



The "Pay as you go" IT Support Service That Doesn't Cut Corners.

Introduction.

Established in 1990, Our IT Department Ltd provide IT Support and IT Consultation services to businesses throughout the Greater London area. We have an unrivalled reputation within the IT Industry for our technical expertise and exceptional customer service standards.

Our IT Department are one of very few companies in the UK that can offer a **Genuine Unlimited** onsite and remote IT Support service. We offer a cost effective Ad-hoc IT Support package that is perfect for small to medium sized businesses who would like their very own IT Department at a cost they can afford.

Our ethos is very simple; Our IT Department becomes **YOUR** IT Department. We aim to become an integral part of your business infrastructure so you can "get on with your own business" while we concentrate on looking after your IT Network.



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A Professional IT Support Service That is Affordable.

Our IT Department provide an **Unlimited IT Support** service on a pay as you go basis. This service is ideal for Small to medium sized businesses that prefer not to enter a full time contractual agreement with an IT Support company. It is also ideal for start-up businesses, or for organisations that are downsizing. Whatever your circumstances, Our IT Department can offer hassle free professional IT support without the expense of a contract.

How does the service work?

Clients are charged a fixed sum for an allotted number of hours, varying according to the amount selected. There is no time limit as to when your support hours have to be used up. Time purchased can also be allocated to regular site visits and also for project work.

Access to the IT Support helpdesk.

All Our IT Department Ad-hoc customers have access to our web-based IT support helpdesk which allows you to track the progress of any open issues. The helpdesk also allows you to track how much time you have used and how many ticketed hours you have remaining.

Every Our IT Department customer receives the following fast and friendly professional service;

- Unlimited Telephone Support.
- Unlimited Remote Support.
- Unlimited Onsite Support.
- Unlimited Hardware Breakdown Support.
- Third Party Peripherals Support.
- Dedicated Account Manager.

Ad-hoc IT Support of the highest standard.

Every Ad-hoc support client is looked after by a team of dedicated Microsoft Certified engineers who provide a rapid support response to any IT related issues, from problems that are simple to rectify to business critical network issues. You will also have access to our range of professional IT Consultancy services and specialist IT technologies.

Multi-platform support.

Our IT Department are experienced working with both Windows and Apple Macintosh platforms. We have engineers in our team who are qualified in both Microsoft and Apple technologies and we provide support to many customers that work in cross platform environments.

Our Ad-hoc support package operating hours are 8.15am to 6.00pm Monday to Friday excluding bank holidays.



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Why Choose Our IT Department?

Choosing an IT Support company can be a difficult task. IT Outsourcing is a very competitive market and with so many network support companies out there it can be hard to decide which organisation is the best one to work with. Our IT Department would like the opportunity to become your IT Support company. If you need a good reason to work with us then why not choose from one of the below?

We are a local company....

Our head office is based in Central London with satellite offices based around the Greater London area. We are a local company providing IT Support to local businesses.

We don't tie you into long term contracts....

Many of our existing customers have experienced a sub standard level of service after signing long term contracts with other IT Support companies. With Our IT Department you will not be required to sign any long term agreements. Instead, we offer short term rolling contracts that are very easy to understand with no nasty clauses hidden within the small print.

We develop long term relationships....

Our IT Department has developed long term relationships with many clients, from new businesses to blue chip organisations. We take a flexible approach to IT Support with the ability to adapt our service levels as the needs of your company change. Our customer retention ratio is second to none and the high percentage of clients we obtain via referrals is testament to our personal approach and exceptional customer service.

Pick up the phone to an expert....

When you phone Our IT Department your call will be answered by one of our Microsoft certified IT engineers. We do not employ call loggers to answer the phone, this policy allows us to deliver the unique customer experience to the end user who will receive professional expert help from the moment their phone call is answered. A direct approach to IT Support allows us to deliver ambitious service level agreement targets. If you want a quick resolution to your IT problems then Our IT Department are the company you need to work with.

We invest in staff and technologies....

We invest heavily in staff training in order to sustain our high service levels and continue developing technologies for the future. Every member of staff is subject to regular training programs in various fields of expertise, from Microsoft qualifications to Cisco certifications.

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