



Local Support Services

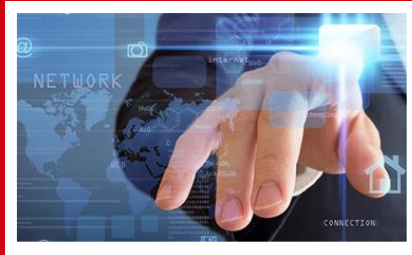
OX IT SOLUTIONS LTD



**SERVICE
DELIVERABLES** OUR
RESPONSIBILITY AS YOUR
IT SERVICE PROVIDER



OX IT Solutions Ltd



OX IT Solutions Ltd are an Oxfordshire based software and hardware reseller employing many highly trained technical and sales consultants focused on Networking, Infrastructure, Consultancy, Support and the many Security solutions available to keep your business running and secure!

Mission Statement

Our purpose is to supply IT products and services to companies the breadth of the UK who need an extension to their already busy IT department. We have the skill set to help source the right products for you and support you through implementation and the life cycle of your equipment and software.



Unit B6 Danebrook Court, Langford Lane, Kidlington, Oxfordshire, OX5 1LQ



01865 594 930



info@oxitsolutions.co.uk



www.oxitsolutions.co.uk



10392088

Contacts



Sales
sales@oxitsolutions.co.uk
01865 594 930



Technical Support
technical@oxitsolutions.co.uk
01865 594 930



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COMPANY PROFILE

Who we are

OX IT Solutions Ltd are located in the heart of Oxfordshire giving us fast access to customers the length and breadth of the UK. With our office based on the outskirts of Oxford we are also ideally situated to provide software, hardware and support to the surrounding businesses with super-fast response times should you need us in a hurry.

We have a wealth of experience designing, implementing and maintaining Infrastructure, Networks and Security solutions for many Enterprise Level customers, as well as smaller companies across the UK.

Specialist areas include Networking, Wireless, Servers, Storage, Backup, Archiving, Hardware, Consultancy, Support, PC's & Laptops, Printers and Consumables, and our technical staff have extensive and detailed knowledge and experience in installing, troubleshooting and maintaining high level security solutions from cutting edge Security vendors.

What we do

Our technical staff have hands on knowledge and experience of a multitude of Network & Security solutions - implementing hundreds of proven and trusted solutions over the course of their collective careers.

The knowledge gained from these years of 1st hand experience ensures that whatever solution you feel is the right fit for you, you can be sure that OX IT can support you fully.

With great rates on a wide range of professional services, our engineers are always available for you, either on-site, remotely or just a phone call or email away.

What we offer

We provide Infrastructure and Security Solutions from best of breed Vendors - On-Premise, Cloud and Hosted solutions are all available. Our Security engineers have installed and maintained Vendor solutions across some of the most recognised companies in the UK, whilst always retaining a local presence for our surrounding customers.

Our engineers are accredited in all areas of Anti-Virus, Mobile Security, Endpoint Protection, Web & Email, Ransomware, Data Loss Prevention, Encryption, Device Control, Firewalls and Security Appliances.

Who we work with

Our sales staff undertake all necessary training with the appropriate vendors, to ensure they are up to date with the latest developments in the ever-changing IT World we live in.

Hardware, Networking, Infrastructure, Wireless, Mobile, Cloud & On-Premise Security queries are all dealt with in a professional and speedy manner – just give us a call with your requirements.

Whether large or small, we guarantee a speedy response to any request you have, with the best advice at the best price.

You can find more information on our website www.oxitsolutions.co.uk.



Technical Skills Matrix

At OX IT Solutions, we work with both established and emerging technologies to give you the best possible IT services available, below are some of our specialist areas:

Network

Firewalls, UTM, Windows servers, Switches, routers, Barracuda appliances and penetration testing.

Endpoint Security

Malware protection, stop zero-day threats and ransomware, centrally managed by security suites from our top vendors. McAfee Business Suites, Bit Defender, Panda Adaptive Defence 360 and many others.

Secure your Data

Company data is critical to any business, how safe is yours? We provide backup, archiving, encryption and data loss prevention solutions from the top vendors such as McAfee, Barracuda, Panda and Bitdefender, talk to our consultants about the best approach to securing your corporate data today.

Let us manage your security for you

As well as our best of breed on-prem security solutions we can offer cloud based multi-tenancy security solutions from all of our recommended vendors enabling us to keep an eye on your security for you and provide advanced reporting on the security status of your network and alert you the when an attempted malware or zero day infection attempt has been blocked. Some of our vendor partners also offer advanced data reporting, encryption services and full system management all from the cloud.

Hardware

Lenovo, Dell, HP, Microsoft, Apple, Samsung, laptops, servers, printers, monitors, PC's, routers, switches, telephone systems, consumables and more.

Office Software

All versions of Microsoft Windows, Office on-prem or 365. We can also help with implementing many other applications with our extensive IT knowledge and experience.

Implementation

Endpoint Security, Cloud Backup, Encryption, Device Control, Security appliances, Network Infrastructure, Server builds, office moves, telephone systems.

Supporting local business

Although many of our customers are at large enterprise level OX IT are also dedicated to supporting local businesses. We can offer superfast local support on-site or remotely to help you implement all your IT requirements such as installing new PC's, setting up small business servers, installing Windows applications and implementing cloud based or on-premise next generation perimeter and endpoint security. Our tailored support contracts are ideal for small businesses that don't have the time or IT staff to maintain hardware and software internally, these are detailed on the next page.



Tailored Support Contracts

OX IT Solutions Ltd offer an extensive range of support offerings which can be tailored in to your very own exclusive maintenance contract. To make things a little easier we have standard and premium support contracts that will cover most areas, these can of course be changed to suit your particular requirements.

The **Standard Contract** is designed to cover the key areas of your business with unlimited telephone support, remote assistance, monthly status reports and our unique quarterly health checks, all designed around your specific software and hardware support requirements.

Our **Premium Contracts** are designed for customers that don't have the time or resources to look after their network or complicated security software. Managing server updates, backups and IT security software are extremely important tasks but can take up an incredible amount of time. Our highly trained staff can take away the stress of looking after these business-critical processes with our remote monitoring, IT Security Software support, managed services and On-Site work when required.

The table below illustrates our two support offerings which of course can be changed to meet your requirements if needed:

Please contact our sales department for pricing and contract agreements.

Included Services	Standard	Premium
Telephone Support 08:30am – 5pm Weekdays	✓	✓
A dedicated account manager	✓	✓
Regular reports and catch-up meetings	✓	✓
Remote Support	✓	✓
Monthly Reports including backup checks and server health	✓	✓
Quarterly Security Health Check	✓	✓
Guaranteed SLA's (more details on next page)	✓	✓
IT Security Software Support	✓	✓
Remote Upgrades		✓
On-Site Support and upgrades (hourly rate and expenses apply)		✓
Remote Server Monitoring		✓
Named Technical Contacts		✓
Microsoft Software Support		✓
Software Patching		✓
Managed Services		✓

Additional Services	Free	Charged
Full Scope of Work documentation	✓	
Professional Service Days		✓
Remote Installations (charged at an hourly or daily rate)		✓
Hardware Refresh		✓
Office Moves		✓
Technical Training		✓
Server Builds		✓
Infrastructure Design and Implementation		✓



Flexi Support

Our **Flexi Support services** are available to all customers. This service is designed to be a virtual extension to our customers IT support team. We offer telephone, e-mail, remote and on-site support. The Flexi service is offered via the OXIT voucher scheme, support vouchers can be pre-purchased in increments of 30 minutes, this entitles you to all of our remote or on-site (**excluding expenses**) professional services.

The minimum investment for flexi support is 50 vouchers, the flexi service is purchased in advance of the date it is required to start, vouchers can then be used as often as needed until they have all been used or the expiry date of 12 months has been reached.

Vouchers cover support for any software or hardware that you have purchased from us or simply as an additional resource to your IT department. We cover standard business hours of 9am to 5pm Monday to Friday, support hours can be slightly adjusted as a tailored offering should you require it, this can be discussed with your sales account manager.

Flexi Support		Charged
30-minute Vouchers are available for our Flexi Support option		✓
Minimum investment of 50 vouchers, please contact sales for pricing		✓

Please call us for a free no obligation chat to discuss all of your IT concerns, our highly trained sales and technical staff can advise you on the best way to solve any of the technical challenges you are facing, this advice is free of charge, please call in today to take full advantage of this service.

01865 594930



Additional Services

Documentation

On request detailed documentation can be provided at the end of any project we undertake on your behalf. (N.B. This would require the purchase of additional consultancy days). The documentation will detail the processes of deployment used and how this was successfully tested within any pilot phase. Documentation can be handed over to your company as the method for future deployments. Technical documents will include:

- Design specifications
- Implementation plan
- Relevant process documentation
- Build configuration documentation
- Basic Administration information

Service Level Agreement

A full list of our standard SLA's can be found on our website. We can also provide a custom SLA agreement tailored to your needs should it be required. This will be agreed upon and added to the final proposal upon acceptance.

Please visit the following link: http://oxitsolutions.co.uk/Professional_Services/Telephone_Support.html.

Training

OX IT Solutions Ltd can offer a range of training courses in addition to any training given after a new implementation. We believe your company would benefit from using tailored courses for the training of the technical team or new starters. The training is available on request from yourselves and chargeable at the normal day rate, this training will be customised to suit your requirements.

If desired a member of your technical staff can 'shadow' the **OX IT Solutions Ltd** consultant(s) on any major activities enabling us to offer a skills transfer during all installation and pilot activities for new or major product releases. This will enable your company / **OX IT Solutions Ltd** to complete important or mandatory upgrades. Your staff will gain significant knowledge transfer from our consultant's experience, both in terms of specific product issues and knowledge, and benefit from our experiences during projects previously undertaken.



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