David Allen

IT Solutions

Providing fully managed IT solutions to enhance your business

david-allen.co.uk

Welcome to David Allen IT Solutions

Our mission is to enhance your business using best-in-class technology and provide comprehensive IT support and services, which will enable you to focus on your business goals.

We are a Microsoft Gold Partner organisation, with customers across Cumbria, South West Scotland, Northumberland and further afield. We work with a multitude of companies, from local charities to multi-national organisations, in sectors ranging from tourism to construction.

Having a complete IT department is not a viable solution for many businesses, yet it is crucial to find a cost-effective way to manage and maintain your IT infrastructure.

Working with us is a partnership. We take the time to understand your business and its challenges, engaging with your staff, Board and business owners.

We pride ourselves on our outstanding customer service, so if you are looking for a reliable and efficient team to look after all your business IT requirements, please contact us.

Gary Martin
Director

David Arnold
Director

Corporate Visions & Values

Thrive on our clients **Ambition** for their future, and ours too

Provide the highest level of **Professionalism** with every interaction and delivery of service

Continually develop and grow our **Knowledge** and share it with others

Have **Integrity** across all interactions with clients, colleagues and our community too

Respect and support others, and the knowledge and opinions they bring

> **“Allow us to transform your IT strategy and use it to drive the growth of your business”**

Your IT Department

As your IT department, we will provide complete and comprehensive support to your business, removing the distraction it can cause to your organisation. We deliver to you a local IT department, allowing you the time to focus on your business.

We put our clients at the forefront of everything we do, spending time getting to know you, your business, and understanding the challenges you face. We review where you are now and plan for where you want to be in the future.

Our IT support and maintenance includes:

- IT strategy development and board level IT guidance
- 24/7 monitoring of your servers, network services, cloud services, security services and connectivity
- Proactive maintenance of servers and networking infrastructure
- Proactive maintenance of workstations and endpoints
- Antivirus and Spam Filtering software monitoring and maintenance
- Routine backup verification and testing
- Instant response help desk support for your staff
- Remote telephone, email and session support for issues, faults, requests, and system administration
- On-site support as required
- Out of hours emergency support

In addition, we will become your deployment, projects, and consulting partner to deliver bespoke services for:

- Business Telephone Systems
- Business Leased Line and Fibre connectivity
- Maximising the benefits of Cloud services such as Microsoft 365 and Azure
- IT Hardware procurement and deployment
- Software procurement and deployment
- Significant infrastructure changes or adjustments
- Delivery of defined projects that add value to your business

We have built leading technology partnerships, so not only does your business have access to our in-house certified technical team, you can also leverage our access to specialist resources.

Support for your internal IT team

Do you already have an internal IT team? Great – we can support them too.

We work with many clients who already have their own dedicated internal team. We can assist them with projects, provide additional support, quotations for IT equipment and provide advice and guidance whenever they need it.

Our products and services

Microsoft 365

As a Microsoft Gold Partner, we are experts at migrating businesses to Microsoft 365, and maximizing the benefits of its suite of products.

Our fully managed 365 comes as standard, with remote telephone and email support for faults, requests and system administration.

Plus, 24/7 monitoring of services, proactive maintenance and backup verification and testing.

Business Communication Systems

Our business communication systems include all the standard features you would expect from a traditional telephone system, with all the enhancements you need for a modern workspace.

Replacing a traditional telephone system with a cloud hosted solution within either the Microsoft Cloud or Gamma Data Centres, guarantees that the platforms are secure, resilient and flexible. This allows for seamless remote or home working and disaster recovery.

We will ensure that the system is fully deployed to your requirements, including selecting the right solution and system design.

Mobile Solutions

Our mobile solutions can keep your business working from anywhere. Our packages are ready to work with any handset, and provide your business with 4G and 5G connectivity, plus all the usual call minutes and texts you would expect. Our Tariff Optimiser service means no more worrying about the best data plan for your users, under using your package or incurring significant over usage charges – you are always on the best tariff.

Projects & Consulting

Our highly skilled team also offer leading IT consultancy and full project management services to businesses of all sizes. Whether you are a corporate company needing external expertise, or an IT department managing a large project in need of some additional support, we are here to assist you.

Business Continuity

As your IT department, we will take time to understand the backup and disaster recovery requirements of your business.

A disaster could be due to a hardware failure, natural disaster, or a malicious software attack. In each case, it is important to have a recovery plan to get your business back up and running as soon as possible.

We will help you prepare a robust plan to minimise disruption and loss if the worst were to happen.

Hardware & Software Supply

Our team of consultants will assist you in identifying the right software for your requirements, helping your business improve productivity and reduce costs.

We ensure you have access to quality equipment at the most competitive prices. With our specialist quoting tool we can price check major distributors, without the time-consuming process of contacting multiple vendors.

Connectivity

As your IT department we will ensure you have the right Internet connectivity, by considering redundancy, speed, bandwidth and cost. We have partnerships with leading providers such as Zen Internet and Gamma.

Data Centre Hosting

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

Cyber Security Awareness Service

You need to safeguard your business against both internal and external threats, especially as data breaches often occur due to user mishap. We can help protect your business by testing your security protection, assessing and analysing your IT and advising on security improvements, as well as staff security awareness training.

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Security & Protection

We understand the importance of securing your data and infrastructure. We keep on top of the latest security trends, so you don’t have to. We can determine exactly where there are potential weaknesses in your network with routine security audits and recommend exactly how to address them.

Backups – We offer offsite and onsite backup solutions. With routine backup restore testing, we provide peace of mind your valuable data is protected.

MFA – For optimum security we recommend implementing MFA to your business devices, adding a layer of protection to the sign-in process.

Anti-Virus - We are an ESET Managed Service Provider, one of the leading security vendors, and will ensure all devices across your business are protected.

Spam filtering – Spam Titan provides effective junk email filtering that prevents potential threats from reaching your organisations.

Managed IT Services

Moving your IT support and services to David Allen IT Solutions is a quick and pain free process. We will manage the procedure working closely with you to seamlessly bring your business onboard. We work with minimal disruption during the switching process, enabling your business to stay productive.

1

IT Health Check

We will carry out a non-intrusive review of your current IT infrastructure. We learn your business goals and plan for the future, providing advice and guidance.

2

IT Roadmap

We spend time gathering actionable insight, and based on the review of your business propose a high level IT strategy, with a clear plan on how to achieve it.

3

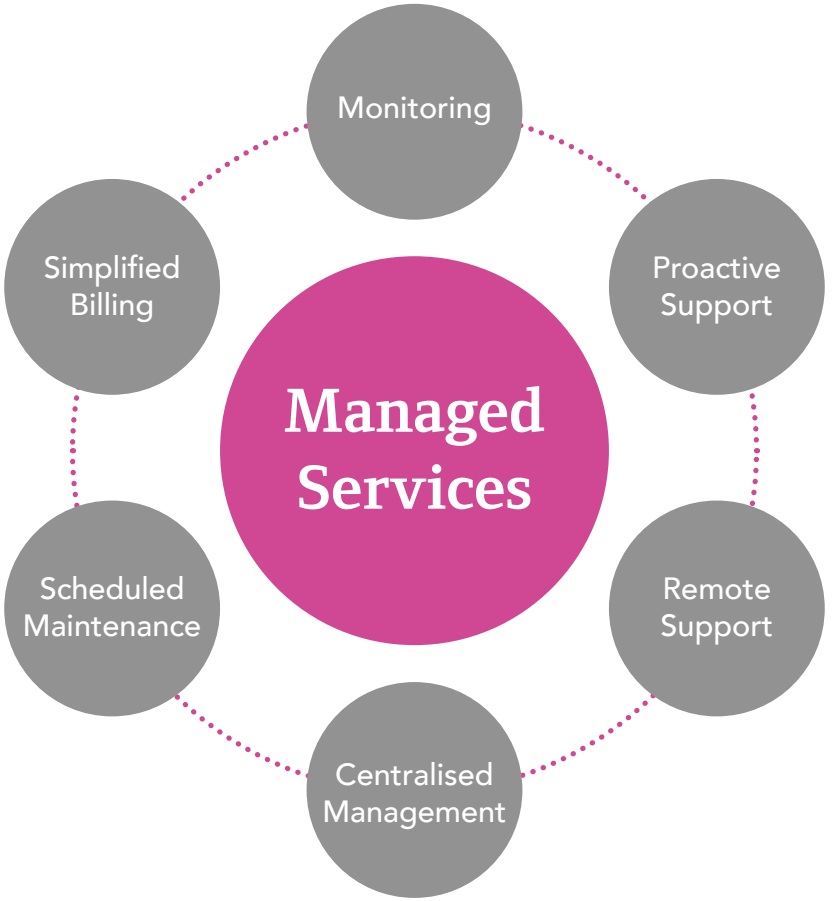
On Boarding

We will produce a process plan for onboarding your IT support services to us. We handle every part of the procedure, keeping you up to date with progress. If you are moving from another IT service provider, we can liaise with them for a smooth transition.

4

Your IT Department

We will document all of your IT infrastructure and hardware assets. Once onboarding is complete, our team of IT technicians are on hand to support you and your business with all the benefits that come from having your managed IT services with us.



> “Our managed IT service will bring you peace of mind”

What our clients say

"From our first meeting with the IT Support team we have received nothing but a fantastic service. Everything is sorted out quickly and efficiently, the team are approachable, friendly and professional. If we have a problem or need support, the team are always contactable and help as quickly as they can."

Action with communities in Cumbria

"We highly recommend David Allen IT Solutions. Having managed IT services that are both reliable and responsive is critically important to the smooth running of our operations. All calls are answered immediately, with a timely, efficient resolution of our issues. It is reassuring knowing they are available to us when needed."

H&H Reeds

"We were frustrated with our old telephone system as it couldn't do what we needed it to do. We did not realise how much we were missing out on by not having a hosted phone system. The benefits to the business are endless and the installation was seamless."

Jane Andrews, Hyde Harrington

"The IT support given to us through the help desk, proactive monitoring and maintenance ensures we have literally no down time to our IT systems. David Allen IT Solutions are keeping Tyson Burridge Haulage trucking!"

Neil Robinson, Tyson H. Burridge

> "The benefits to the business are endless and the installation was seamless."

Our Locations

Carlisle

Atlantic House
Parkhouse
Carlisle
CA3 0LJ

Tel: 01228 585300

Dalston

Dalmar House
Barras Lane Estate
Dalston, Carlisle
CA5 7NY

Tel: 01228 711888

Dumfries

51 Newall Terrace
Dumfries
DG1 1LN

Tel: 01387 270340

Penrith

3 Hobson Court
Penrith 40 Business Park
Penrith
CA11 9GQ

Tel: 01768 877000

Workington

Prosper House
Regents Court
Guard Street
Workington
CA14 4EW

Tel: 01900 878000

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David Allen

Providing Managed IT solutions to enhance your business

IT Solutions

Accountancy

Tax

Financial Services

Agriculture

Recovery Solutions

Payroll

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