Fusion

Managed IT Support

Our proactive and cost-effective IT solution for your business

What is Fusion's Managed IT Support?

We provide expert support for your users today and innovation for your technology into the future.

Fixed monthly fee £38.60 per user

Our managed IT support package is a comprehensive bundle that covers all your company's IT needs for a **fixed monthly fee of £38.60 per user**.

It includes the following features:

Unlimited Remote & Onsite Support

Our Fusion helpdesk engineers offer fast and friendly support when you need it most, acting as your own dedicated and professional IT department for the daily needs of your users. Whether you need remote or onsite assistance, we have a team ready to help.

Asset Tracking

We keep track of all your IT assets, such as hardware, software, licenses, warranties, and contracts. We help you optimise your IT inventory, reduce costs, and plan for future upgrades.

Proactive Support & System Management

We don't wait for problems to happen, we prevent them. We monitor your IT systems 24/7, perform regular maintenance, and apply security updates and patches.

Change Management

We follow a structured process to manage any changes to your IT environment, such as modifying users, devices, or applications. We ensure that the changes are implemented with minimal disruption.

Access to Fusion Learn & Client Portal

You can access our online learning platform and our client portal, where you can find useful resources, such as training videos, guides, tips, and best practices. You can also manage your account, view your invoices, and access our ticketing system.
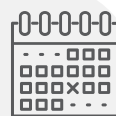
Ticket Management

We use a ticketing system to log, track, and resolve your IT requests. You can submit tickets via phone, email, or our client portal, and get real-time updates on the status of your issues.

Regular Technology Business Reviews

We meet with you regularly to ensure your IT strategy aligns with your business goals and we provide you with reports and recommendations to help you make informed IT decisions.

Why is our managed IT support better than traditional 'break-fix' support?

Break-fix is a reactive IT support model, where you only call for help when something goes wrong. This can lead to several problems, such as:

- → Unpredictable and high IT costs: You never know when and how much you will need to spend on IT support. You may face unexpected and hefty bills for repairs, replacements, or emergency services.

- → Low productivity and efficiency: You may experience frequent downtime, slow performance, or data loss, which can affect your business operations and customer satisfaction. You may also waste time and resources on dealing with IT issues, instead of focusing on your core business.

- → High security and compliance risks: You may not have adequate protection against cyberattacks, malware, or data breaches, which can compromise your confidential information and reputation. You may also not comply with the latest regulations and standards, which can expose you to legal penalties and fines.

We aim to answer within 4 rings with help immediately available.
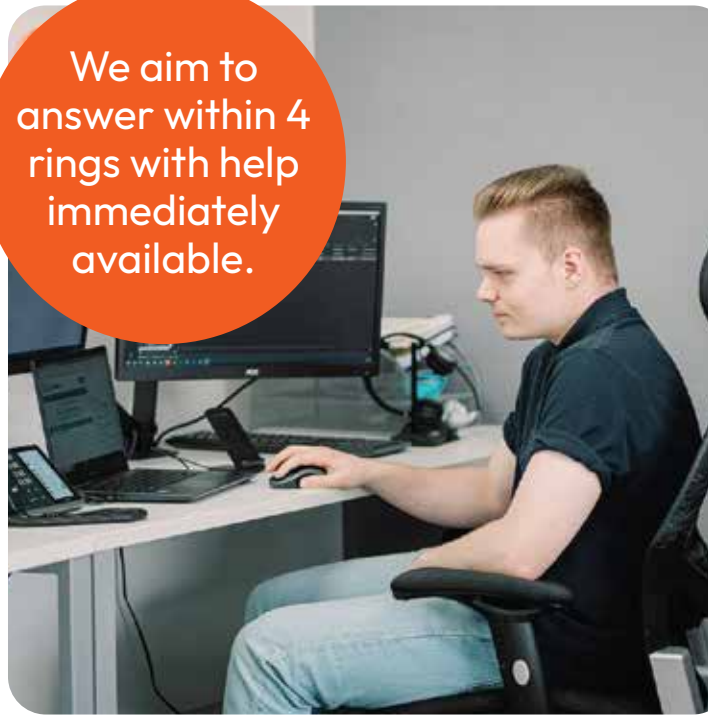
Fusion's managed IT support is a proactive support model, where we take care of your IT needs before they become problems. This can offer you several benefits, such as:

- → Predictable and low IT costs: You pay a fixed monthly fee for unlimited IT support, which includes all the features listed on the previous page. You can budget your IT expenses more easily, and save money on IT hardware, software, and labour costs.

- → High productivity and efficiency: You enjoy a stable, secure, and fast IT environment, which supports your business operations and customer satisfaction. You can also leverage our IT expertise and guidance to improve your IT performance and capabilities.

- → Low security and compliance risks: You benefit from our advanced security solutions and best practices, which protect your data and systems from cyberthreats, malware, or data breaches. You also comply with the latest regulations and standards, which reduce your legal liabilities and fines.
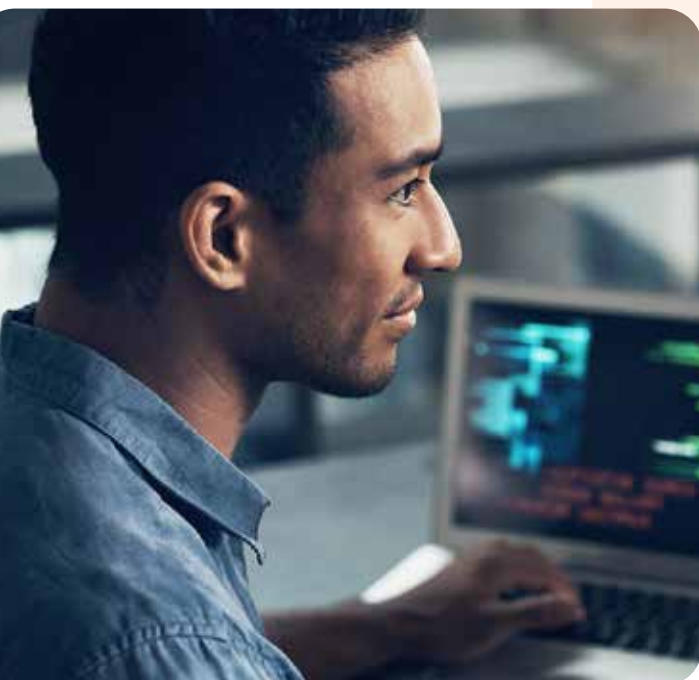
Benefits of a proactive IT partner

IT is a vital part of your business, but it can also be a complex and challenging one. You need a proactive IT partner who can help you:

- Manage your IT infrastructure and support your users efficiently and effectively.
- Optimise your technology resources and investments to reduce costs and increase value.
- Secure your systems and data from internal and external threats and incidents.
- Align your IT strategy and goals with your business vision and objectives.
- Adapt your technology strategies to suit your changing business needs and opportunities.

Fusion Technology Solutions Ltd is a proactive IT partner who can provide you with all these benefits and more. We are a Managed Service Provider (MSP) based in Chelmsford, with over 20 years of experience in delivering IT solutions and services to businesses of all sizes and sectors.

We have a proven track record of delivering high-quality IT support, with a 98% customer satisfaction rate and a 96% SLA achievement rate. We are also a Microsoft Accredited Partner, a Dell Preferred Partner, and a Sophos Silver Partner, which means we have access to the latest technologies and best practices in the IT industry.

Do you want to find out more?

If you're interested in our Managed IT support, or want to learn more about it, please contact us today. We will be happy to provide you with a free IT consultation and a customised quote.

You can reach us by phone on **01245 455510**, by email at **info@fusion-ts.com**, or by visiting our website: **www.fusion-ts.com**.

Get in touch

Send us an email, give us a call or drop by for a visit. Either way, we look forward to speaking with you.

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