

Our background in **Senior IT Management**, means that we have first hand experience of **running IT in SME's**

IT Management & Technical Support Services

We provide you with a cost-effective alternative to employing an IT Professional. We will visit your site regularly for anything from a day a month to a few days a week, depending on the agreed service level.

We will:

- Build a profile of your existing systems and of your business
- Regularly check systems are secure
- Advise on projects that would improve your existing systems and benefit your business
- Help you to draw up an IT strategy and budget
- Draw up specifications for new and improved systems



** IT Management & Support Service packages

	Service Level	What does this involve?
Example Package	<ul style="list-style-type: none"> • Telephone Support • Remote Support * • 1 day site visit every month • Annual strategic ICT review • Annual Consultancy Report • Off site system monitoring 	<ul style="list-style-type: none"> • Where possible, problems resolved remotely or by phone • Checking virus & spyware free • Checking the operating systems are patched • Ensuring vital data is backed up • Fixing operating system problems • Defragmenting & optimising hard disks • Checking licensing • Reviewing e-mail and web policies • Assessing IT and suggesting solutions • Checking disaster recovery planning
Bespoke Packages	We will tailor our IT Management & Support Services package to your specific requirements.	
Example Bespoke Package (Large)	Thompson Partnership provide IT Services to an Industrial Ceramics Company based in Clydebank, Scotland with a £15m turnover and over 200 employees. This company is part of a Multi-national Blue Chip company, based in Austria. These IT Services include Consultancy, IT Management & Support, Programming and Training Courses. The Systems for which we are responsible include: Active Directory, Lotus Notes, SAP, Microsoft Office, Opera II, AutoCAD 2000.	

*Using the latest technologies we can detect problems and often resolve issues remotely, without the need for a site visit. For us to provide this kind of remote support, you need to have Broadband and to purchase a designated router.

**IT Management & Support Services are provided on an annual contract basis.

Our main Consultants each have over 20 years experience in the IT Industry

Thompson Partnership provide you with a Senior IT Professional at a service level that is affordable to the SME

Testimonial

We require an 'always on' IT Service. For the last 6 years we have been able to rely on Thompson Partnership to provide this kind of service to our 3 sites in the UK.

Their team of highly competent professionals with their mix of skills, combine to provide a service that suits our needs.

Thompson Partnership has my highest recommendation.

Mr. Alexander Barr
Managing Director and Chairman
of R.H.I. Refractories UK Ltd

Director of Scottish Enterprise
Dumbarton

Chairman of The Lennox Partnership,
Business Development Organisation