syn-star

Super-fast IT support that will help your business grow.

syn-star.co.uk

Speak to us about your proposal now. 0800 508 8332 | hello@syn-star.co.uk

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Contents

What's included?

Unlimited Remote Support;
Service Desk support is available to every user between **07:30 and 17:00, Monday to Friday**. You can log support requests via email and online 24/7 at the Syn-Star Client Portal.

24/7 Asset Monitoring;
You will receive monthly reports summarising the health of your hardware estate, including a machine-level breakdown of each key criteria that we monitor. This is the cornerstone of our service to guarantee peace of mind. Our Asset Monitoring will also support you with key decision-making and planning.

Your Happiness is Guaranteed;
Your dedicated Client Relationship Manager will facilitate a smooth transition to Syn-Star. They will also suggest applicable real-world improvements and ensure you receive the very best in customer care.

Lily joined the business as an apprentice several years ago in 2014 and has recently been promoted to Tech Team Leader. Her calming and reassuring approach makes her a popular Technician when we speak to our clients about the IT service she has provided.

What's included?

Long-Term Relationships;
We positively encourage long-term relationships with our clients through the recommendation and implementation of appropriate and carefully planned strategic support, rather than an SLA-led service.
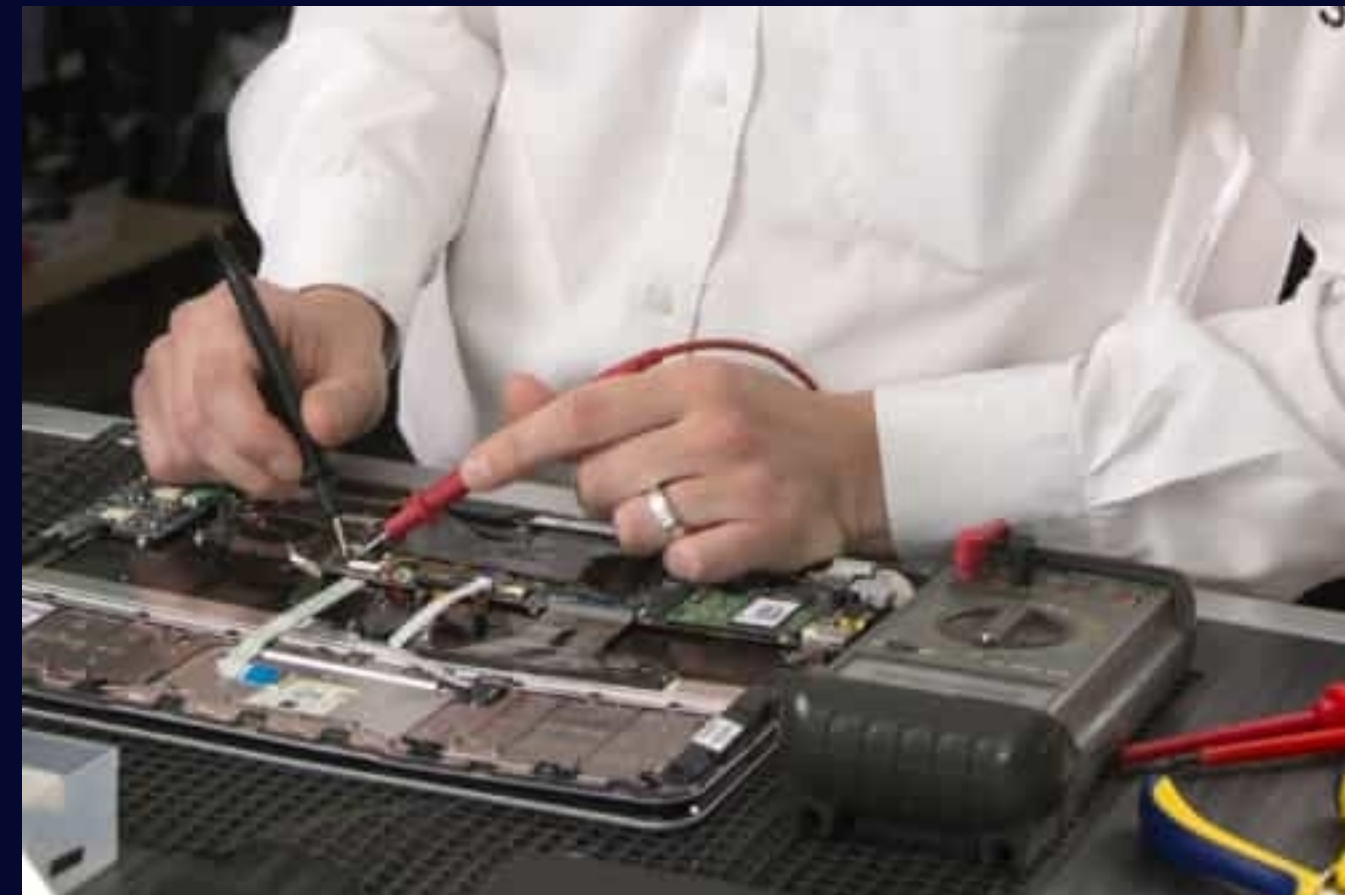
Emergency Support;
We do have an emergency support SLA, whereby emergency issues are responded to within 2 hours but, in reality, we address them faster.

Rapid Repairs;
Unlike most software IT support companies, we can fix down to the component level. Most of our hardware repairs take place in-house. That's great news for you as your machine doesn't need to be sent off to a third party so you can be back up and running faster!

Strong Security;
Our technicians work hard to keep your business secure against modern cyber threats. Along with 24/7 machine monitoring, we provide weekly automated security patching and updates to minimise the risk of cyber attacks.

90 day
Happiness Guarantee

two hours
Emergency Response

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We've got your IT covered...

Our fully managed monthly IT support package will include a seamless onboarding process focused on understanding and enhancing your business technology. You'll also have:

> A guaranteed emergency 2 hour response.

> A dedicated Client Relationship Manager as a point of contact.

> Fully unlimited remote support.

> Access to the Syn-Star Client Portal.

> Backup monitoring for all compatible software.

> 24/7 hardware monitoring.

> Hardware asset tag and audit.

> Management of weekly updates.

> Support for A4 desktop printers.

> Full network infrastructure administration.

> Support for second, third and fourth device included.

> Monthly performance reports.

You'll have a seamless transition to Syn-Star.

Our on-boarding process is our approach to transition you to Syn-Star painlessly. We will work closely with you to develop and agree on plans that work in your interest, which begin as follows:

Phase 1
> We will request any historical data which may help us with your onboarding.
> Any admin details for your existing software and hardware will be requested from you or your previous support company.

Phase 2:
> Meet with key people involved.
> Establish communication preferences and agree timescales for review meetings.
> Confirm that we understand your technology needs, goals and expectations.
> Determine immediate needs and current known challenges.
> Discuss long-term business objectives and plans.
> Agree on plans for continual improvement.

Giles Cleverley is the director and business owner of Syn-Star. He founded the company in 2002 after experiencing similar frustrations to you, so became passionate about building a team to address those pains and help other companies.

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Our on-boarding will offer minimal disruption.

Phase 3

> Complete an in-depth site audit to build our understanding of your current IT infrastructure.

> Obtain images of equipment to assist our technicians when diagnosing faults even if they haven't visited site.

> Asset tag all of your current hardware to ensure we can create a cross-reference log in our IT documentation software (IT Glue).

Phase 4

> Present recommendations for immediate changes, actions within 12 months and also recommendations for the next 2-5 years.

> Suggest improvements to your technology and processes to keep your business ahead of its competition.

> Migrate any services from your previous IT provider to us, such as the management of Microsoft Office 365 and G Suite.

> Our team will work with you, for as long as required, to understand any outstanding work from our survey and/or worksheets.

Stuart is our Solutions Specialist. He concentrates on the project that matters to you - our new client on-boarding being one of them! Stuart has been with Syn-Star for a long time. He's always developing his knowledge to help companies like yours.

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Get the analysis you need to continually develop...

Our team will regularly produce full analysis and reporting on the IT support we provide. This will help with us working together, in partnership to help you make the key decisions that will improve your IT.

We will regularly ask for feedback on our service to ensure we're performing to a high standard and continually sticking to our promise to provide you with leading IT.

We do so much more than manage, repair and replace...

The Syn-Star fully managed support package is ideal for those looking for help with their monthly IT requirements. However, we understand you may have extra projects which need completing, such as:

> Office moves
> Network cabling and wiring
> Cyber security training and support
> IT consultancy
> IT strategy implementation

We'd be more than happy to quote for any projects which aren't included within our monthly IT package.

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We would highly recommend Syn-Star as your IT partner/supplier. Prior to signing up with them we had a couple of different IT companies, but none seemed to or wanted to get to know our business and IT requirements.

Matt, Director, AMK Group

Did you know...

Since the launch of Microsoft SharePoint in 2012, our team have supported thousands of individuals and teams with this software. As Microsoft Partners, we're always proactive about understanding the latest Microsoft updates to offer a service which allows you to do exceptional things through the power of technology.

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Want to learn more?
Click here to book a call.

Visit our website to get a quote today

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