

Providing IT Managers & internal IT teams with an extension to their department to increase capacity, skillset and success.

Internal IT Team – Bolt-On Services



- **Extension to your IT Team**

Skilled IT Engineer Resource available to support & work alongside your in-house resource

- **IT Project Support**

Eliminate the demand on your internal IT dept, with our IT Project Resource to support your team and projects

- **Engineer Holiday/Sick Cover**

We can provide cover for when your team is not available or under pressure with increased support requests

- **IT Health Checks & Audits**

Providing IT teams with pro-active services to keep IT estates running smoothly

IT Manager Support Services



- **IT Road Map Support**

Working with IT Managers to build, plan and support an IT road map to support the business and objectives

- **Vendor Management**

We can become the central point for managing key vendors, sourcing new vendors/tech & providing preferential pricing

- **POC's**

Helping IT Managers and internal IT teams with sourcing, building, and testing future technology

- **Remote Management & Monitoring (RMM)**

Providing IT Managers with peace of mind through remote management, monitoring, alerting & reporting of their IT estate

IT Escalation Services



- **IT Helpdesk Overflow**

Easily scale up and down. We can provide an escalation helpdesk for when your in-house helpdesk requires more capacity.

- **2nd/3rd Line Escalation**

We can provide highly experienced Microsoft engineers for your in-house team to escalate to for 2nd and 3rd line support requests

Cyber Security



Avoira can provide your internal IT team with a portfolio of Cyber Services to protect your team, business and IT environment. Services include:

- Cyber Security Assessments
- Security Accreditation Support (Cyber Essentials/ ISO27001)
- Vulnerability Scanning & Pen Testing
- Ransomware & Antivirus Technologies