THE TOP 5
I.T. QUESTIONS

you could ask us,
that we'd love to
say **'YES'** to

breathetechnology
infrastructure | support | security | cloud

More frequently than ever before, we're receiving calls and enquiries from businesses and schools like yours, who are unhappy with their current IT partner or service provider.

And from these many calls, we've noticed a trend. **A lot of managers like you want more.**

More than you're currently being provided when it comes to remote working, internet connectivity, your phones, supporting home workers and data security, **IT that just works**, and helps you to grow the school or business *(not hold it back).* Also how support is done remotely and on site … and how quickly!

Because most of us have had to significantly change the way we work over the past 12 months, it's even more important that you have an IT partner who's listening to what you need and want.

One who will actively find ways to help you do things in a streamlined way. **Who will keep you as protected as you can be from security breaches.** And one who will take the stress of maintaining a pro-active and productive IT setup away from you.

Look, we're not in the habit of putting our competitors down. There are many good IT service providers around here who will do the right thing for you.

But sadly, there are also a number of firms that don't seem to have the necessary levels of care, or attention to details. And there's a growing number of 'bedroom warriors' who simply don't have the capacity, time or skill to pro-actively keep your IT running the way it should. And that's without even talking about making improvements.

Thanks to the pandemic, many schools and businesses like yours have realised that their current IT service provider is not truly a partner, but just another supplier. They'll fix things when they break. But there's no real care or concern in helping you to avoid problems in the first place.

That's not what you should want or need from an IT service provider. What you should be looking for is an IT partner. And that's exactly what we want with our clients **- a partnership.**

With this in mind, we wanted to share the top 5 questions business owners and managers are asking, that we just love to say 'YES' to.

#1

Can we work together in partnership, rather than just calling you when things go wrong?

Yes!

In fact, we *only* work this way. We find it's the only way to create a true partnership rather than just being another of your suppliers.

In March last year, the world was forced into a lockdown, which meant many businesses and schools had to send their entire teams to work from home. They'd never done this before – especially not on such a large scale – so it's fair to say that the majority were wildly unprepared.

When it came to contacting their IT support providers, lots of them found that they'd just sort of … disappeared. They didn't have time to help them move their operation into people's homes because they were simply too busy. Or under-prepared for such an event.

Either way, it left many people realising just how much they rely on their business and school IT. And what a disaster it can be when things aren't set up correctly.

We want to work with schools and businesses who understand the power of a more permanent solution to their IT needs. Then we can be the partner they rely on. As well as being there for day-to-day issues.

So in short, while we really do want to hear from you when things go wrong, actually, the pro-active work we do between those times will minimise the frequency and scale of emergencies.

Real live examples of how we do this includes:

After every visit, virtual or physical at your site, we share a site visit report with you. Every month we perform pro-active maintenance on your systems and share what we have done with you.

Every quarter your account manager will arrange a service review, to ensure we are performing.

During this review we also ask about your goals and how we help achieve them. This is critical and we call it **strategic alignment.**

#2

Can your services help me to grow my organisation?

Yes!

At the core of every organisation is its IT. Every single one.

More often than not, your entire IT setup is unique to you. It's your network, your devices, your phones, the software, and applications you use, the way you share files, your security, your back-up … *you get the idea.*

It stands to reason that the more tailored your infrastructure is to you and your team, the more streamlined your organisation will be, and the better the product or service is that you deliver to your team or client.

As mentioned, we enter into a partnership with our clients. Our goal is to ***really*** get to know your team and your organisation. The better we know you, the easier it is for us to see how things can work smoothly, and what needs to be improved where necessary.

- **What do you think works really well for you?**

- **What do your staff moan about every time they use it?**

- **How would things look in a perfect world?**

As we get to know you and your team, we find out things like this and fine tune everything to make your systems work harder for you. So you and your team can get more done with less effort.

You get to make the most of your time, making you more productive and more motivated. That means your team or customers are even more delighted with the service they receive from you.

#3

Do you work pro-actively, or just fix things when they break?

Yes. And no!

We work pro-actively, because we've learnt from experience that it is the best way to keep your systems running at optimum levels, for allowing your infrastructure to grow and develop, as your school and business does, and most importantly, to keep it safe and secure from data breaches or loss.

We do realise that there's always a possibility for things to go wrong, no matter how pro-active we are in our approach.

Fortunately, for the most part our clients usually only suffer minor, easily rectifiable issues every now and then. However, in the event that there is a major breakdown or a security breach, you can rest assured that much of the IT setup we have in place will minimise the damage caused. It will also hopefully mean as little disruption to you and your team as possible.

Apart from our monthly pro-active maintenance … we normally like to start at a new customer site, with an audit.

The audit tells us exactly what you have and will most likely confirm some of the suspicions you have. From the audit we create a plan. This plan is then implemented and reviewed during your quarterly supplier reviews, to ensure that we are pro-actively moving things forward.

#4

Do you have a clear plan in place for if our IT goes down?

Absolutely.

We've seen how detrimental it can be to an organisation when an IT setup goes down and there's no recovery plan in place. In some cases it can mean a little downtime, but in cases of major data security breaches, it can spell the end for the organisation.

One of the first things we work on with our clients is disaster recovery. We ensure each client has an off-site back-up of all of their data, which is updated every day *(sometimes continually all day, every day)*. We also regularly check and verify it to make sure it's working, too.

A disaster recovery plan will be different for every business and school. So while we're getting to know you and your team, we learn about the systems which are vital to you and the data you collect. That way we can identify what you can go without to keep the organisation running, and for how long.

As we get to know your people, we can help you to create a procedure for any potential problems or breaches to be reported. We can assign key contacts within your school or business to be a point of contact, and to get the ball rolling and alert us to an issue.

To make things fast we work remotely 99% of the time. But if and when somebody needs to physically be with you, we'll arrange that as a priority too.

Basically, we react as if it were our own business with the issue, minimising both data loss and downtime as far as possible.

It's also worth adding that we are network architects with a security and business continuity skillset.

There is a real trend to use a better combination of on-premise IT and cloud services. Apart from cost benefits and allowing you to work from anywhere, it drastically removes risks around system failure.

#5

Can you maintain and update our systems without disruption to the team?

Yes!

Downtime is frustrating. We get it.

Not only does it mean you have an organisation full of people who can't work, but when things do get back up and running, it takes everyone a while to get back to what they were doing.

When you partner with us, we spend a huge amount of time working away in the background for you. We make necessary updates, check that data is being backed-up as it should be, and make sure there are no potential security breaches. It's a long list.

And the best part? You won't even know we're doing it.

That means most of what we do has zero disruption to you and your team.

Of course, there may be the odd occasion where we need to get you logged out for a short while, but usually this is only in the case of a suspected issue. We try and carry out maintenance at a time that won't disturb you and your people.

We're here to help you be more productive, not less!

Do you have a question we haven't answered?

Of course, there are other questions we get regularly. It's likely that if you're currently looking for a new IT partner, you'll have a few of your own.

Fortunately, we love answering your questions. We aim to be as transparent as possible when it comes to telling you how we work, and how we can work with you.

So if you're looking for a new **IT support partner** – one who works as part of your school or business and not as just another supplier – **give us a call.**

We'd love to discuss how we can help your organisation to reach its goals this year.

www.breathetechnology.com
(live chat available)

Cambridge HQ Tel: 01223209920

Lucy@breathetechnology.com

breathetechnology
infrastructure | support | security | cloud