



# MANAGED SERVICES

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Trusted IT Service solutions that provide you with the peace of mind to adapt and grow.





# SOLUTIONS BUILT WITH YOU IN MIND

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At Galtec, we understand that every business has different needs and challenges when it comes to ICT. That's why we offer flexible and affordable managed support packages that are tailored to your specific requirements.

Whether you need help with cloud services, networking, device management, or security, we have the expertise and the tools to deliver the best solutions for you.

## Contact Your Galtec Account Manager.

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For general enquiries please use 01132282208 or email [Presales@galtec.com](mailto:Presales@galtec.com). You can also follow our Galtec teams on social media for regular updates, news, and events.

[Find Out More](#)

# WHAT WE OFFER

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Our ultimate goal is to become a seamless extension of the customers' business or organisation, offering a true partnership as their trusted advisor on all matters related to modern technologies. Helping them meet their current and future challenges with confidence and innovation

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## Fully Managed IT

We provide end-to-end support for your ICT infrastructure, from hardware and software installation and maintenance, to troubleshooting and issue resolution. You can rely on our dedicated in-house service desk, which is available from Monday to Friday, 8am to 5.30pm, to handle any queries or requests you may have. We also use N-Central tooling, which allows us to monitor your network and devices 24/7, and perform security and patch management tasks remotely and efficiently.

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## Unparalleled Support

When you choose Galtec as your managed support provider, you gain unlimited access to our 1st, 2nd, and 3rd line support teams, who are ready to assist you with any technical problems or challenges you may face. We also have senior engineers and vendor support specialists who can handle complex or urgent issues that require escalation. Our support staff are friendly, professional, and knowledgeable, and will always strive to provide you with the best possible service.

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## First Time Fix

All technical advice provided is detailed, correct first time and in line with industry and security compliance. The outcome of that is that projects are smooth and the longer we work together, support tickets reduce massively because our engineers fix the fundamental issues which drive high ticket counts.

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## Quick Response Times

Universally our support customers praise Galtec for their response to incoming support incidents and these response times remain persistent throughout the entirety of the contract – Which is why our customer stay with Galtec for many years and we have low attrition.

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## Ongoing Review of Service

We believe that communication and feedback are essential for a successful partnership. That's why we conduct regular service review meetings with you, where we discuss your satisfaction, performance, and improvement areas. We also give you access to our senior internal service owners, presales, and senior consultants, who can provide you with additional support and insights. Our ultimate goal is to become an extension of your own business, and offer you a true partnership on all matters relating to modern technologies.

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## Trusted Advisor

We don't just provide support for your current ICT needs, we also help you plan for the future. We work closely with you to understand your business goals and challenges, and offer guidance and advice on how to leverage the latest technologies to achieve them. We can help you design and implement cloud solutions, such as M365/O365 and Azure, that suit your budget and needs. We can also help you migrate your existing data and applications to the cloud, ensuring a smooth and secure transition.

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# OUR ONBOARDING PROCESS

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**When choosing Galtec for your Support and Managed Services, we do all the heavy lifting, ensuring a smooth and seamless transition.**

Our dedicated team of ITIL v4 and Prince2 Practitioner specialists provide clarity before, during and after every stage of the onboarding process so you know where to focus your resources, and when.

**To ensure customer satisfaction throughout we guarantee a step by step approach which allows for project transparency as soon as our customer requests a change.**

1

## **IT Infrastructure Assessment**

We will carry out a thorough examination of your current Infrastructure to come up with the best plan of action.

2

## **Infrastructure Gap Analysis**

We will explore potential technology or infrastructure gaps within your business and determine how best to mitigate them.

3

## **Strategic IT Consultation**

Our team will work with you to provide a comprehensive solution proposal that is bespoke and tailored to your goals.

4

## **Managed Service Mapping**

Our experts will design a managed service plan from the deployment right through to renewal that will address any concerns or potential objectives.

5

## **Service Contracts Signed**

Once you are happy and have signed on with Galtec, we will get the transition process started.

6

## **Service Transition Stage**

We will begin by implementing any technology or software aligned with your managed service package and will act as an extension of your own IT Team.

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## **Remediation & Security Hardening**

We will use all assets at our disposal to update your cybersecurity and hardware to align you with state of the art security compliance.

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## **Follow Up Assessment and Regular Reviews**

Our team is on hand 24/7 to provide you with everything from day to day tech support to the bigger picture projects, we will conduct regular health check reviews to ensure you are receiving the best level of service.

# ADDITIONAL SUPPORT/SERVICES

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In addition to our managed support service, we also offer a range of other ICT services that can help you enhance your business performance and security. These include:

## Cloud Design Services

As an authorised CSP partner, we can provide you with a comprehensive range of cloud services, such as email, storage, backup, and collaboration. We can also help you design and deploy cloud solutions that are customised to your specific needs and preferences, using platforms such as M365/O365 and Azure.

## Device Lifecycle Management

From procurement and deployment, to maintenance and disposal. We can help you enable and configure Microsoft Intune device hash, which allows you to manage and secure your devices from a single console. Alternatively, we can offer you a full bespoke white-glove service, where we take care of everything for you, from unboxing and imaging, to delivery and setup.

## Networking Assistance

We can help you design and install robust and reliable networking solutions for your business, such as firewalls, wireless access points, and network switches. We can also help you set up and manage server hosts and SANs, ensuring optimal performance and availability for your data and applications.

## Network and Device Security Enforcement

Protect your network and devices from cyber threats, such as malware, phishing, and ransomware. We can provide you with comprehensive security consultancy for your emails, devices, and networks, ensuring user, data, and device compliance. We can also help you strengthen user authentication, using methods such as multi-factor authentication and conditional access.

# GET IN TOUCH

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There are many ways to say hello and we'd love for you to stay in touch with us. For general enquiries:

## Website

[galtec.com](https://galtec.com)

## Email

[presales@galtec.com](mailto:presales@galtec.com)

## Phone

0113 228 2208

