



IT SUPPORT

ESSENTIAL BUSINESS GUIDE

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Revolutionary Instant IT Support Services



At Omicron, we like to take a proactive approach to managed IT services. Over the past 25 years, we have been providing innovative and trustworthy IT solutions to businesses of all sizes – refining our proactive systems and services in the process.

With our experience, we have devised a revolutionary and unique four step Instant IT support system called HALO, which really sets us apart from other IT support companies. We operate HALO alongside our clever pre-emptive alerting systems, meaning that our remote IT support team can fix issues before you notice them – and before they get a chance to interrupt business.



What is Halo?

HALO is a multi-layered system that ensures your systems are running at their most efficient and secure. It makes your business systems scalable and reliable. We understand that technology needs to be ready to evolve alongside your business, and that a passive approach simply will not do, which is why HALO is such a revolutionary model for IT solutions.

This fully managed maintenance service is cost-effective for clients, as it dramatically reduces response times and allows us to provide IT services to the highest standards – and in a way that grows and adapts alongside you, and the world at large.

As the service moves ahead we step through the layers of the HALO system as follows.

Security and GDPR



Data management is one of the greatest sources of anxiety for businesses; security threats, data loss, and breaches of privacy are very real possibilities for anyone working in the digital age, and ensuring that your data security offers the right amount of protection can seem like a mountain to climb.

The good news is, you don't have to panic – and you don't have to be fooled into thinking you need to spend a fortune on IT security and data management.

Data Security and the GDPR rules are there to protect you, me and everyone from hackers, fraudsters, spammers and other people who will misuse your data. Proper compliance can keep you safe from a devastating attack – all you need to know is whether your IT security is working to the highest possible standard.

Security Solutions for Keeping Your Data Safe

At Omicron, we will use our expertise to perform initial checks on your managed security services, your IT infrastructure including servers, PCs and networks, as well as penetration testing and setting up multi-authentication techniques to ensure passwords are secure.

A qualified GDPR consultant will also be able to help you address and transform your data security risks, by introducing a number of efficient security solutions, including:



Encryption



AntiVirus and Malware



Network Security
Solutions



Data Security for
Cloud Systems

Reasons to Choose IT Outsourcing for Your Business



If you're still on the fence about outsourcing your IT services, take a look at our five favourite reasons why a dedicated IT support company like Omicron can do wonders for your company...

Expertise for a Fraction of the Salary

Just as it takes a village to raise a child, it takes a technologically proficient team to support and monitor your business's IT systems. Recruiting your own full-time IT support staff will incur much higher costs: maintaining multiple salaries and up-to-date training will cost your business far more than outsourcing your managed IT services to industry specialists.

Peace of Mind

With so many troubling headlines about data breaches and leaks, worrying that your computers could be vulnerable to cyber-attacks can end up ruling your professional and personal life. Being able to trust that your employees' and customers' sensitive data is in expert hands will give you the time and confidence to focus on running your business as usual, without feeling that disaster is around the corner.

Partnership

Finding an IT Support Team who can actively work alongside you and your workforce, not just via remote access, will make a considerable difference to your business. A proactive work ethic means that you get a personalised approach, expert knowledge, and unlimited access to IT solutions, education, and maintenance – either in-person, or over the phone. A collaborative approach will mean that your IT services can be refined and perfected to suit your business.

Regulations, Standards, and Data Security

FCA Compliance, Cyber Essentials, GDPR...keeping your business's data stores safe and secure online is critical. Outsourcing your IT services to a company that is fully compliant with the necessary regulations and standards for technology and data will mean that you are protected, secure, and primed against cyber threats.

Compartmentalise

Any business will thrive when its employees are able to focus on core business. IT outsourcing will ensure that your IT services are managed seamlessly, and that business can always go on as usual. You and your employees can trust that your IT services are being expertly managed, without distraction or worry.

What to Look for in an IT Company



If you've made the decision to outsource your IT support, then finding a company that will truly understand the ins and outs of your business's particular needs can seem overwhelming. The right virtual IT support company can do wonders for your business by improving and safeguarding your IT systems – but you may still be unsure what it is you're looking for.

To help you out, we have compiled a list of the top five things to look for in an IT company, so that you can build a virtual IT network that does the most for your business.

Are they Proactive?

In any business, a proactive approach is the key to continued growth and development. When it comes to managing virtual IT services, pre-emption and continued improvement can make a huge difference to the day-to-day efficiency of your business's infrastructure, and a great contribution to its advancement.

There are IT support companies out there that will take a more passive approach by addressing issues as and when they need fixing – others before they cause any interruption to business. An IT support company eager to form a proactive, collaborative relationship with your business will develop an in-depth understanding of your particular needs, and how to best serve them through virtual IT support.

Do they have strong Case Studies?

A good computer support company will have plenty of success stories to boast about. Reading up on any case studies will provide you with a window into past results, and how proactive they were with other clients' IT solutions.

By reading real-world client stories, you will be able to see the level of computer support you can expect from this company – how quickly they responded to emergency situations, the level of security and disaster recovery strategies they implemented, and how they worked with the company to improve and update their IT systems.

Any Certifications or Specialised Understanding?

More than ever before, it's vital that your business has an expert managed service provider qualified to ensure that you are operating in a way that remains compliant with FCA and GDPR regulations. If not, you could be vulnerable to data breaches, cyber-attacks, and hefty fines. Check that they have the right qualifications to work closely with your business – for instance, the finance sector will require a wealth of expertise in data protection and disaster recovery.

What's more, an IT support company able to match their clients to the engineers best-suited to the task of servicing, maintaining and improving that business's infrastructure will provide an extra level of support. You don't want to be lost within a faceless company – your business deserves top-level expertise and specialist understanding from any IT support technician who knows how to get the best out of your infrastructure.

Do They Offer Unlimited Calls?

If you wish to outsource your IT services, then it's crucial that the provider does not place a limit on the number of calls you can make. There's no limit to how many questions or issues arise, which means there should be no limit on the remote IT support available to you. Whatever your query, there's nothing more frustrating than being unable to reach your IT support.

What's more, choosing an IT support company that offers on-site visits will mean that they are best-placed to provide a high level of support, and get to know your business even better.

Business Transformation at Ærium Finance



Ærium is a vertically-integrated pan-European real estate investment and asset manager focused on commercial real estate. The Ærium group operate across seven offices in Europe with over 100 employees combining a deep knowledge and experience with judgement and a reputation for execution and delivering to their investors.

Omicron Solutions have worked with Ærium over a number of years and were selected to provide IT Support and Infrastructure for their recent office move to their new Mayfair headquarters.

With Omicron's expertise in Cloud infrastructure and Cloud data solutions during the physical move, all of the UK operations were also migrated seamlessly to SharePoint.

SharePoint Online is a cloud-based collaboration platform that integrates with Microsoft Office. It is primarily sold as a document management and storage system, but the product is highly configurable, and usage varies substantially among businesses.

Ærium required a security solution that allows users to work remotely as if they were in the office, and to work from any device. Another priority was to reduce costs in the business of running physical servers and storage onsite.

The solution we provided ticks all of these boxes and more. We were able to help reduce the complexity and cost of the remaining infrastructure at the office location. **Cost savings are circa £10,000 per year** over their previous solution with additional functionality and flexibility.

Another not so obvious benefit is in Business Continuity and Disaster Recovery. The migration to SharePoint means that any access disruption to the office location does not stop business performing usual operations. Their valuable data storage are a risk to the business and need costly backup and replication solutions to mitigate these risks.

“The planning and implementation of 365, SharePoint and the installation of new hardware was expertly executed by Omicron and their team. They managed the whole process, which was seamless. Ærium’s Management was so impressed by Omicron that we have implemented their Virtual IT Director service for the whole Group. They are now in the midst of planning similar upgrades at our other offices.” - Gill Baines, Ærium’s Office Manager

BOOK YOUR **FREE** CONSULTATION

If you're not getting the most out of your IT then contact us. We can help support businesses of all sizes even in a crossplatform environment with our Revolutionary Instant IT Support Services.

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REVOLUTIONARY IT SUPPORT SERVICES

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