



## IT SUPPORT HELPDESK

Curve IT have a friendly and knowledgeable team to resolve all your IT issues from complex server set-ups to simple quick fixes to printers and computers.

Our Fully Managed service includes unlimited IT Support, both remotely and onsite at your premises, for your network, desktops, laptops, Macs and servers. We also liaise with 3rd party software and hardware suppliers on your behalf to ensure they conduct any relevant upgrades and address issues promptly. This level of IT Support is suitable for businesses whose operation is dependent on their IT.

Our Proactive Support is for those companies that wish to have their IT monitored and managed but who wish to pay for IT Support helpdesk and onsite support on a chargeable basis. We offer pre-paid 10 hour bundles of IT Support for our helpdesk and onsite service – see price list for further details.



## TICKETING PLATFORM

Our client service ticket platform tracks all incoming IT Support requests and projects. The system enables all of our technicians to access the history of any current and existing cases, review the work completed and tasks to be done. All our support team are proactive, often working together to swiftly resolve issues for our clients.



## PERFORMANCE MONITORING

We pro-actively monitor all the devices on your network, their status, history and daily performance. We make early identification of issues such as high memory usage, to ensure your network is efficient and that there is minimal disruption to your business.



## ALERTING

Our alerting platform informs us for any critical devices on your network, their status, if the device goes offline or if a fault is detected such as a failing hard drive or overheating. We are alerted before potential issues occur, so we stay one step ahead and stop problems before they happen.



## NETWORK DISCOVERY AND MAPPING

Initially our software scans your entire network. This scan is followed up at further regular intervals finding all devices within your network, it's network information and features. This enables remote access capabilities for the Curve IT team allowing us to remotely connect to your PC's and devices when support is required.



## AUDIT AND REPORTING

Our reporting software provides a full audit on your network, listing all devices, users, software and specifications. Our reporting server can give a full weekly report of your network showing its health status and highlighting potential issues. It also informs us of upcoming warranty and software expiry dates.



## WIRELESS NETWORK MONITORING AND MANAGEMENT

Curve IT have a specialist WiFi team to perform an initial site survey of your premises, identifying range, blackspots and traffic congestion. Using specialist software, our engineers produce WiFi heatmaps transposed over the floor plans of your building. These maps assist in the design of the network and identify the optimum positioning of access points. Network traffic can be monitored remotely and adjustments made to optimise connectivity.



## MANAGED ANTI-VIRUS AND SPYWARE

Our recommended AV defender software is based on the award-winning Bitdefender® Internet Security platform providing the best protection and the lowest impact on performance. We centrally manage AV on client servers and workstations ensuring they are up to date and that regular security scans are completed. Today's threats are pervasive and deadly. Bitdefender has proven itself through independent testing to be the best endpoint security protection software. AV defender is linked to our IT Support desk software which informs us of threats and their status.



## FIREWALL MANAGEMENT

A firewall protects your network from unauthorised attacks keeping it always as secure as possible. Curve IT do regular maintenance and updates to the software and hardware within your network to give you the best cover possible. We also make suggestions where needed to improve any aspects of your network.



## PATCH MANAGEMENT AND UPDATES

Our managed software undertakes regular patching and updates to any servers and workstations within your network to maintain reliability, performance and security.



## MANAGED BACKUP

Maintaining a regular backup is essential for all businesses. Imagine how your business would suffer with total data loss or outage! Our software takes hourly snapshots of your servers and shared data allowing you to restore any deleted or corrupted files. This data can replicate to other disks or servers within your business and to our offsite secure data centre located in central Brighton. In the event of failure, we can quickly have you back up and running.



## IT PROCUREMENT AND INSTALLATION

Sourcing the appropriate and best-in-class equipment for your network is essential to the smooth running of your business. Underpowered, low specification machinery can have a negative impact on the efficiency of your daily operations. We can procure IT equipment at competitive prices due to our purchasing power. We install and fully configure both hardware and software items, and can provide training for you and your team.



## CONSULTANT SERVICES

We provide regular reporting and meetings with yourselves to analyse your IT infrastructure to ensure it best meets your current requirements and to future-proof your business. We provide a full consultancy service for large-scale projects including WiFi installations, communications room set-up, new networks and office moves (physical or virtual).



## IT OUTSOURCING

You can outsource all your IT to us. We will assign one of our technical engineers to your company who will schedule weekly visits to your premises. The engineer will conduct on-site routine maintenance and troubleshoot any user issues. This service provides your business with a constant point of contact and a guardian for all your IT.



## CLOUD SERVICES

We can set your business up with full cloud computing capability to provide enhanced flexibility to your IT. Cloud computing allows your team to access programmes and collaborate on documents remotely via the internet in addition to storing data remotely. We also supply hybrid solutions giving you the flexibility to work in the cloud combined with onsite infrastructure to support the security and back end of your network.



## OFFICE 365

Office 365 is a simple and cost-effective way to access the intelligent range of cloud Office services and to gain regular new features in the latest desktop software. Users can install software on multiple devices and work in the cloud for a set monthly subscription fee. Large cloud hosted e-mail accounts take the strain off in-house servers to synchronise your working life wherever you