



CONFIDENCE IT

**BUSINESS IS BETTER  
WHEN YOU WORK  
WITH CONFIDENCE**





# WHO ARE CONFIDENCE IT

Confidence IT has been serving businesses across various industries since 2001.

We specialise in providing comprehensive IT solutions to help businesses like yours stay updated with the latest technology and ensure smooth operations.

With a dedicated team of experienced IT professionals, Confidence IT is committed to delivering expert services tailored to meet your specific business needs. Our holistic approach to IT solutions ensures that your systems are not only up-to-date but secure and efficient.

At Confidence IT, we understand the challenges businesses face. That's why we offer proactive support and innovative strategies to keep your operations running smoothly. By partnering with us, you can focus on growing your business while we take care of your IT needs.

Whether you require cloud services, cybersecurity solutions, network infrastructure setup, or IT consulting, Confidence IT has the expertise to guide you every step of the way. Let us be your trusted IT partner and empower your business to work with confidence.





Our support model is based around 6 key points which help us provide the best service to our customers.

# THE MISSION

01

**Excellent customer service** – ensuring we maintain our ‘can do’ attitude and provide the correct answers to our clients’ questions and solutions to their problems.

02

**Pro-active support and maintenance** – we monitor your systems in order to spot any potential problem as early as possible. We then complete the necessary work to resolve this before it becomes problematic.

03

**Helping with IT policies and methods** – consistency and documentation are paramount in any ICT environment. We work with our clients to create the right policies and procedures and document critical business systems.

04

**Account management** – we have regular reviews on the ongoing ICT works, both over the phone and face to face. This ensures we’re all on track and constantly moving in the right direction.

05

**Evolving use of technology** – we have an experienced team and a varied customer base; this ensures we are up to date with all technologies. We use this experience and our knowledge to help all of our clients innovate within their IT infrastructure

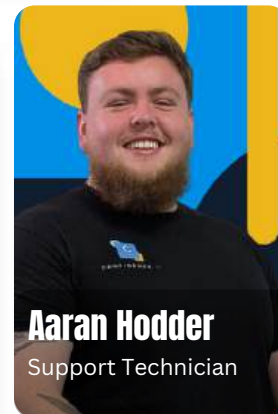
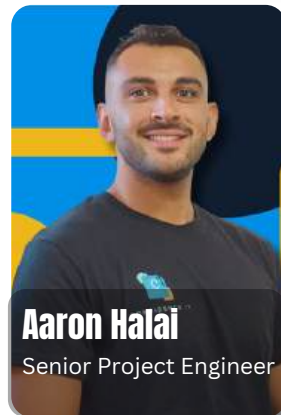
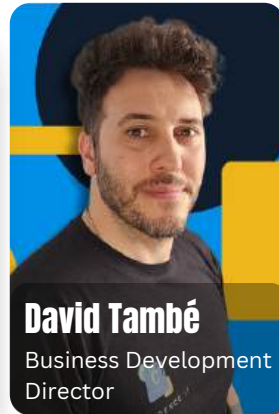
06

**Integrity** – our goal is to be your trusted IT partner and to always provide the best solution to fit your requirements. We also aim to work within budgets.

Your Support Team



# MEET THE TEAM





# HOW CONFIDENCE IT HELPS YOUR BUSINESS



## IT Support

Your dedicated team of IT experts proactively supports your IT Systems, ensuring your business is always performing at its best. With a 99.4% customer satisfaction rate, your team is guaranteed reliable service and fast resolutions to keep everything running smoothly.



## IT Consultancy

If you need guidance, strategy, or advice regarding your IT needs, our team of consultants and senior technicians is here to assist you. Whether you have a large project or require hardware advice, you can trust us to deliver the right solution for your business.



## Cyber-security

With the growing threat of cyber attacks targeting small and medium-sized businesses, protecting your company is more important than ever. We employ advanced security solutions designed to safeguard your business from potential risks. From real-time monitoring to automated threat detection, our proactive approach ensures your data, employees, and operations remain secure.



## Cloud Services

Whether you want to reduce your on-premise server equipment or ensure your team can work from anywhere, our cloud solutions are customised to meet your business needs. With our dedicated data centre, you can trust that your servers and data are secure and compliant with GDPR.



## Communications

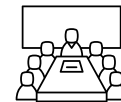
Our VoIP phone systems and internet packages are designed to keep you connected. With our VoIP solutions, you can enjoy reliable, high-quality voice calls over the Internet, which helps reduce costs and enhance flexibility. Our fast and secure internet packages ensure your communication infrastructure is efficient, scalable, and ready to support your growing business needs.



## Project Management



## Automation & Integrations



## Virtual CIO Service

# SUPPORT BASICS



Microsoft 365 Administration



Network Management



Server Management



Infrastructure Health Checks



Cloud Server Management



Computer Rebuilds & Repairs



Patch Management



Mobile Device Management



Cybersecurity Services



Account Management



Vendor Management



IT Strategy & Consultation



Compliance Support



Documentation management



20% Discount on Technicians



Attendance of IT-related meetings

Day	Start	End
Monday	8:00	17:30
Tuesday	8:00	17:30
Wednesday	8:00	17:30
Thursday	8:00	17:30
Friday	8:00	17:30

**WORKING HOURS**

# SUPPORT PACKAGE

Your business needs to stay secure and one step ahead. We include vital services in our IT support packages, below are some of the services your IT support package includes.



## Unlimited Remote Support

A team of dedicated technicians is ready to resolve any IT issue you have. We aim to answer your call within 30 seconds and have a first-contact resolution rate of 90%.



## Device Monitoring

Our specialised software monitors all of your devices and servers. This alerts the team to any issues before they affect your business.



## Network Security

We use enhanced network security software to help protect your network from threats to your business. This software also includes training for your staff to help spot any malicious activity.



## Microsoft 365 Backups

All of your 365 data and emails are backed up and centrally managed. This gives you peace of mind should you need to recover any data.



## Asset Management

You will receive a monthly report on the status of your devices, which creates your own asset list to keep track of hardware life cycles.



## Anti-Virus

Bitdefender anti-virus software is included at no extra charge to make sure your devices are always protected. This is centrally managed to help us spot any issues before you do.



## Password Manager

Password manager to help keep your business safe by creating and securely storing complex passwords. 1Password can also auto-fill details and MFA information to make the sign-in process quicker



## Email Security

Protect your business and staff from cyber attacks originating from email. This also includes training to help spot malicious emails and a quick and easy way for your team to report them.

**All of these products and features for only  
£55 per user per month**

# CYBERSECURITY AWARENESS



## Cyber Essentials Certification

Whether your business needs a Cyber Essentials certification or not, we aim to secure your business to a level of cybersecurity if you need a certification, all we need to do is apply for one.

Cyber Essentials is the fundamentals of cybersecurity every business should follow to remain protected against cyber threats and data loss.



## Firewalls And Internet Gateways

Implementing firewalls and secure gateways at network boundaries to monitor and control incoming and outgoing network traffic, providing a first line of defence against unauthorised access.



## Secure Configuration

Ensuring that devices and software are configured securely, following industry best practices and guidelines. This involves removing or turning off unnecessary features, changing default passwords, and applying appropriate security patches and updates.



## User Access Control

Ensuring that devices and software are configured securely, following industry best practices and guidelines. This involves removing or turning off unnecessary features, changing default passwords, and applying appropriate security patches and updates.



## Malware Protection

Deploying effective anti-malware solutions (e.g., antivirus software) to detect and prevent the execution of malicious software. Regular updates and scans help identify and remove malware, reducing the risk of infection and data compromise.



## Patch Management

Maintaining an up-to-date inventory of software and applying security patches promptly. Regularly updating software protects against known vulnerabilities and helps prevent exploitation by attackers.





CONFIDENCE IT



# THANK YOU



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[www.confidenceit.co.uk](http://www.confidenceit.co.uk)