



Managed User and Security Support Case Study

The changing times and IT requirements means changing business support facilities and how they're managed.

With the strains of cryptolocker and ransomware that have become ever more virulent, prevalent and frequent, we have identified that our clients need to be even better protected.

Viruses are now intelligent, sophisticated and in very many cases criminal business generating tools that can cause untold technical and financial damage to business infrastructure and reputation if strong security layers are not implemented.



Amazing Support

Units 6 & 15, The Hub, Elstree Aerodrome, Hogg Lane, Elstree, Hertfordshire WD6 3AW

Email: giveme@amazingsupport.co.uk **Tel:** 0203 728 2555

Our User Support not only covers Desktop Support and Device Management at its foundations, but we have wrapped a Managed Security Pack around it as well.

Bolting on to our Proactive Server Monitoring and Email Security Filtering, our managed security elements such as desktop web filtering, desktop anti-virus and anti-malware, proactive desktop patching and SLA-backed device support

are part of our User Support as standard to ensure maximum support and protection for our clients.

Hashtags Etc, a branding and promotional marketing company relies on Amazing Support for their day-to-day IT to keep their staff and equipment supported, as well as ensuring that security solutions are in place to maintain business protection.

“ Often you come off the phone from a customer support helpline feeling ‘they don’t know anything’ but I just came off the phone from Amazing Support feeling confident and happy that they know what the problem is, that they have a solution in mind, that they are working on it, that they will keep me updated and that they will call me back. That’s what you want from an IT support company.

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Richard, Hashtags Etc

We'd love to hear from you

If you've experienced an IT security incident that has caused an interruption to your business or you don't currently have User Support, Get In Touch on **0203 728 2555** and we can introduce proactive management and desktop security features to keep your staff and your business protected.



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