



FREE
IT health
assessment
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322006

TAILORED AND HOLISTIC SOLUTIONS

CONSULTANCY SUPPORT
AND TECHNICAL EXPERTISE

WHO ARE WE?

Credo IT was the innovative idea of Managing Director Roger Hogarth, who saw a need for a company that offered a holistic office support model for business in the South East of England. Roger firmly believes in solutions being tailored to the customer's individual needs, taking into account where the business sees itself in the future. This gives customers the reassurance that their systems have the scalability for their vision. Coupled to this is a one-on-one business relationship with an engineer and an account manager; the objective is for the external support experience to feel very much like Credo IT are part of your team.

HOW WE HELP YOU

Credo IT combines business class consultancy support with technology expertise. This is targeted at the small to medium sized business sector. We aim to offer a complete solution package to companies so they can keep track of their IT budgets, have peace of mind in their infrastructure, and trust that the guidance they are receiving is given with a sound overview of what their company needs to enable growth.

Our team has over 40 years' experience in the technology industry, working with the likes of British Telecom, London International Financial Futures Exchange, Fidelity International and Sharp Corporation. This experience gives us absolute confidence in our ability to focus on delivering the expertise essential to your business.

As you would expect, everything we do is fully supported via our own internal Helpdesk and Technical Team. We offer support levels that reflect the needs of your business and how your business operates.



We aim to offer a complete solution package.

PRODUCTS WE USE

Credo IT utilises industry leading manufacturers and software vendors to provide fault tolerant reliable solutions. The products used are well recognised within the IT marketplace and by forming strategic alliances, Credo IT are able to work with these companies to ensure we are up to date with the latest technology and demonstrate a high standard of support. Below is a small example of the key partnerships we have formed over the years.



You will receive a minimum of 1 years manufacturer's warranty, when using branded hardware products, often being extended to either 3 or 5 years for piece of mind knowing that in the unlikely event of a failure, the manufacturer will replace or fix the fault at no extra cost to you. By working this way we often find that companies can budget for any IT expense for up to 5 years, knowing that only further equipment purchases will be required due to expansion or change of business activities.



Flexibility to adjust as your business growth.

CORE SERVICES

IT Services

IT Services that simply encompass the supply, configuration and installation of anything IT related. This could be something as simple as a Wireless Base Station setup, a full migration and upgrade of your existing system, an acquisition, moving into new premises or you just need help to budget your IT needs. As you would imagine we have extensive knowledge of everything IT; we can often suggest alternatives or another way of doing things that will allow you to become more efficient and save you money.

Data Services

Credo IT Management offer a myriad of Data, Cloud and Telephony Services, sourcing business-class service providers to give you the highest quality solutions for your business. These include:

- Telephone Lines
- Mobiles
- Broadband/SDSL/Leased Line/ EFM Circuits
- VOIP
- Remote Backup
- Virtualised Servers

Proactive Support

Credo IT Management also offer a proactive support environment. We have a suite of management tools that monitor the state of our customers' networks within a live environment. Every 15 seconds we poll specific equipment ranging from Internet Routers, Firewalls, Servers and other business-critical hardware. This helps us to pre-empt any outages that will affect the smooth running of our customers' networks. Our aim is to resolve these problems before they become critical by using specialist remote tools that allows us direct access to customers' networks and servers just as if we're sitting in front of them.

Backup and Disaster Recovery solutions

Having an effective data backup and disaster recovery solution in place can be the difference between a business with a bright future and one that closes up shop.

Credo IT Management understands the needs of organisations of all sizes when it comes to disaster recovery, and provides technology to ensure your business will continue to operate with minimal interruption.

A tailored solution from Credo IT Management will ensure your data is protected; we will create the best package for your system and budget.



Become more efficient and save money.

SUPPORT SERVICES

Service Level Agreements

We give more choice for you and your business, tailoring our support for your particular needs. Offering 3 service level agreements, you only pay for what you need.

Bronze Reactive Support



Catering for small businesses with 5 or fewer computers and no server, this is a reactive service, with no monitoring of the customer's computers. Any issues will be attempted to be resolved using Credo IT's helpdesk and remote support suite. If on the rare occasion the issue is unable to be resolved remotely, there will be a charge for a site visit per hour and callout charge.

Laptop & Desktop Computers	£5+VAT per month
Servers	£70+VAT per month
Callout Charge	£30+VAT
Hourly Rate	£60+VAT per hour

Silver Proactive Support



Silver support is aimed at businesses from 5 to 75 desktop or laptop computers with one or more servers. This service provides a proactive monitoring system, to pre-empt any potential issues the customer may encounter. All telephone and remote support is unlimited and the Silver support package offers one free site visit per month. Additional site visits will be charged at our standard rate.

Laptop & Desktop Computers	£8+VAT per month
Servers	£112.50+VAT per month
Callout Charge	No Call out Charge
Hourly Rate	£60+VAT per hour

Gold Premium Proactive Support



Credo IT's premier support package, as per Silver Support but includes fully inclusive onsite support at no additional cost. Charged on a monthly basis, all onsite support is fully inclusive with a reduced rate of £50 per hour for onsite work outside of support, eg. a new PC installation. All other computer and communication equipment is supported by default when server support is taken. This includes printers, ADSL routers, network switches, etc.

Laptop & Desktop Computers	£9.50+VAT per month
Servers	£140+VAT per month
Callout Charge	No Call out Charge
Hourly Rate	£50+VAT per hour



Tailored support for your needs.

A SPECIALIST IT SOLUTIONS PROVIDER FOR THE SOCIAL CARE SECTOR

Credo IT work with a number of social care providers including Fostering Agencies, Care Homes, Residential Homes and Schools. We understand the needs of your sector and how important it is to have simple and effective IT solutions that you can rely and depend upon allowing you to strive for the highest standards of care and support for your service users.

Roger Hogarth (Managing Director) has worked closely over the last 10 years with social care companies. He has an excellent understanding and knowledge of this sector obtained from congruent communication, honesty and hard work. This front-line involvement has allowed Roger and his team to develop a service that will meet your needs within budget. We can provide a diverse range of solutions including:

- Hardware
- Software
- Network and Router Configuration
- Peripherals
- Support Packages

To arrange a free no obligation site visit please contact us today.

01797 322006

enquiries@credoit.co.uk

"...we were very impressed with the service that we received from Credo IT Management. We were dealt with professionally and efficiently. We felt we were listened to and that you understood our needs.

Any questions or concerns were dealt with promptly and in a way that we could easily understand. We didn't feel pressurised or bamboozled! Thank you for making our change over as smooth an experience as it could be."

Angie Bristow, St Michael's CEP Playden

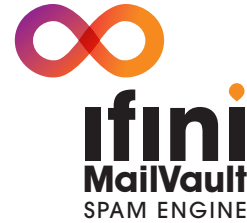




Business Partner



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- IT Services • Data Services • Proactive Support •
- Backup and Disaster Recovery •

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or send us an email

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