YOUR
BUSINESS TECHNOLOGY PARTNER

UK**BUSINESSIT**
EPIC SERVICES & SUPPORT
WWW.UKBUSINESS.IT

COMPUTER SYSTEMS & SUPPORT | CLOUD SERVICES
DATA SECURITY | PROTECTION & RECOVERY
EXPERT TECHNOLOGY ADVICE & CONSULTANCY
WEB & E-MAIL HOSTING | BUSINESS BROADBAND
REMOTE BACKUP | BESPOKE DATABASES | IT RECYCLING
HOSTED TELEPHONY | VIDEO CONFERENCING | CCTV

WHO WE ARE

UK **BUSINESS IT** LTD IS A PRIVATELY OWNED, INDEPENDENT COMPUTER COMPANY. WE OFFER A FULL RANGE OF BUSINESS-TO-BUSINESS SERVICES PROVIDING ALL ASPECTS OF IT & TECHNOLOGY INFRASTRUCTURE.

BASED IN THE CENTRAL LOCATION OF STOKE ON TRENT, WE SERVE STAFFORDSHIRE, CHESHIRE AND NEIGHBOURING COUNTIES.

OUR PHILOSOPHY IS SIMPLE - WE HAVE INVESTED IN A GREAT TEAM WITH MANY YEARS OF EXPERIENCE AND KNOWLEDGE IN THE IT MARKET.

We understand the internal and external pressure points placed upon modern companies so we know what customers need from their IT systems, and because IT is critical to most operations, we always deliver on our promises.

WE DON'T GO FOR THE QUICK FIX – WE GO FOR THE RIGHT FIX! SOMETHING THAT WON'T LEAVE YOUR BUSINESS EXPOSED OR LET YOU DOWN.

WE HAVE CUSTOMERS FROM A SINGLE PERSON OPERATION TO COMPLEX AND SIZEABLE PUBLIC SECTOR ORGANISATIONS.

We have an extensive list of industry suppliers and are accredited by all of the leading brands to both sell and support IT and technology solutions.

Being independent allows us to source the best solution for our customers and we are continually on the look-out for new products that compliment our portfolio.

Don't worry if you're not sure what you need. We're experienced in asking the right questions and providing the best solutions.

EVERYTHING WE OFFER IS SCALABLE, SO YOUR INVESTMENT IN THE TECHNOLOGY IS PROTECTED, AS THE SYSTEMS WE SUPPLY WILL GROW WITH YOUR BUSINESS.

Call us today or e-mail one of our experts at ITexpert@UKbusiness.IT

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PHILOSOPHY

WE DON'T JUST SELL IT SYSTEMS TO OUR CUSTOMERS - WE PARTNER WITH THEM AND ENSURE THEY RECEIVE THE VERY BEST FROM THEIR INVESTMENT.

WE ARE COMMITTED TO HELPING YOU...
USE TECHNOLOGY TO INCREASE SPEED AND EFFICIENCY, EXPAND YOUR BUSINESS OPERATION, AND ATTRACT MORE CUSTOMERS.

We are honest and open: giving you the best advice from a position of knowledge and expertise. We are very friendly and completely understand the need to speak the language of business rather than jargon. We will never recommend a solution that does not provide a clear benefit.

When you work with us, you are dealing with experienced and motivated people who recognise that doing a good job is essential to maintaining our leading position. Everyone in our team is passionate about our clients' business success.

If you would like to get to know us better and discuss a Partnership through Technology, e-mail ITexpert@UKbusiness.IT or alternatively call us on **01782 26 44 55**

UKBUSINESS.IT | 01782 264455

IT SUPPORT - IT'S WHAT WE DO

WE HELP YOUR BUSINESS TO THRIVE, SURVIVE AND GROW EFFICIENTLY AND COST EFFECTIVELY.

No company in today's environment can manage without robust and reliable IT systems, and those systems need experienced and reliable people to look after them.

WELCOME TO UK BUSINESS IT,
WHERE MANAGING AND GROWING YOUR BUSINESS JUST GOT EASIER.

Whether you are a small operation, growing into a medium sized enterprise or a larger multi-sited business we have a solution that will suit you.

Talk through your issues – we can tailor-make the right package for you.

CALL US ON: **01782 264455**

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IT SUPPORT CONTRACTS

AT UK BUSINESS IT WE HAVE ALTERNATIVE SUPPORT CONTRACTS AVAILABLE TO SUIT ANY BUSINESS REQUIREMENT.

HERE ARE SOME EXAMPLES:-

- REMOTE SUPPORT CONTRACT – remote diagnosis and repair only.
- CRITICAL SERVICES SUPPORT CONTRACT – covers the vital elements in your network
- CRITICAL SERVICES PLUS SUPPORT CONTRACT – covers the vital elements plus 6 weeks per annum comprehensive cover for your own IT Manager (holidays, training, sick days).
- STANDARD SUPPORT CONTRACT – all equipment and services are covered on a breakdown basis.
- COMPREHENSIVE SUPPORT CONTRACT – all equipment is covered and also includes additions, moves and changes to your systems.
- COMPREHENSIVE PLUS SUPPORT CONTRACT – Comprehensive Contract with a series of additional services included (Broadband, Web & Mail Hosting, Remote Internet Backup, free IT Equipment Recycling etc).

BUT ALL OF OUR SUPPORT CONTRACTS INCLUDE THE FOLLOWING...

- UNLIMITED HELPDESK FACILITY
- UNLIMITED REMOTE DIAGNOSTICS AND ASSISTANCE
- REMOTE MONITORING OF YOUR NETWORK - 24/7
- ON-SITE CALL OUT WITH GUARANTEED RESPONSE TIMES:-
  Rapid response for urgent calls – 1 hour
  Critical equipment call out – 4 hours
  Non critical equipment call out – 8 hours
- COVER FOR IT HARDWARE, FIRMWARE AND OPERATING SYSTEMS
- REMOVE-FOR-REPAIR SERVICE (loan equipment when required)
- DISCOUNTED HOURLY RATE & NO CALL-OUT FEE FOR NON-CONTRACT WORK
- FREE IMPARTIAL CONSULTANCY TO HELP WITH TECHNOLOGY DECISIONS

FULL IT MANAGEMENT SERVICE

FOR BUSINESS OPERATIONS THAT WANT TO COMPLETELY OUTSOURCE THEIR IT

Managed services allow you to leave your entire IT roles and responsibilities to UK Business IT. In this way you can save on IT recruitment costs and focus on moving your business forward. We provide and support a comprehensive technology platform from which you can run your business effectively. Everything is provided for in one simple monthly fee. This service lets you focus on making your business a success without having to worry about technology.

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CLOUD

CLOUD COMPUTING ISN'T A NEW CONCEPT AND HAS BEEN AROUND FOR MANY YEARS IN DIFFERENT DISGUISES.

The term 'Cloud Computing' is often used to represent a diverse variety of IT Systems and Services, which are often sourced from different suppliers. Put simply though, Cloud Computing can be defined as your programs and data available on the internet as opposed to on a local network (for example). Of course the mechanics of what goes on in the background can be complicated and often involves hardware, software, hosting etc – all of which need to work in harmony for the systems to deliver effectively for your business. The degree to which a company can use cloud services will depend on many factors.

AT UK BUSINESS IT,
WE LOOK AT YOUR BUSINESS AND WHAT YOU NEED FROM YOUR IT SYSTEMS AND THEN WE ADVISE ACCORDINGLY.

If your requirements are best served by a cloud-based solution or a partial cloud-based solution then this is what we recommend. We have decades of experience in both installing and support client's IT systems, both on and off 'The Cloud'.

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HOW WE CAN DELIVER CLOUD COMPUTING INTO YOUR BUSINESS

1 **HOSTED BACKUP** Remote Internet Backup is a secure, simple and affordable alternative to traditional tape or disc backup solutions and is a modern, reliable solution to this business-critical process.

TECHNICAL INFORMATION

REQUIREMENTS
Remote Internet Backup needs an Internet connection to run effectively. This needs to be a broadband connection such as ADSL2+, DSL, Fibre or Leased Line. One of our technicians will fully evaluate your site and suitability for remote Internet backup. Broadband line upgrades are available, although we will endeavour to use your existing connection which are suitable in most circumstances.

SECURITY
A secure connection is established to the offsite data centre and data is encrypted to 128-bit level (military grade) before transmission. Data never travels un-encrypted, including during a restore process. Additional password protection ensures that only the authorised user has access to the data. These factors ensure that the service is very secure.

2 **HOSTED EXCHANGE** Our Hosted Exchange Service provides the benefits of business-class email, shared calendars, tasks and contacts wherever you are. In short, the full power of Microsoft Exchange is brought to you for a fraction of the cost.

3 **SERVER HOSTING** An alternative to having a file server(s) on your premises is to have it hosted. In essence this means that your server will physically sit in our datacentre and will provide you with the same facilities you would expect on your site – the main difference is that you log onto the server via the internet from anywhere.

TECHNICAL

REQUIREMENTS
We operate out of three datacentres in Slough, Maidenhead and Milton Keynes. Each datacentre is built to a high specification and all three are "Tier III" standard. This means that they have

UPS-backed mains power (N+1), generator backup (N+1) as well as Redundant Air Conditioning and 'VESDA' fire detection and suppression systems. In short, these are all very secure facilities to house your company's valuable data.

4 **SOFTWARE APPLICATIONS (INCLUDING MICROSOFT OFFICE 365 & AZURE)** At UK Business IT we are dedicated to providing your business with the most economic method of using software. Our experts will help guide you through the software licensing minefield to ensure your business gets the best out of its investment and that your software is legitimate and legal.

5 **BULK E-MAIL SERVICE** A number of clients regularly send out mass e-mails to their clients or to prospective customers. Customers use our SMTP Service which effectively gives you a local post-office to send your e-mail to. Mail is then forwarded on without your IT system being involved. This 'post office' is set up to specifically send out bulk e-mails and does not become blocked or blacklisted.

DATA SECURITY & PROTECTION

IT IS ESSENTIAL THAT YOUR BUSINESS DATA IS BOTH PROTECTED AND RECOVERABLE. LOSING YOUR DATA COULD BE A CRITICAL AND COSTLY BLOW TO YOUR BUSINESS!

A system crash, a virus, physical damage through fire and flood, hacking, theft or a combination of these are modern-day threats could all happen to your data. As there are so many products on the market, it's easy to believe that your data is secure when it actually might not be. As threats are constantly changing, so the safeguards need to be regularly reviewed.

UK BUSINESS IT HELPS YOU SECURE YOUR DATA
AND WE ALSO PROVIDE WORLD CLASS DATA RECOVERY SERVICES.

DISASTER PLANNING & RECOVERY

WE CAN HELP YOU TO PLAN FOR A MAJOR BUSINESS STOPPAGE, PUTTING STEPS IN PLACE TO REDUCE THE IMPACT AND WE OFFER A FREE SECURITY SYSTEM AUDIT TO ANY COMPANY THINKING OF ENGAGING OUR SERVICES.

We supply a variety of business recovery solutions from simple backup devices to complex off-site server solutions that automatically record and hold all your operational data with immediate access and virtually no down-time. High-availability products including 'cloud' computing solutions are also available from us.

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REMOTE & MOBILE WORKING

WITHIN TEN YEARS IT IS ESTIMATED THAT 40% OF ALL EMPLOYED PEOPLE WILL NOT TRAVEL TO A SINGLE PLACE OF WORK

HARDWARE & SYSTEMS

WE CAN DO IT ALL FOR YOU...

- FREE NETWORK DESIGN SERVICE
- ALL IT HARDWARE SUPPLIED
- SERVERS
- FIREWALLS / SECURITY DEVICES / ANTI VIRUS SOFTWARE
- ROUTERS
- OFF-THE-SHELF SOFTWARE PACKAGES
- VIRTUALISED NETWORKS
- IP BASED CCTV SYSTEMS

WE PROVIDE & SUPPORT COMPLETE IT SYSTEMS TO FACILITATE A REMOTE WORKING ENVIRONMENT. IN THE MAJORITY OF CASES, THERE IS NO ADDITIONAL INFRASTRUCTURE COST.

BUSINESS BROADBAND SERVICES

- FIBRE BROADBAND SERVICES FROM BT & VIRGIN UP TO 200MB
- ADSL BROADBAND LINES UP TO 24MB SPEEDS
- UN-METERED AND UNCAPPED BUSINESS PRIORITY CIRCUITS WITH FIXED IP ADDRESS
- LEASED LINES AT VERY COMPETITIVE PRICES UP TO 1GB
- SDSL BROADBAND LINES / SATELLITE BROADBAND / 4G MOBILE BROADBAND /
- WIRELESS BROADBAND
- VOICE OVER IP SOLUTIONS / SIP TRUNKS
- FULL RANGE OF EQUIPMENT

HOSTED TELEPHONE SYSTEMS

Hosted Telephone Systems are an exciting development in business telecommunications. They create a versatile, agile and flexible solution that provides the user with substantial savings. Here are some of the benefits:

- DISASTER RECOVERY SOLUTION
- KEEP YOUR EXISTING TELEPHONE NUMBER(S)

- STAY IN CONTROL AND CONNECTED
- QUICK AND EASY TO SET UP
- INTEGRATES YOUR IT AND TELEPHONE SYSTEMS TOGETHER
- FUTURE PROOF
- AUTO ATTENDANT, VOICEMAIL TO EMAIL, CALL GROUPS, CALL DIVERT AND FORWARDING

OUR SERVICES AT A GLANCE

- IT SUPPORT: AD HOC, CONTRACTS & MANAGED SERVICES
- NETWORK DESIGN & INSTALLATION: SERVERS; E-MAIL SYSTEMS; VIRTUALISED NETWORKS; HARDWARE
- DATA SECURITY & PROTECTION
- REMOTE & MOBILE WORKING
- DISASTER PLANNING & RECOVERY
- BUSINESS RELOCATION SERVICES
- CABLING SYSTEMS
- WEB & MAIL HOSTING

- BUSINESS BROADBAND SERVICES: FIBRE LINES; LEASED LINES; ADSL
- REMOTE INTERNET HOSTED BACKUP
- GREEN ICT: IT RECYCLING
- SOFTWARE & LICENSING
- BESPOKE DATABASE DEVELOPMENT
- IT STRATEGY REPORTS
- FORENSIC INVESTIGATIONS
- EXPERT WITNESS SERVICES
- VIDEO CONFERENCING SYSTEMS
- HOSTED TELEPHONE SYSTEMS
- IP BASED CCTV SYSTEMS

SOME OF OUR PARTNERS

Microsoft REGISTERED Partner | SOPHOS Silver Partner | hp Partner | DELL CERTIFIED PARTNER | CISCO PARTNER Registered Partner | KASPERSKY REGISTERED PARTNER | Canon Authorised Partner | AVG Authorized Reseller

intel Technology Provider | brother at your side Business Partner | TREND MICRO Authorized Reseller | APC by Schneider Electric REGISTERED PARTNER | Google Partner | Symantec Registered Partner | BT Authorised partner | PARTNERED WITH BUSINESS

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CLIENT TESTIMONIALS

WE VALUE CLIENT FEEDBACK AND LIKE TO SHARE THIS WITH NEW CLIENTS, SOME CUSTOMER COMMENTS ARE AS FOLLOWS...

> **IF YOU HAVE ANY ISSUE WITH YOUR COMPUTERS, THE UKBIT TEAM ARE DEFINITELY THE TEAM YOU NEED TO ENGAGE. I CAN HAPPILY RECOMMEND THEM...**

JASON HARKER – MANAGING DIRECTOR
JHPS GARDEN SYSTEMS

> **THE TEAM AT UKBIT HAVE BEEN LOOKING AFTER OUR IT NEEDS FOR YEARS. I HAVE COMPLETE CONFIDENCE IN THEIR ABILITY AND ADVICE AS EVERYTHING HAS WORKED IN THE EXACT WAY THEY SAID IT WOULD EVERY TIME I HAVE USED THEIR SERVICES...**

> **UKBIT ARE OUR TRUSTED PROVIDER AND ALWAYS DELIVER ABOVE AND BEYOND MY EXPECTATIONS...**

EMMA BONFIGLIO – DIRECTOR
APPOINTMENTS PERSONNEL LIMITED

IAN HAZELDINE –
MANAGING DIRECTOR
YELLOW CIRCLE
WEB SOLUTIONS LIMITED

OUR SENIOR TEAM

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OUR TEAM PROFILES CAN BE VIEWED ON LINKED IN OR BY VISITING:

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