



Support Proposition



Managed Services

We love to make life easy.

That's why we throw out the jargon and stick with simplified, excellent customer service. Our talented team are carefully chosen for their professionalism and passion. This means that when you pick up the phone to talk to us, you'll only ever be met with effortless conversation and easy solutions.

At Qlic, we're real people. You'll always get through to a genuine point of contact, not an auto-attendant, a receptionist or the dreaded voicemail system. Our support team will be on hand to immediately diagnose and proactively resolve your issues.

Managed Services

Did you know?

We resolve around **81%** of problems on first contact.

That means you can get back to doing what you do best, without the hassle of IT issues.

Businesses have been putting their faith in us for two decades because we're proactive, innovative, and always friendly. For us, it's not just about solving the problem, we also want to share our knowledge with your team so they can benefit and grow their skillset. That's why our service is always delivered in a guiding and easy-to-grasp way.

Your account manager will be looking to optimise your efficiency. No business wants to be leaning on its helpdesk services, so we'll audit and upgrade your systems. It's ongoing efforts like this which make us the perfect partner for your company – consider us extended members of your team, not just outsiders who occasionally help out.





Enterprise IT Support

Our Enterprise support package includes a dedicated account manager (one point of contact = no confusion, no drama), ongoing IT consultancy (continuous optimisation so you can stay on you're A-game), user management, unlimited remote & onsite IT support and proactive network management.

Enterprise support covers all hardware and software including: servers, network infrastructure, cloud services, desktops, laptops, mobile devices, printers and peripheral devices.

If there's an issue, the user will get in touch with the dedicated support line to speak with an engineer. We don't charge for support calls made to us nor do we bill you for the time it takes to resolve support-based queries. It's all part of your monthly subscription so you can rest assured you're covered with no hidden costs.

If the problem can't be resolved remotely, we'll arrange an onsite callout to fix it. Again, the cost for this is included within the Enterprise monthly subscription.

IT without anxiety – that's what we deliver.



Intelligent Support & Reporting

AutoTask

We're proud to partner with Autotask, a leading IT business management software specifically for Managed Service Providers. Autotask offers invaluable insight into your IT network, allowing us to offer you critical business data such as:

- Type of support requests (hardware, software, cloud, user error etc)
- Who is reporting issues (by staff member)
- How quickly we respond
- How quickly issues are resolved

At each of our account review meetings, we will discuss the ticketed issues to date, and pro-actively highlight any areas of development (either from an infrastructure or user training perspective), dramatically increasing staff productivity by reducing the number of issues raised.





Server Monitoring & Management

In addition to our managed IT support packages, we offer cloud based proactive remote monitoring and management of your server (RMM). Our active monitoring software ensure that we are alerted if there is a problem identified. This means our expert support team can take immediate action to resolve the issue rather than waiting for the hardware/software to fail. Our proactive IT support is more effective and results in significantly less downtime for your business than standard reactive support solutions.

 Remote Installations

 Constant Monitoring

 Reporting & Analysis

Service Level

Agreement

All calls aim to be responded to immediately and first line diagnostics will attempt to resolve at the time of the call.

Out of hours support is charged over and above the standard agreement on an ad-hoc basis or can be added to the agreement in blocks of hours, or on an unlimited basis.

Where specified, 'hours' refer to UK business operation hours 8:30am to 5:30pm Monday to Friday (excluding bank holidays).

The Definition of The Severity Level Is:

Fatal	Severe	Medium	Minor	Facilities Management
Complete degradation – all users and critical functions are affected. Item or service are completely unavailable.	Significant degradation – large number of users or critical functions affected.	Limited degradation – limited number of users or functions affected. business processes can continue.	Small degradation – few users or one user affected. business processes can continue.	New Installation / User Requests or Change User Requests.

Service Level Agreement: Monday To Friday 8:30am To 5:30pm

	Fatal	Severe	Medium	Minor	Facilities Management
Response Time	Tel: Immediate Email: N/A Ticket: N/A On-Site: 4 hours	Tel: Immediate Email: N/A Ticket: N/A On-Site: 9 hours	Tel: 30 minutes Email: 2 hours Ticket: 2 hours On-Site: 18 hours	Tel: 1 hour Email: 4 hours Ticket: 4 hours On-Site: 27 hours	Email: 4 business Days Ticket: 4 business Days
Out of Hours	Tel: 1 hour Email: N/A Ticket: N/A	Tel: 2 hours Email: N/A Ticket: N/A	Tel: 4 hours Email: N/A Ticket: N/A	Tel: 8 hours Email: N/A Ticket: N/A	N/A

How To Switch IT Providers

It can be a daunting thought having to switch IT providers if yours is not performing. It's a lot easier than you might think. Here is your three-step guide to make the process as easy as turning on your PC.



1. IT Infrastructure Audit

Your chosen IT provider will conduct a full site survey of your IT hardware, software and services including consultation with yourselves and your staff. They will detail your existing IT infrastructure and discuss any additional requirements.



2. Outstanding Information Requested From Your Suppliers

Just like switching your gas or electricity your IT provider will do all the hard work, contacting previous IT suppliers and 3rd party vendors, requesting information, detailing equipment, obtaining password etc. and all you have to do is to continue doing what you do best; running your business!



3. Agree Your Support Level & Go!

Once the site survey and IT audit have been completed, your IT provider will provide a thorough report on the level of support they would recommend. If you are happy with all recommendations all that is left to do is to give the go ahead. That's it! Following the site survey, and all information being gathered from suppliers your IT provider will have everything they need to start providing you with a fully managed helpdesk.



Qlic IT for Business

Who We Are

To put it simply, we make life easier for our clients. IT is the blood flow of Britain's businesses and organisations, and our role is to keep it running smoothly. Over the last 2 decades, our winning approach has been to simplify when there's complexity, solve when there's a problem, and stay human when other IT providers would turn into robots.

We believe 'know-who' is more powerful than 'know-how'. As a business, you don't need to master your IT systems – that's not what you do best. You just need a partner you can trust to do it all for you. We're on hand to proactively optimise, troubleshoot and make your IT issues go away.

As you may have seen, we've earned an impressive reputation. We're delighted to partner with Microsoft, Sophos, Apple, Dell, HP and have Cyber Essentials, ISO 27001 & ISO 9001 accreditations. We offer a host of different IT, web, software, cloud and online marketing services.

We're more than just 'the IT guy'. We're your partners. We fit right in with your team, helping every day run smoothly. Don't sweat, don't lose productivity, just make your IT Qlic.

QLIC IS TRUSTED BY...



"We have been working with Qlic for the last 15 years and have found the team second to none. The installation of the new server followed the changing of several PC's within the office a few months before and was worked to our quiet time of the year. The 2 engineers were in over a weekend and completed the install on time and with very little problems. They were in with our team first thing on the Monday after, going over any niggles or problems found and stayed with us for most of the morning explaining the new procedures for accessing our PC's when we are out of the office. All in all a very successful install..."



Michael McMahon, Director



"I have to say that with this transition Qlic were spot on during the analytical phase, and then incredibly flexible and professional during the implementation stage. These sorts of transitions are never easy, not just because of the technology but because they involve people and significant change. Qlic handled this effectively through the whole process, and I found them easy to work with on what are always more challenging projects than they may look like to the uninitiated. I would have no hesitation in recommending for other projects."



Chris Lang, CEO






"We have enjoyed a great relationship with Qlic, more recently with Peterhouse, but also with a company that Peter and I founded in 2004, called London Bridge Capital. The service that we received then was second to none, which prompted me to call Qlic when Peterhouse was formed. Imagine my surprise when Ben Turner answered my call! Goes to show what a good company Qlic is, retaining customers and staff long-term and still providing a great service."



Les Brady, Director

Qlic

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