

**syn-star**

# What **Level** of **IT Support** do you need?

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# Introduction

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At Syn-Star, we offer two flexible IT support options to fit your business needs. Our standard IT Support package ensures your business has the cover and support it requires, while our On Demand package provides security and performance without the full commitment of monthly support.

Explore our comparison table on the next page for a detailed look at our services. For questions or more information, our team is ready to assist you.

## ***We will cover:***

- Fully Managed IT Support
- On Demand IT Support
- Qualifying questions
- Comparison



# Fully Managed IT Support



## ✓ UNLIMITED SUPPORT

Your entire team have access to a specific IT technician for their needs whenever they need it at no extra cost to your business. By paying a monthly direct debit you won't see any unexpected charges, sky is the limit to ensure your team can work as efficiently as possible.

## ✓ NO NEED FOR INTERNAL IT PERSON

There is no need for you to employ an in-house IT Support person, with fully managed IT Support you're covered by a professional team of technicians with key expertise in specific areas.



# Fully Managed IT Support



## ✓ PREDICTABLE MONTHLY COSTS

Predictable monthly costs and reduced need for in-house IT staff can lead to significant savings.

## ✓ EXPERTISE & EXPERIENCE

Full access to a team of IT professionals with diverse skills and up-to-date knowledge on your systems and devices. We use industry leading technology to monitor your devices and actively work to prevent downtime before your team even notice the issue.



# Fully Managed IT Support



## ✓ STAFF SICKNESS

With Fully Managed IT Support your entire team get unlimited access to a team of professional technicians. With an in-house team, a smaller department may experience reduced uptime due to staff absences or illnesses.

## ✓ SCALABILITY

Our services has been created to allow easy scalability for your team so as your business grows so does your IT Support service.





# Fully Managed IT Support



## ENHANCED SECURITY SUPPORT

Proactive management of security threats and regular updates to protect against vulnerabilities.



## COMPLIANCE AND RISK MANAGEMENT

Assistance with specific regulatory compliance and risk management associated with your businesses specific requirements to avoid legal issues and penalties.



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**Website**  
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# On Demand IT Support



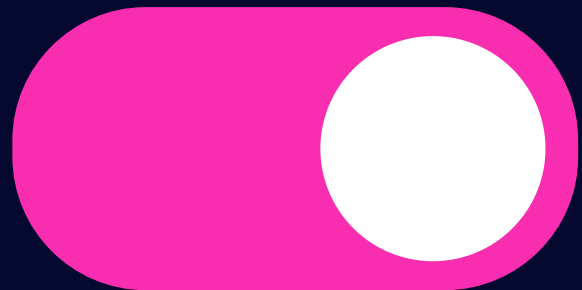
## ✓ FLEXIBILITY

You can access IT support services whenever you need them, without being tied to a long-term contract.

This is ideal for businesses with fluctuating IT needs, those that prefer not to commit to a fixed monthly fee or have an internal IT person but want backup support.

## ✓ EXPERTISE ON DEMAND

You have access to a pool of specialised IT professionals who can tackle specific problems or projects. This means you can get expert help for complex issues without needing to hire full-time specialists.



# On Demand IT Support



## ✓ LOWER MONTHLY COST

Using on-demand IT support, you avoid paying the higher monthly amount for fully managed IT Support and only pay for support when you need it but still benefit from having professionals on hand when you need them.

## ✓ SCALABILITY

You can easily scale the level of support up or down based on your current needs. This is particularly useful for businesses experiencing growth or seasonal fluctuations in demand.





# On Demand IT Support



## CUSTOMISABLE SERVICES

On demand IT support can be tailored to meet your unique business requirements.

Whether you need help with a one-time project or ongoing support for specific systems, you can customise the services to fit your needs.



## BACKUP SUPPORT

On demand IT Support has been built to support your internal IT person meaning you get access to industry leading support system notifications as well as having a backup support team that can step in to help at a moment's notice.



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# Feature Comparison

Feature	Fully Managed	On Demand
24/7 Device Monitoring	✓	✓
Managed Windows Security Updates & Patches	✓	✓
Device Alerting	✓	✓
Asset Management	✓	✓
Client Portal	✓	✓
Automated Ticket Allocation & Resolution Tracking	✓	✓
Monthly Reports	✓	✓
Client Relationship Manager	✓	✓
Remote Support	✓	Charged
Laptop/Desktop/Mac/Server Support	✓	Charged
Internet & Network Infrastructure Support	✓	Charged
Onsite Support & Troubleshooting	Charged	Charged
New Hardware Configuration & Installation	Charged	Charged
Guaranteed 2 Hour Emergency Response SLA	✓	✗
Annual Deep Dive & Quarterly Strategy Meetings	✓	✗
5 Year Budget & Roadmap	✓	✗
Compliance – Guidance & Planning	✓	✗
Microsoft Compliance Management & Support	✓	✗
Project Management	✓	✗
Back-up Monitoring & Disaster Recovery	✓	✗
Third-Party Supplier Liaison	✓	✗

## Case Study

Syn-Star's IT support empowers this high-tech manufacturer to automate more processes and streamline operations to become a leader in its field, by installing and maintaining modern, integrated, reliable IT hardware and software.

**Find Out More**



★★★★★

**Cost effective**  
advice and  
implementation



★★★★★

Always very  
helpful and  
**reliable.**



★★★★★

Syn-Star Provide  
**Excellent Service**



★★★★★

The knowledge  
they possess is  
unfathomable!

## How to Proceed?

To learn how we can support your business with a  
seamless relocation **get in touch now!**



**Email**  
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