customers can build on their IT platform to ensure their IT infrastructure moves with new technologies.



Increased capacity

Underlying issues with IT networks cause overworking of data. By optimising your IT network, employees can work efficiently. In turn, allowing you to maximise investments in your staff and business growth.



Expert advice & consultation

Peach Technologies manages a diverse range of organisations with different IT requirements. This provides understanding that continually benefits our customers.



Extreme protection from external attacks

Access the internet and carry out daily tasks with the peace of mind that online threats get eliminated. Our firewall technologies monitor for inconsistencies when online and stop all threats. Peach Technologies is a GDPR compliant organisation.



Maximised internal security

An IT Managed Support Service from Peach provides an agent and anti-virus on every workstation. Threats are eliminated instantly due to dynamic patches and virus definition updates.



Disaster recovery

Comprehensive data and application plans revert your business back to normal IT disaster settings. Our off-site backup is always rigorously checked and tested.

IT Managed Support Services Packages

Designed for organisations of all sizes that demand a professional service with dynamic solutions from qualified and certified IT experts.

Managed IT Support packages from Peach provide a single point of contact and a variety of services that ensure all business related IT issues become resolved pro-actively. Our extensive dedicated resource of IT experts become your silent IT partners, IT downtime within your company is minimised, in turn maximising productivity.

"Peach were absolutely brilliant, they arrived promptly, happy and enthusiastic and knew exactly what he was talking about. They kept me informed of what was happening at every point, listened to what I needed and showed everyone thoroughly the new system"

*Simon Pearson
The Property Explorer*





PACKAGES

Select an IT Support Package to grow with your business

For 1-15 USERS

For 15+ USERS



A Fully Managed complete IT package for small businesses Package.

Peach Assure provides small businesses with the essential business technologies you need to run your company. Including hidden but vitally important parts of IT such as Backup and Encryption.

- ✓ Peach Adept
- ✓ Peach Security
- ✓ Peach Back-up
- ✓ Microsoft 365
- ✓ One Drive for Business
- ✓ Unlimited Support via UK based help desk
- ✓ Mobility & flexibility anywhere in the world



Fixed Cost IT Support Package.

A perfect solution for businesses requiring IT support to maximise output and productivity, safe in the knowledge that your IT won't let them down.

- ✓ PAYG Peach tech support
- ✓ Workstation support
- ✓ Dedicated helpdesk facility
- ✓ Standard business hours coverage
- ✓ Network support
- ✓ Server core ops system monitoring & alerting
- ✓ 4 hour service level agreement
- ✓ Market leading Anti-Virus software solution



Pro-active IT Support System Monitoring Package.

ADEPT is our pro-active IT support and monitoring package. This robust solution works 24/7 enabling businesses to work at maximum productivity levels.

- ✓ Workstation support
- ✓ Dedicated helpdesk facility
- ✓ Standard business hours coverage
- ✓ Extended hours & 24/7 coverage options
- ✓ Network support
- ✓ Market leading Anti-Virus software solution
- ✓ Service pack and patch management module
- ✓ Server core ops system monitoring & alerting
- ✓ Ticket Management (SLA Driven)
- ✓ Full management reporting
- ✓ Server support
- ✓ Server Hardware and systems alert monitoring
- ✓ Application monitoring
- ✓ Back-up monitoring and alerting
- ✓ Unlimited remote support



Fully Managed IT Support with 24/7 monitoring Package.

Our most comprehensive IT support and monitoring solution. Allowing you to "Forget" about your IT, our support team actively manage and solve problems

- ✓ Workstation support
- ✓ Dedicated helpdesk facility
- ✓ Standard business hours coverage
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- ✓ Server Hardware and systems alert monitoring
- ✓ Application monitoring
- ✓ Back-up monitoring and alerting
- ✓ Unlimited remote support
- ✓ Dedicated on-site support

FIND OUT MORE VISIT:

<https://peachtechnologies.co.uk/initiatives/it/peach-assure/>

£45

Monthly price per user

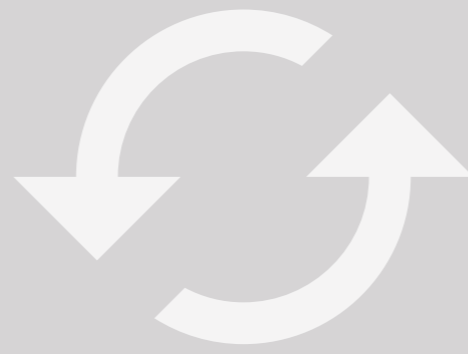
Saving Peach customers on average
£750 a year
per user
Based on a 5 user subscription

Our certified experts can talk through any requirements you may have.

Call us today on 0800 988 2002 to arrange an appointment or visit our website:
www.peachtechnologies.co.uk/it-services to request a call back.

Additional IT Services

Disaster Recovery



A necessity for any business reliant on technology to operate. At the heart of our IT Support Service are robust systems that ensure recovery in the event of a system disaster. We guarantee all IT Support clients have a backup policy in place and a duplicate copy in our data centres ensuring that valuable business data remains safe.

“...you are contactable, extremely helpful and care about your customers...”

Helen Craven
Broadway House Chambers

Disaster Recovery includes:



Data Loss Avoidance

Our backup & replication provides multiple options designed to meet your business needs and ensure the fastest, most efficient backup possible.



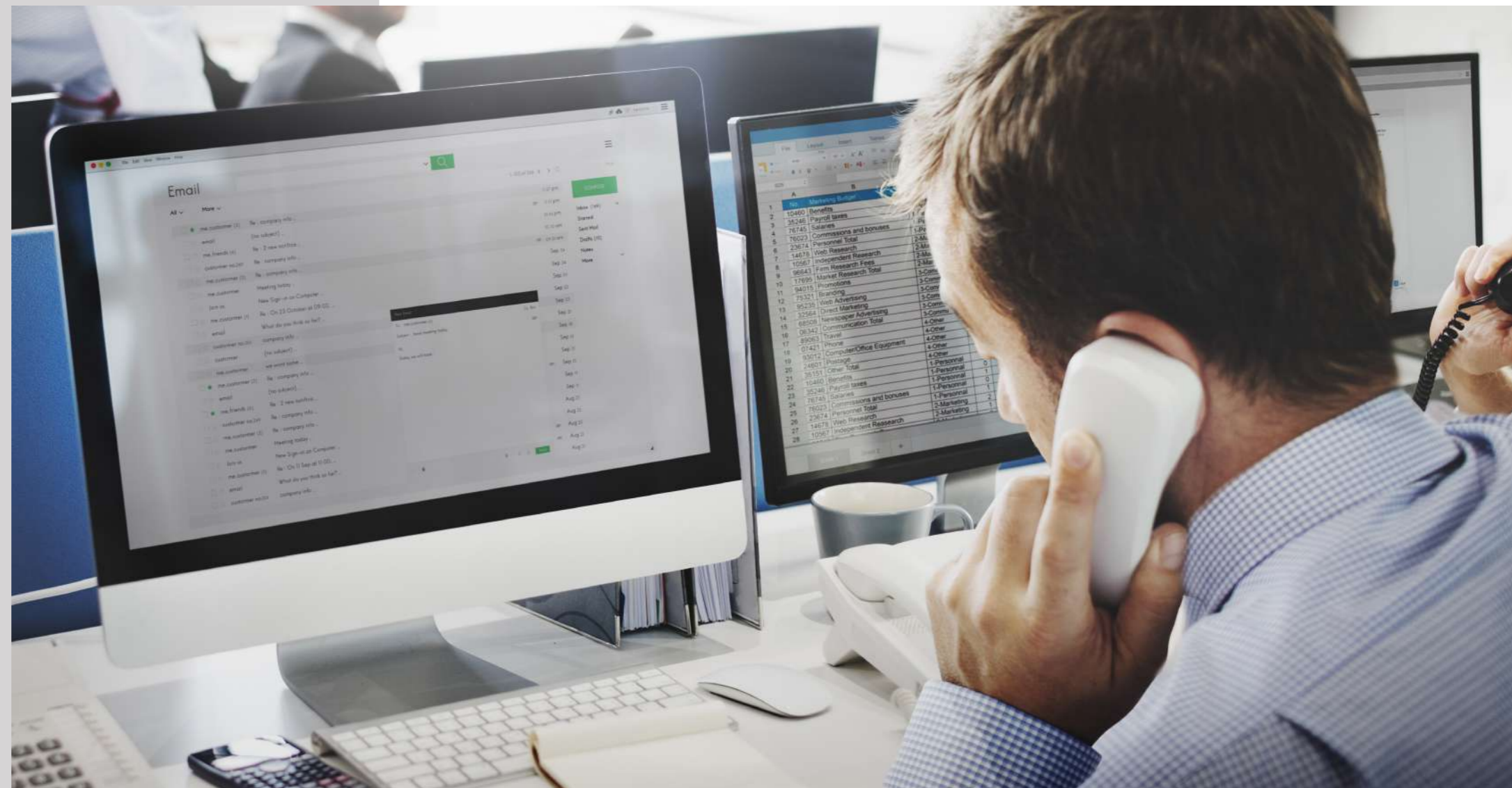
High - Speed Recovery

Backup is nothing without recovery. Our service provides a wide range of capabilities that tackle virtually any recovery scenario. We back up client's data incrementally every 24 hours.



Complete Visibility

We monitor system health, troubleshoot performance, plan and execute on your backup infrastructure and manage data regulatory-compliance requirements.



IT Security

with Peach Technologies

What's IT Security?

Ingrained within the DNA of our security infrastructure is agile and aggressive elimination techniques when security threats are identified. Peach Technologies is a GDPR compliant organisation.



“Excellent”

“Having used Peach for quite a few years I can safely say the service I always receive is excellent. Staff are always polite and courteous and technical issues are resolved quickly. I would highly recommend their services.”

Andrew Gunningham
EC Alderwick & Son Ltd



IT Security includes:



Advanced Malware Protection

Our certified security analysts use years of expertise along with advanced technology to maximise protection.



24/7 System Monitoring

Automated monitoring ensures any potential problems become resolved before they disrupt your network.



Managed Firewall

Simplified management and monitoring means our firewall devices are protecting your business optimally 24/7.



Live Server Protection

Our systems identify and respond to inconsistencies on your server. Live critical patching results in increased resilience and improved efficiencies for your business.



Virtual IT Director

with Peach Technologies

A Virtual IT Director service stimulates business growth via expert IT direction.

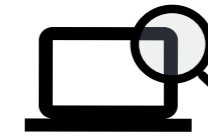
Overview

A Virtual IT Director service fills the organisational requirement gap of an IT Director or Chief Technical Officer role. Businesses are more reliant on technology to help achieve growth and business goals than ever before. Virtual IT Director customers have found that utilising the strong technical knowledge and business acumen contained within the VID Service leads to improved project execution, business scalability and strategic direction leading to increases in business growth.

Your Virtual IT Director from Peach Technologies will guide your leadership team as well positively steering operational teams to maximise business growth. It also means that Peach Technologies. We will be responsible for ensuring all elements of technology work well together, for instance, we will make sure your ICT is strategically sound and above all, provides a measured return on investment.



What You Can Expect:



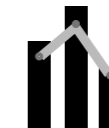
Regular audit performance reports and asset registry.

We review your IT and IT Security Policies whilst proactively implementing IT changes to bring your organisation in line with best practices.



Change Management

Proactively in place for when your business needs to change direction and implement new technologies



Forward Thinking

Microsoft Certified experts performing risk analysis to eliminate costly mistakes



Technical Direction

Attendance at management and board meetings



Dynamic Influencing

Management and quality assurance of third-party suppliers



Leadership Guidance

Overall IT policy, direction and budgeting



Reliable Relationship

Telephone availability for general technical discussion

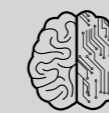


What we do

We will discuss visions for technology in your business and overall goals. We will then put in place a Virtual IT Director to develop, deliver and guide your IT strategy to its objectives.

Customers can expect to see:

- + Increased productivity
- + Cost reduction
- + Future focused technologies



How we do it

Peach Technologies has over 11 years of experience providing businesses with a range of Connectivity (Ethernet and Broadband), Cloud Solutions, IT Support Services and Telecoms. Our experts focus on saving customers money whilst delivering commercial results via our services.



Cost

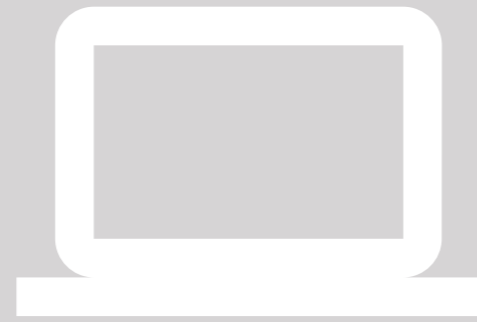
The overall cost of the Virtual IT Director service is £750 per month, this provides everything you would receive from an IT Director at a fraction of the cost of employing a full-time member of staff.



FIND OUT MORE VISIT: <https://peachtechnologies.co.uk/initiatives/it/virtual-it-director/>

Virtual Desktop

from Peach Technologies



Business is becoming increasingly global, requiring the ability to operate in an agile manner while on the go. Our Virtual Hosted Desktop solution gives your workforce the freedom to access files, business applications and emails, whenever you have an internet connection.



What is a Virtual Desktop?

Hosted desktop solutions give employees within your business the freedom to access files, business applications and emails whenever they have an internet connection. Employees will see their virtual desktop, just as they would at the office, on any laptop, PC, smartphone or tablet, all hosted securely in our Tier 3 UK data centres.



IT Integration

Securely access the full IT infrastructure from any location across the globe.



Reduced IT Costs

Save money on energy bills and reduce your carbon footprint. With Virtual Desktop, one computer will provide you with all your IT requirements, anywhere.



Secure & Reliable

Data becomes encrypted between the network and Virtual Desktop.



Business Continuity

Your work is backed up daily in the background, guaranteeing valuable business data is never lost.



Work from Home

Virtual desktop enables employees to access system data and applications from home.

IT Managed Support Services from Peach Technologies provides rapid maintenance and hands-on assistance from Microsoft Gold Certified Technicians, Peach delivers a variety of IT Managed Support Service solutions across a range of business IT infrastructures.

Based in Whiteley, Hampshire. Peach Technologies is a specialist business technology company with expertise in IT, Cloud, Connectivity and Telecoms; we have been listed on The Sunday Times Tech Track 100 and Deloitte Technologies Fast 50.

Priding ourselves on 'making technology simpler' means customers receive reliable IT solutions and services that always work.

0800 988 2002

www.peachtechnologies.co.uk

