

IT Unlimited™

IT Unlimited™ is a Fully Managed IT Support service that is unique to London's IT Outsourcing sector. If your organisation is looking for a professional, cost-effective Award Winning IT Support service then we can help you!



Rolling contracts + excellent service = happy clients.



What's our unique selling proposition (USP)?

We won't tie you into a lengthy service contract. The first 3 months of service is subject to a one-month termination period, with a 3-month rolling notice period applied thereafter.

IT Unlimited™ in a nutshell

We take complete responsibility of your IT infrastructure, providing unlimited day-to-day technical support and ongoing strategic guidance, in addition to pro-active network monitoring and fast-effective onsite support.

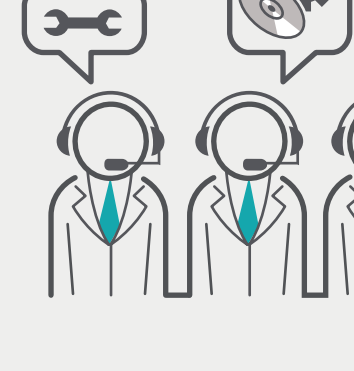
Fast effective onsite IT support.

Provided by our directly employed team of Microsoft and Apple certified Field Support Technicians. Unrestricted onsite support visits with NO hidden charges.



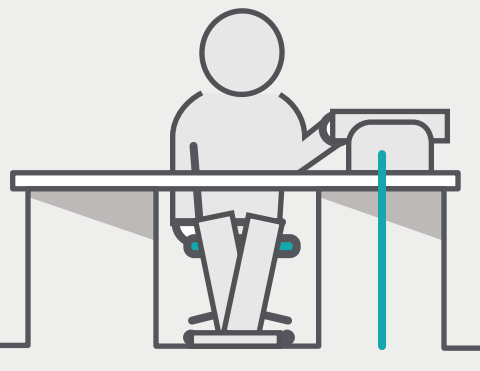
INSTANT emergency support.

We'll provide IMMEDIATE assistance in the event of a business critical IT failure. We will send an engineer to site within the hour if the problem cannot be fixed remotely.



Unlimited telephone and remote technical support.

Instant technical support is provided by our friendly London-based Microsoft and Apple certified service desk team. We will endeavour to resolve ANY IT related problems, including issues with 3rd party apps, managing hardware warranty cases and liaising



A dedicated Technical Account Manager.

Who is responsible for maintaining quality of service, in addition to providing strategic guidance, expert advice and valuable insight into the latest business IT technologies.

IT business plan



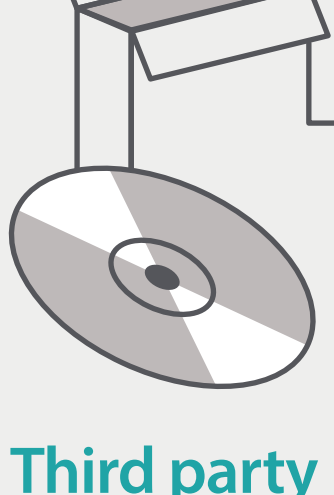
A successful long-term IT strategy

Your dedicated account manager will work closely with you to create an IT roadmap that is aligned to your long-term business objectives.



Award winning service.

Our IT Department recently won the best Business Awards category for Best Customer Focus!



Third party software support.

We support all software applications used in an office environment, including Microsoft, Adobe and Sage applications. We will also liaise with bespoke software providers on your behalf.



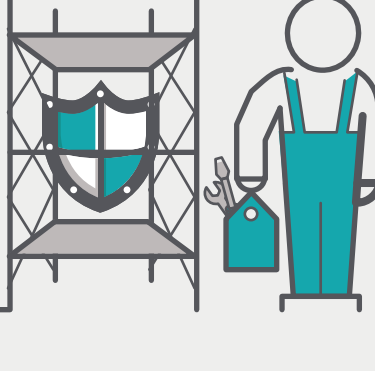
Unrestricted hardware support.

Our support includes, but is not limited to the following hardware:

- Servers
- Windows PCs
- Macs
- Laptops/netbooks
- Tablet PCs
- Smartphones
- Networking equipment
- Peripherals

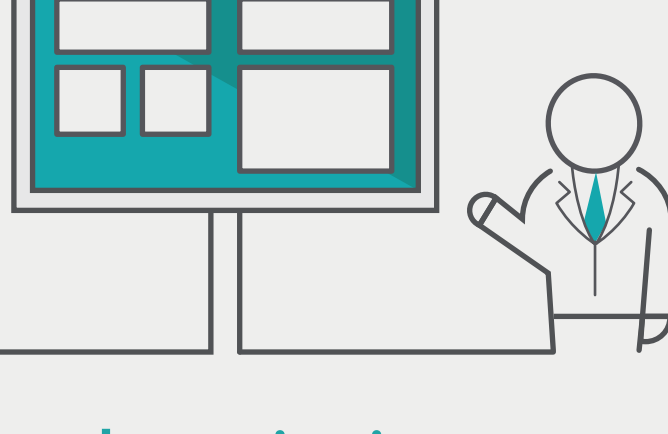
One of our many happy customers.

"Our IT Department continues to provide 24 hour telephone and remote support to our global network of staff, in addition to providing IT manager support for our head office in Stratford. It's great to have peace of mind knowing that any technical issues will be resolved quickly and effectively, no matter where our team are located across the globe".
Rob Cooke, Showforce.



Scheduled network maintenance.

We conduct scheduled weekly network maintenance which includes software patching and critical network security updates.



24/7 proactive network monitoring.

Our network monitoring solution E-pulse alerts us to problems that have the potential to cause business critical network disruption. E-pulse gives us the power to fix problems on your network before you know they exist!

Did you know?



Our IT Department Ltd. is one of only seven IT support companies in the UK to hold both ISO9001 and ISO27001 accreditations.

Transparent monthly performance reports.

Scheduled performance reports will be emailed directly to your key staff members. These reports include a breakdown of monitoring and proactive support activities.



A Local IT support company.

We have two offices that are located in Central London and on the East London border.

We provide IT support services to a broad range of clients across the capital and their subsidiary offices located around the world!

A FREE IT network infrastructure audit.

We'll undertake a full review of your IT network infrastructure, highlighting areas where the network is satisfactory, requires urgent attention, or an upgrade is recommended.

You'll be provided with a detailed network report that includes a list of medium and long-term strategic recommendations.

Why we're regarded as one of the best IT support companies in London.

"We have worked with Our IT Department for over ten years. During this time, we have always found the London support team to be friendly, helpful and very quick to respond. I love the fact that we can pick up the phone and speak directly to an expert whenever we need help or advice". John Farrar, Farrar Media International.

Other IT solutions we provide.

- 24 Hour IT support.
- IT manager Support.
- Complex Project Management.
- Mobile Device Management.
- C-mail Antispam.
- Network Security Services.
- Internet leased lines.

Other cloud services we provide.

- Cloud consultancy.
- Microsoft Azure.
- Office 365.
- Hosted Desktop.
- Hosted Exchange.
- Email archiving.
- Online Data Backup.
- Large-scale data archiving.
- Disaster Recovery.
- Skype for Business.
- Cloud Telephony.



Get a FREE no-obligation IT support quote today.

Telephone – 020 3002 5727

Mail – info@ouritdept.co.uk

Online – www.ouritdept.co.uk/request-quotation

Address - 22 Bevis Marks, London EC3A 7JB