

Managed Business IT Solutions

An introduction





David

www.davidallen-it.co.uk

Our mission is to enhance your business using technology.

As **your IT department**, our mission is to enhance your business using technology and provide comprehensive IT support that lets you focus on your goals. Our dedicated and qualified team are here to give you peace of mind that your systems are secure, reliable and ready to support your objectives.



Four great reasons to choose David Allen IT Solutions as your IT department...

1:

We don't just provide support and maintenance, we become your whole IT department providing business advice

2:

Dedicated team of technicians with instantaneous response times

3:

Customer satisfaction rating of **98%** across all support requests

4:

Partnerships with all major vendors



IT Support & Maintenance

Outsource your IT department

Acting as your IT department, our mission is to enhance your business using technology. A partnership with David Allen IT is more than just “keeping the lights on”.

We take time to understand your business and its challenges. We engage with your Board and business owners at an IT strategy level, and we engage with your staff to provide fast and efficient support.

IT support and maintenance with us is fully inclusive and typically covers the following with no additional charges:

- Instant response help desk support for your staff
- Onsite support
- Out of hours support on a best effort basis for mission critical faults
- 24/7 monitoring and maintenance of your server(s), network services and connectivity and patches
- Network connectivity monitoring to key equipment
- Proactive maintenance of workstations, patches, antivirus, security and spam filter via our RMM tools
- Daily backup verification and monthly testing

- Technical liaison with other providers for your other services such as telecoms and print management providers
- Technical advice and consultation for future project requirements

As an organisation with leading technology partnerships (Microsoft Gold Partner, VMWare Service Provider, Veeam Partner, ESET Managed Service Provider and more), we have the inhouse certified staff as well as access to specialist resources to ensure all your business problems are solved efficiently and effectively.

Support for your internal IT team

You may already have an internal IT team, and that’s great – we can support them too. We work with many clients who already have their own dedicated internal IT teams. We can assist them with projects, provide quotations for IT equipment and provide advice and guidance whenever they need it.



**“We provide
fast and efficient
support”**

Our Cumbrian Data Centre

Our local data centre, based in Cumbria is enterprise-grade, high quality, resilient and secure to ensure maximum uptime of your business IT infrastructure.

Our data centre can give you fast and reliable access from any location, so it's great if you have a workforce working remotely, or from multiple branch offices. Storing your data in our local Cumbrian data centre gives the following advantages for businesses over traditional cloud based storage:

- Compliance with GDPR – you know exactly where your data is
- Rapid recovery of data
- High speed network links
- Flexible plans to suit all types of businesses

Our Cumbrian data centre features include:

Maximum Security

- 24 x 7 x 365 security and monitoring
- Smart card two factor access policies
- Internal and external CCTV systems
- Security breach alarms

Redundant Power

- Dual, independent mains power circuits backed up by Uninterrupted Power

Supplies (UPS) systems

- Diesel generator backup with regularly switchover testing - protecting services from any single power failure

Environment

- 24 x 7 environmental monitoring systems
- Air handling units provide constant levels of temperature
- Automatic fire suppression utilising Inergen Gas

Internet Connectivity

- Diverse, high speed fibre routing via multiple carriers

Business Phone Systems

Business Phone Systems

Gamma is the leading IP phone provider: as a Gamma partner David Allen IT Solutions can provide a comprehensive hosted communications service that provides businesses with an extensive range of fixed and mobile telephony capabilities via an easy-to-use web portal.

Gamma's Horizon product allows us to manage and configure the system according to your organisation's needs. Employees can then manage their calls easily and effectively, thereby maximising productivity.

Gamma Horizon offers a complete cloud communications system for your business, which easily gives control of your fixed and mobile telephony.

The benefits of Gamma Horizon

Horizon is perfect for homeworkers or staff on the move that need to work productively whilst out of the office. Horizon makes flexible working a reality, while working with a single supplier makes your life easier.

Combined with your IT support, David Allen IT becomes the single point of contact for your businesses IT and telecoms.

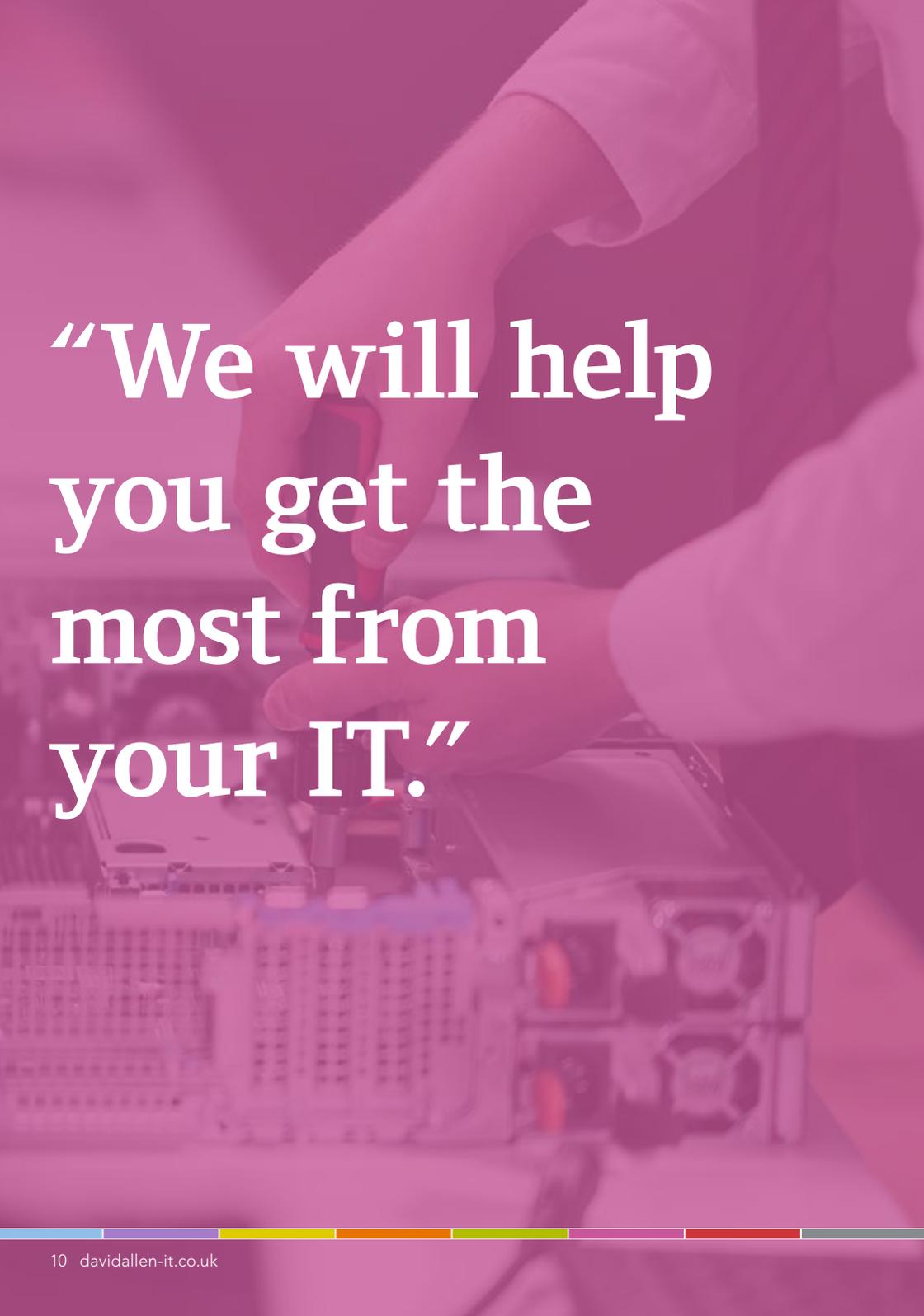
We provide everything from handsets to core network access, onsite installation, training and user guides, saving you time and hassle.

Plus, if you operate from multiple sites, Horizon is the solution for you. We can connect multiple sites easily and cost-effectively with one system. You can transfer calls to different locations seamlessly, as if the whole team was in a single office.



Cost Effective

Horizon is a cloud-based business phone system, so there are no traditional phone system maintenance costs to worry about. User and admin settings are also accessed via a web-based portal, making management of the service even easier.



**“We will help
you get the
most from
your IT.”**

Projects & Consulting

We will help you get the most from your IT. Our proactive team can provide a full project management service as well as offering IT consultancy services to businesses both large and small, so whether you are a local business, a large corporate company or an IT team in need of some additional support, we are here to assist you.

We will assess all aspects of your IT infrastructure to ensure that it meets your needs and expectations. With no hidden costs, no jargon or technical compromise, we guarantee that you will receive the best service from our team of experts.

Our consultancy services include:

- IT audits and health checks
- Procurement and licencing
- Server installations and upgrades
- Office PC and laptop refresh projects
- Office moves and restructures
- Remote access solutions
- Business wide wireless solutions
- IT hardware leasing
- Data cabling
- Microsoft Exchange migrations and installations
- Migration to cloud solutions such as Office 365
- GDPR advice, guidance and compliance



Hardware & Software

Business Hardware

Choosing the right hardware for your business is integral to the smooth operation of your IT infrastructure. Acting as your IT department we take the headache out of IT procurement for you.

We understand your businesses requirements, one phone call to us, and we can provide the right hardware for your business needs. We have developed partnerships with market leading suppliers such as Dell and HP to ensure you have access to exceptional quality equipment at the most competitive prices.

When you purchase hardware from us, we prepare it at our office to your specific business requirements, and install it for you, ready for your staff to use. We even take away and recycle all the packaging.

We can take care of absolutely every aspect of your IT hardware infrastructure, from servers, PCs, laptops and workstations, printers, the wired and wireless network, cabling and even end-of-life responsible disposal of old hardware.

Business Software

The challenge businesses often have is identifying the right software for their requirements. Our team of consultants can assist this by understanding your business processes and developing a strategy with you for your IT. The right software can really help your business meet its goals, improve staff productivity and reduce costs.

We can support your business with software vendor engagement, cutting through the technical jargon and supplier selection, and we can assist vendors with software installation and delivery of their solutions.

As a Microsoft Gold Partner, David Allen will give you the best advice when purchasing Microsoft products and licences. We also benefit from priority support from Microsoft, for more complex technical issues, or pre-sales advice for new products.



Managed Print Solutions

Managed Print Solutions

Printing can be a major expense for many businesses and we want to help you reduce your printing costs.

As your IT department, let us review the printing needs for your business as well as the costs you are paying and provide you with the best solution to improve your efficiencies while reducing your operating costs.

- With a managed print solution, you simply pay per print.
- We provide the printer and all of the toners for each printer and photocopier supplied.
- We will maintain the machines and complete all servicing requirements.
- Each month your usage will be reconciled and your printing costs invoiced to you.
- All you need to do is supply the paper. It's as simple as that.

For businesses with greater printing requirements, larger machines can be provided on a lease or purchase basis to ensure your business needs are met.

We've teamed up with local provider 'Tech4 Office Equipment' to provide you with a managed print solution, to complement our existing range of services.

“We want to help you reduce your printing costs”

Backups & Disaster Recovery

Backups

Backups are often overlooked and it isn't until disaster strikes that you realise how important they are.

At David Allen IT Solutions we will implement a backup strategy that provides maximum protection for your businesses valuable data.

David Allen offers onsite and offsite backup solutions that offer different levels of protection to suit businesses of all sizes. We can assess your needs and recommend the best solution to give you complete peace of mind.

Disaster Recovery

A disaster can be caused by a significant hardware failure, natural disaster or an attack by malicious software. In each case, it is important to have a disaster recovery plan in place to get your business back up and running as soon as possible.

We will help your business prepare a thorough and robust disaster recovery plan to minimise disruption and loss if the worst was to happen.

“We can assess your needs and recommend the best solution to give you complete peace of mind.”

Security & Protection

We understand the importance of securing your critical data and provide a wide range of security services including:

Antivirus and security software – we are an ESET Managed Service Provider (MSP), one of the leading security vendors, and will ensure all devices across your business are fully protected.

Antispam – effective junk email filtering that prevents potential threats from reaching your organisations.

Organisational policies – we can help you prepare tailored policies for your business to help staff understand their responsibilities in protecting your critical data.

Device encryption – by implementing encryption on devices, you can be assured that if the device is lost, the data remains safe thus protecting you and your business.

Office Message Encryption (OME) – with OME, you can send and receive encrypted email messages between people inside and outside your organisation, ensuring that only intended recipients can view message content.

Cyber Essentials Scheme – David Allen IT Solutions complies with the requirements of the Cyber Essentials Scheme and we are an active Cyber Essentials Practitioner. We can assist your business achieving the Cyber Essentials accreditation standards through a consultancy session with us.



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Our services

- IT Support & Maintenance
- Our Cumbrian Data Centre
- Business Phone Systems
- Projects & Consulting
- Hardware & Software
- Managed Print Solutions
- Backups & Disaster Recovery
- Security & Protection



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