



Put the care and security of your IT  
Infrastructure in the safe hands of  
Syscom

So, you can get on with running  
your business

**IT MANAGED SERVICES**

# Key Considerations For Evaluating IT Systems.



**1. Do you find that during certain times throughout the day, week or month your entire system starts to slow down or never really gets up to speed? For example when running reports.**

Syscom's specifically designed health check services are designed to identify and resolve performance issues that prevent you from operating effectively and efficiently.

From experience, companies that do not run regular 'House Keeping' run the risk of data knotting and clashing of applications trying to run at the same time. This can cause issues across the entire IT infrastructure.

The Syscom health check is a swift and non-intrusive way of quickly identifying and resolving such issues freeing you up to run your business as you expected. Typically this can be just a few days of work and far less than the cost of remaining with such bottlenecks and pinch points within the business.

**2. Do you find yourselves continually upgrading hardware to meet the latest requirements or specifications needed to run certain applications?**

For those that seek to remain in an on-premise environment, through the Syscom MSP services we not only monitor and maintain your hardware

but also replace should the need arise ensuring you remain 100% of the time on latest tech.

**3. Do you find that phishing and/or suspicious emails constantly fill your inboxes?**

Such nuisance emails can be blocked of course should you be running an Exchange Server style set up, so such email are blocked as they enter the building and never get to you. But technology has advanced at such a rate that should you be unaware of latest techniques, of hiding data within innocent email then you could likely become suspect to infiltration.

Syscom offer hosted email security solutions scalable to your needs to ensure your business data and communications are kept secure. Services also include increased spam detection to minimise and filter out incoming malicious emails.

**4. Ransomware and Cyber-attacks are on the increase. Would you know what you would do in the event of your business being attacked and all of your data wiped clean or compromised in an instance?**

Syscom's managed facilities available for use with cloud backup provide secure cover and control of recoverable data in the event of a disaster or cyber-attack and minimise the downtime of your business as a result.

## **5. Do you ever find that your internet connection runs slow hindering productivity?**

Through experience, we recognised many years ago that data transfer speeds need to continually be improved as users expect instant information. As a result it does not matter how fast your internal systems process data if your connection to the Internet is in itself your bottleneck. Our fast fibre hosted broadband provides outstanding performance which is proactively monitored on a consistent basis to ensure effectiveness and speed prevents any slowing of activity. With effective customer service support, issues can be resolved quickly and with minimal disruption to your operations.

## **6. Does the running out of ink for your printers cause administration concerns or perhaps the breaking down of devices?**

Our managed print services provide effective and efficient cover through consistent tracking and monitoring via remote access to reduce downtime across your printing devices. All consumables and parts are included within your Service Level Agreement which means that any unexpected costs for maintenance are kept to a minimum.

## **7. How delicate is your IT infrastructure, do you find that change ripples across it like water upsetting everything in its wake? Do you think your current IT infrastructure could be improved in any way?**

Syscom offers Health check audits to not only evaluate current IT infrastructure and make recommendations on potential services but also assess reasons for speed deprivation so often found within business.

## **8. Do you ever worry about external attacks or the threat of data being stolen? And are you satisfied that you would be capable of defending your company from potential such threat if it happened to you?**

As the risks of Cybercrime increase, many companies are battenning down the hatches in readiness for an attack on their own business. But this can often be seen as a distraction preventing you operating freely as you should be.

Syscom offers external facilities to securely wrap your business protecting you from threat giving you the freedom to do what you do best. Syscom's security solutions protect your business from ransomware, encrypted threats and zero-day attacks, and can be customised to meet the needs of a specific security or business objectives.



“Syscom provide us with excellent IT support. They Understand our business completely and ensure we get the best out of our IT systems to help achieve our goals.”

***Chemical Specialities  
Company.***

### **9. Do you feel that your current IT overhead is considerably higher than what you expect?**

For nearly three decades the price of software and the running of it thereof has been falling year on year whilst functionality wise it has expanded tenfold. Meaning that bang for your buck you have more to gain than lose. But, let's be clear, as software costs fall, crime rises suggesting loop holes are being built into security software to allow the unscrupulous to get in.

Our managed services – include security of your business, 24hour 7 days a week monitoring of your infrastructure with rectification to suit tailored to the individual needs of your business and scaled as you evolve.

### **10. Do you ever consider what vulnerabilities, if any your IT infrastructure may have?**

We provide a systematic Security and Vulnerability Assessment to be able to identify security weaknesses within your business whether it be on a single site basis or across multiple different locations.

We ensure that all systems are vigorously checked to evaluate if the system is susceptible to any

threats or vulnerabilities and provide severity levels for each point identified to outline the risks involved.

Syscom not only outlines the key areas in your IT infrastructure which need attention, but also provide recommendations and mitigation to enable you to understand how these security risks can be reduced and eliminated from your current IT systems.

### **11. Do you ever have issues with communication either internally or externally to the company? Or find that your systems are simply outdated and do not give you everything you need?**

We offer hosted communication services to businesses that are looking to take advantage of improved communication technology and streamlined routing.

Syscom will provide VoIP equipment and servers while hosting the system for you, making sure the general up keep of the system is maintained and also managing call routes. If you do come across any issues, we are always on hand to support you when you need us.

“We have worked with Syscom for over 30 years. They have worked with us to fully understand our needs for an ever changing IT requirement. Syscom provide us with an IT solution that helps us to run our business in a more efficient way and are always there to support us. We hope to work with them for many years to come.”

**Stewart Dixon, Systems Manager,  
Whitecroft Essentials**



**12. Do you feel like your business makes the most of new technology? Or do you feel that the technology you have hinders your ability to grow?**

Our IT Audit doesn't just focus on the obvious, we ensure we provide your business with a complete overview of all IT and how this currently fits with your businesses goals and objectives moving forward.

We provide insight into potential new technology opportunities and benefits that your business could capitalise on to ensure growth and maximise efficiency across all your IT. Our audits also allow you to gain an insight into the potentials risks which may be affecting your business which may need addressing in order for you to optimise your system effectively.

**13. How effective is your backup and disaster recovery? Do you feel like you have the right combination of hardware and systems to successfully protect the company's data?**

We can take complete ownership of your disaster recovery from planning to implementation and testing, for total peace of mind. Our disaster recovery takes backup to the next level, giving you a method by which you can restore an entire server either on premise or in a cloud-based environment in complete outages. Make sure that should the worst happen, you do not lose access to your resources and can quickly and easily pick up business where you left off.

**14. Do you regularly run preventative maintenance and monitoring? Do you feel the current system warns you early enough of pending issues or even fails to alert you at all, meaning you have to mop up the unnecessary mess?**

With Syscom's proactive 24/7 remote monitoring, we are able to detect and prevent potential issues before they impact your systems. Using daily backup notifications and network infrastructure

monitoring, issues are detected and addressed by our team of engineers before they present a threat to your business. By ensuring the safety of your entire IT infrastructure, you can work without disruptions.

## Managed IT Services Packages

1. Basic
2. Essentials
3. Premium
4. Enterprise

If you'd like to discuss the packages in more detail, or tailor one of our packages to your requirements, please **get in touch.**

**15. How often do you tend to run backups of your company data and do you have secure storage for such data, so that in the event of the worst happening you can restore everything and not have to worry?**

Not running regular back up is a huge risk for any business that relies heavily on data. At Syscom, we provide Cloud backup solutions that are highly scalable meaning that all sized businesses can be catered for. Backups are taken in real-time meaning you have peace of mind that if the worst case scenario were to happen, your data is still secured right up until the last minute. We also provide on premise backup solutions for those not wanting to migrate to the cloud.

**16. Are there any parts of your current IT set up that you feel cause the most frequent issues within your business for its users?**

Your network could be causing more issues than you think. We provide network and hardware diagnostics services which can help to identify issues within your system. If your network is running slow, you are having continuous problems or your business applications don't work, we can evaluate your IT systems with our diagnostic tests and find out what needs to change, improve and be done to resolve your issues.

**17. Do you feel like your IT processes provide your business added value? Or do you feel like they hold you back in any way?**

We analyse your processes to see how they can be improved and adapted to benefit your business with potential cost or time savings. We ensure an improvement in accuracy and procedure design to guarantee you get the most effective and efficient adaptations made to your processes. Make your business more productive and efficient with our dedicated team of consultants which provide tailored solutions based on your industry and scale.

**18. Have you, or anyone else in your organisation ever accidentally deleted files and were not able to retrieve them?**

Regardless of the industry you're in, you no doubt have valuable information that you cannot afford to lose. Prevent the loss of your vital data, safeguard your records, comply with GDPR guidelines and retrieve lost files should the worst happen. Never lose your data again with Syscom's backup and recovery solutions.

**19. Do you ever find that when you do have IT issues there isn't always sufficient support to help you there and then? Do you have an external provider who is meant to deal with these issues?**

We offer a helpful and friendly help-desk service

for our customers in their time of need. We have a team of highly-experienced certified experts who will take the time to listen to your problem, query or concern, diagnose any issues and then find an appropriate solution. Our support helpdesk fixes over 90% of queries remotely without the need for a visit by one of our engineers.

**20. Do you find that you get inundated with pop up advertisements on your network devices? Do you ever worry that your users might click them and let external threats into your system?**

We provide managed anti-virus solutions, ensuring the management of the installation across your business devices and the up keep of the system itself. We ensure complete 365 days a year protection from viruses, malware and other malicious software that pose a threat to your business. We also ensure regular scans and updates which are planned around your business to minimise the disruption to your users in the process.

**21. Do you usually get warning messages regarding your IT security? If your users do also, have you had any security breaches through them clicking on things like this?**

Alongside our anti-virus solutions, we also provide firewall solutions for all of your devices across your business. Our firewall services deliver round the clock protection and security alongside device health monitoring and fixes. Capitalise on optimised firewall management and boost your firewall protection with 24/7 security to ensure your business data is kept safe and secure.

“From the start Syscom worked hard to fully understand our business and provide IT support that suits us perfectly. We are confident we have a stable IT infrastructure, which is an absolute necessity for us to succeed in our competitive market.”

***Kevin Ryan, Plant Manager,  
Socomore***



**22. Do you find that certain software and programmes run slowly on your computer or devices, meaning you can't effectively carry out your job responsibilities?**

Our hardware management services ensure that in the event of a failure or performance issues, you can replace and restore your devices and remain connected.

Our end-to-end managed service is designed to support and secure your architecture, protect your systems and data and keep you up-to-date with the latest updates to keep your devices running at optimum capacity.

**23. Do you have the current capabilities and systems to run preventative maintenance across your IT set up to ensure errors are dealt with prior to becoming an issue? Or is not having this capacity holding you back?**

We provide 24/7 remote monitoring of businesses IT infrastructure which detects, identifies and prevents potential issues before they become a problem for your business. This ensures that no external or even internal threats compromise your

system which can cause downtime and/or loss of data. The issues which are detected will be proactively addressed by our team of expert IT support engineers before they cause a problem for your business.





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