

Impact IT Solutions

Managed IT Packages



"Impact IT are our single point of contact for all IT related queries, escalating to third parties and managing all tickets as needed."

Liaison Group

Helping you succeed through technology with tailored IT solutions, so you can focus on what you do best.



Contact us

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Business Park, Hawkfield Way, Bristol
BS14 0BB

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info@impactitsolutions.com
www.impactitsolutions.com

Package 1

Impact Essentials

Ideal for small businesses requiring assistance with IT needs.

Support

24/7 System Monitoring
Anti-Virus Management
Customer Portal for End User

Account Management

Dedicated Account Management
Procurement Services & Management

GDPR and Compliance

GDPR Compliant Starter and Leaver Process
Standardised Machine Build Process SOP

Cyber Defence and Continuity

Backup Monitoring Alerts, including Restores

Remote Troubleshooting

Remote assistance between 8am-8pm with IT issues such as software installation, email setup, and connectivity issues. Through secure remote access tools, we can troubleshoot problems efficiently without the need for an on-site visit.

Remote and On-site Support

While most issues can be resolved remotely, we offer limited on-site support for critical hardware setup and basic network configuration. Whether it is setting up new computers or troubleshooting network connectivity problems, our technicians will visit your location when necessary.

Email, Client Portal and Phone Support

Access technical assistance through email, our client portal, or by phone during support hours. Our responsive support team is dedicated to providing prompt, clear, and effective solutions to address your IT needs.

Basic Security Advice

We offer basic security advice and assistance with antivirus software installation to help protect your systems from common cyber threats. While this option focuses on essential support, we will provide basic antivirus and malware protection.

Package 2

Impact Comprehensive

Ideal for growing businesses requiring more comprehensive assistance.

Everything in Impact Essentials, plus:

Support

- Unlimited Remote Support
- 2 Days per Year Complimentary Services
- Anti-Virus Licensing
- Customer Portal and Manager Access
- Email Security
- Password Management
- Patch Management

Account Management

- Asset Tracking, End of Life Management
- Proactive Infrastructure Reviews

GDPR and Compliance

- Cyber Essentials Questionnaire Assistance
- Policy Document Assistance

Cyber Defence and Continuity

- Endpoint Detection and Response (EDR)
- Mobile Device Management

Extended Remote and On-site Support

Benefit from both remote and on-site support between 8am-8pm for a wider range of technical issues, including software troubleshooting, network connectivity problems, and hardware maintenance. Our technicians address your IT issues promptly, whether they arise remotely or require an on-site visit.

Regular Maintenance and Updates

We take a proactive approach to managing your systems, performing regular maintenance and updates to optimise performance and security. By keeping your software and hardware up to date, we help prevent potential issues and ensure smooth operation of your IT infrastructure.

Data Backup Solutions

Protecting your critical data is essential, therefore we help you establish backup strategies to safeguard against data loss. Our team assists you in implementing reliable data backup solutions and provides guidance on data recovery in case of emergencies.

Comprehensive Cyber Security Measures

We enhance your protection with additional cybersecurity measures such as firewall configuration and security audits to protect your data and network from external threats. We prioritise security to mitigate risks and vulnerabilities.



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Package 3

Impact Advanced

Ideal for businesses requiring proactive IT management and advanced technical expertise to maintain peak performance and security.

Everything in Impact Comprehensive, plus:

Support

4 Days (in total) per Year Complimentary Services

Breach Monitoring and Reporting

Centralised Software Deployment Services

Discounted Pricing for Pro Services Work, including Project Management

Account Management

Dedicated Account Management

Full Asset Management

Full Vendor Management

Virtual IT Director

GDPR and Compliance

Cyber Essentials Plus Management

Policy Document Assistance

Long and Short Term Planning, Budgeting, Consulting

Approved Software List

DSAR and Requests for Information Processing

Cyber Defence and Continuity

Backup and Disaster Recovery Annual Test

Network Reporting and Traffic Analytics

PEN Testing Scheduling and Management

SNMP Network Monitoring and

Management

Office 365 Backup

Vulnerability Management

Advanced Remote and On-Site Support

Benefit from advanced remote and on-site support between 8am-8pm, ensuring rapid response and resolution to any IT issues that may arise. Whether it is during business hours or after hours, you can count on us to be there whenever you need assistance.

Advanced Monitoring

We monitor your systems 24/7 to detect and address potential problems before they affect your business operations. Through advanced monitoring tools and automated alerts, we can identify issues early and take proactive measures to prevent downtime.

Advanced Cyber Security Measures

We implement advanced cybersecurity measures such as intrusion detection, penetration testing, dark web monitoring and employee cybersecurity training to protect your business from evolving threats. By staying ahead of cyber threats, we help safeguard your sensitive data and maintain the integrity of your IT systems.

Performance Optimisation

Our team conducts regular performance analysis and optimisation of your IT infrastructure to ensure maximum reliability and scalability. Whether it is fine-tuning your network configuration or optimising server resources, we help you achieve optimal performance and efficiency.



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We'd love to hear from you

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Website:



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