claire**LOGIC**

Managed IT Services for growing SMEs

Enabling peak performance for your IT systems, business and team

Why managed IT services matter

Running any organisation without effective IT systems is now a virtual impossibility.

For the growing SME business, ensuring that systems support strategic goals and growth ambitions is a central concern. It can feel incredibly challenging because, as you grow to 50, 100, 250 staff and beyond, the costs and complexities only seem to compound.

Not only must you equip and enable all those team members to operate and be productive, but also support processes that are becoming more complicated, and support more customers.

Costs seem to increase inexorably, and the prospect of yet more capital expenditure and spiralling IT operational expenditures as you grow are a huge concern.

Meanwhile, business concerns such as your ability to recover and continue operations in the case of a crisis or cyber incident loom larger and larger each day.

One thing is certain. **Businesses today need IT experts on their team.** Whether you have reached the stage of hiring an IT manager or team leader, or whether you outsource the expertise, your IT resources are now among the most critical you have.

When running your IT starts to exceed your capabilities or overstretches your internal resources, it's time to bring in a managed service provider or MSP.

Government's 2024 Cyber Breaches Survey revealed that half of businesses (50%) and a third of charities (32%) have experienced cyber security incidents in the past year. Incidence rates only rise as companies grow.

Our role as an MSP

Our managed IT services were designed just for you.

The role of a good managed service provider may seem simple on the surface. To ensure that effective IT helps you operate without interruption, maintain your productivity, and protect your business. It means ensuring that systems operate efficiently, at the right speed, without downtime, and with the right connectivity at all times.

Doing it alone is not simple.

You need sufficient IT resources and skills. It requires constant system monitoring and day-to-day adjustments. Updating systems and software both on schedule and when unscheduled patching is required for security or to fix functionality. Not least, it means managing an increasingly complex array of cyber security protections to prevent incidents and intrusions – and ensuring that if those happens, your recovery is swift, losses are prevented, and continuity is assured.

Providing this as an outsourced service based on a Service Level Agreement means everyone knows exactly what their commitment is.

As a fellow SME, claireLOGIC understands the unique challenges and critical decisions that our clients face. Unlike larger MSPs, our Service Level Agreements (SLAs) are not just targets but minimum standards, which we consistently exceed.

Our managed IT services were designed just for you.

Our services

Our services aren't built to bewilder decision-makers. Our Managed IT Service is available either as a fully outsourced service, or can be custom configured to strengthen and support your internal IT team with specific areas of outsourced help.

Managed IT Service
for companies with no internal IT resources

Our fully outsourced service takes on the entire workload required to maintain and monitor your IT systems and provide accessible remote IT helpdesk support for your team. Systems are fully monitored, managed and protected by remote and on-site engineers.

Co-managed IT Service
for firms with existing IT resources

We configure and shape our services for larger SMEs, to complement what their IT teams can easily handle in house, bringing them extra engineering resources, additional skills, and specific areas of outsourced support and project planning and implementation. They can choose aspects of our expanded or extended services to shape their perfect MSP engagement.

No hidden surprises

- **Dedicated account management** gives every client someone to call with questions – while further regular and proactive planning guidance is built in too.

- **Simple and predictable service pricing** makes your IT servicing costs clear, predictable and plannable as you grow. Costs are calculated on a per user, per month basis, to fit your exact service needs.

- **We build cyber security into everything** we do, instead of charging it as a separate service – because it's just too critical to leave to chance.

We have shaped our services around what matters most to SMEs and growing businesses, to provide

- **Service** for your systems, so they never let you down

- **Strategy** for your business, so you can plan your IT future

- **Software** for your people, to support their productivity

- **Security** to protect it all, layered through everything we do

Our Managed IT Service includes:

Service Desk Support – Unlimited and easily accessible remote support during working hours from our helpdesk. It is staffed by skilled 1st line IT Engineers backed up with highly experienced 2nd line and 3rd line experts – and reachable by phone, email, or dedicated desktop support icon.

24/7 System Monitoring – Our powerful monitoring systems keeps your critical infrastructure and software under constant surveillance. It minimises potential downtime by ensuring issues are spotted, reported and resolved the instant they arise.

Full Email Security – We automatically scan and filter emails before they arrive, ensuring that viral payloads, spam, and phishing attacks never hit a user inbox. We provide antivirus, antispam, email backup, and email archiving to support compliance, and protect against loss of email history.

Managed Antivirus – We provide industry leading antivirus protection which proactively monitors and defends your PCs and other endpoint devices

DNS-Based Web Filtering – A software agent on every machine protects both users and systems from damage from malicious websites. It prevents users inadvertently accessing known phishing sites, and can even filter out specific content you choose.

Multi-Factor Authentication – Our enterprise grade dedicated MFA application adds an extra layer of user identification and authentication, by generating sign-on codes that can help prevent issues in cases of lost or stolen hardware.

Password Management – We implement dedicated software that encrypts all company passwords to keep them safe, and provides full auditing of changes. Enables and maintains best practice storage and retrieval of passwords by all users.

Patch Management – Our team swiftly installs software patches and critical updates to close vulnerabilities or fix known issues in a timely way, while ensuring that updates do not impact user productivity.

Dark Web Monitoring – This checks all company email addresses against your domain to quickly see any leaked passwords, or passwords or stolen data being sold – and if any are found, providing you guidance on what to change.

Microsoft 365 and G-Suite Backup – We provide full backup of SharePoint, Teams, 365 groups or Google Workspace data to prevent the loss of critical data that many businesses assume are backed up by the cloud provider – this is not the case.

Application Whitelisting - A powerful tool that denies applications and scripts from running except those that are explicitly allowed. It ring-fences applications by isolating them or limiting their access to outside networks and from other applications – this can prevent malicious actors from weaponising legitimate tools such as PowerShell.

IT Asset Management – ensuring IT assets and devices are identified, tracked, maintained, secured and retired as appropriate.

Monthly Reporting – providing you with a regular update about your system.

Remote and on-site engineers will support you and your systems around the clock.

All our technical services are backed by a world-class strategic partner lineup, including Microsoft, Datto, Dell, Cisco Meraki, Eset, Barracuda, Mimecast, Watchguard, Personio, Infinigate, and others.
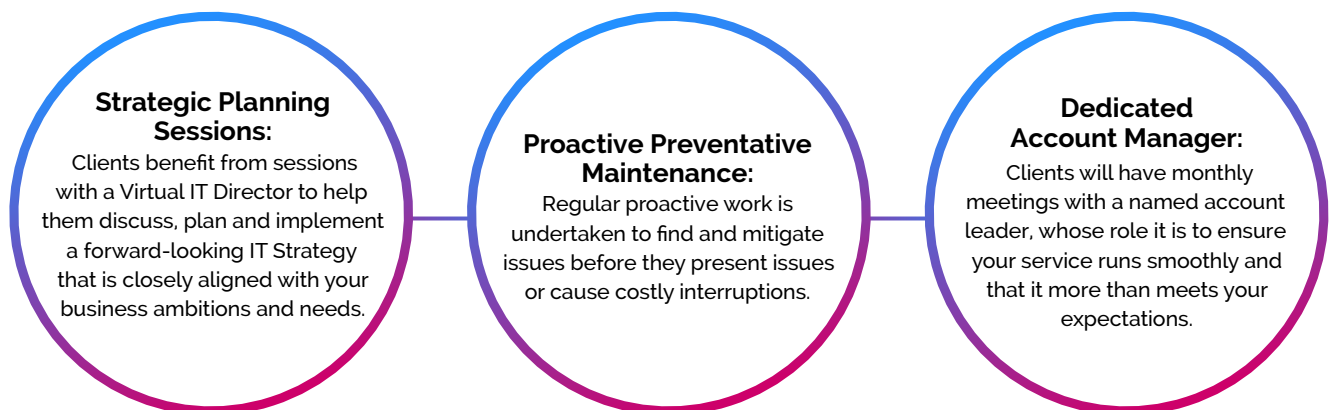
Layered IT security built in

At claireLOGIC, we don't see cyber security as an extra service – it is an essential to protect every aspect of your systems, and business. Our security has multiple layers and protects every aspect of your systems.

With a constantly evolving cyber threat landscape, no service provider should view this one as an optional extra – so, unlike some others, we simply include it as standard.

Protecting every device:
Application Whitelisting, Password Management and Endpoint Antivirus.

Protecting every inbox:
our Email Security Gateway stops attacks and malware from getting anywhere near your system through that route.

Protecting every user:
DNS-based internet filtering provides an extra layer of device and user protection from dangerous websites and content.

Protecting your perimeter:
Multi-Factor Authentication provides a barrier against unauthorised access and double checks user credentials.

Protecting your Microsoft 365 or G-Suite system and data:
Backup for all your Microsoft 365 or Google Workspace data plus Advanced AI anti-phishing and Data Leak protection.

Proactive & engaged support as standard

Strategic Planning Sessions:
Clients benefit from sessions with a Virtual IT Director to help them discuss, plan and implement a forward-looking IT Strategy that is closely aligned with your business ambitions and needs.

Proactive Preventative Maintenance:
Regular proactive work is undertaken to find and mitigate issues before they present issues or cause costly interruptions.

Dedicated Account Manager:
Clients will have monthly meetings with a named account leader, whose role it is to ensure your service runs smoothly and that it more than meets your expectations.

- **Clear & comprehensible service choices:** customised to your needs
- **SME focused:** shaped for your changing needs
- **Simple, predictable pricing:** no nasty surprises, ever
- **Cyber security built in:** layered IT security throughout
- **Proactive, preventative mindset:** prevent problems before they start
- **Supporting you every day:** dedicated account manager on hand
- **Forward-thinking:** strategic guidance and IT planning sessions included
- **Committed to excellence:** exceeding expectations and meeting promises

Build your perfect personalised service

Expand your services to suit your needs

We offer several options to enable you to expand, add to and customise our service as you grow, or to configure your custom setup from the start:

- **24/7 Remote Service Desk Support –** If your business operates outside normal business hours, then we can cover you and your team during these times too, so there is always someone available to support overnight and weekend productivity.

- **Microsoft 365 Licensing & Management –** Simplify IT spend and offload the stress of managing Microsoft 365 by treating it as part of your monthly cost.

- **Hosted phone system –** Our hosted IP phone system eliminates the need for an on-site phone server. You use it in exactly the same way, but without any expensive infrastructure or hardware to maintain. Hosted systems are also less vulnerable to any site-based incident, so are better for business continuity and disaster recovery.

- **Centralised email signature management –** We can also help you standardise and keep control of your email branding across all devices, so customers and clients receive consistent messages from every member of your team.

Extend your services as you evolve

Your needs will inevitably change, and when they do we will be here to help. We can offer extensions to your managed IT service exactly when you need them. Options to extend your services include:

- **IT Strategic Review –** A comprehensive review and audit of the IT your business, systems and people need to provide a complete perspective of your IT now and in future, with a clear Technology Roadmap.

- **Business Disaster & Continuity Recovery –** Planning for and managing the impacts of cyber or other incidents on IT systems, so you stay ahead of the fast-moving cyber threat landscape.

- **Cloud Transformation –** Helping you manage or complete your transition to becoming a fully cloud-based organisation.

- **Flexible IT Project Services –** Whether it's time to harmonise or upgrade your hardware, implement more connected and integrated software platforms, or make other essential changes, claireLOGIC can support you. We can help to specify your needs, identify optimal systems and suppliers, negotiate amazing deals on your behalf, and plan and implement IT changes for your next phase.

Let us help you as well as your systems

Our managed IT services for SMEs are designed not just for the business you are today, but also for what you will be tomorrow. As well as providing your business and team fundamental support to help both succeed, claireLOGIC brings you a team of SME technology experts who can help advise you for the long term, and be a true IT partner as you grow.

Book a call to discuss how we can work with you to help your team, your business, and your future.

Book a call

Alternatively, email **hello@clairelogic.net** or call **01865 989144**

claireLOGIC

clairelogic.net