

URBAN
IT SOLUTIONS

**Our business is
supporting your
business**



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Information technology should support a business. It should enable communication, deliver smarter ways of working, protect data, and facilitate commerce and the exchange of ideas. It shouldn't be a pain or a mystery, it shouldn't cost the earth or be a risk to security.

Our role is the delivery of practical, affordable and tailored IT solutions to small and medium-sized businesses. We've got the resource and the expertise, but most important of all, we've got the right approach. We won't blind you with jargon or suggest systems far beyond your budget, we won't leave you struggling with technology you don't need or don't understand. Our job is to support you, and it's our pleasure to do so.



Our customers

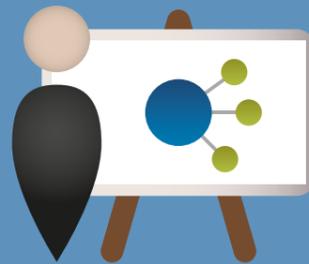
From our base in Daresbury, Cheshire, we serve clients across the UK and Eire. Our customers are diverse. Some are small and cannot justify an in-house IT team. Some are larger businesses upgrading their systems. Others have grown alongside us and are concentrating on what they do best, leaving us to look after their information systems. Some relationships are long term. Others are with organisations who come to us for help with a particular issue or problem.

A lot of new businesses use us, in the initial set-up stage, to define and implement their systems. We've supported established firms for years and then helped as they undergo a change of strategy or structure. For franchise operations, our IT blueprints help franchisees get up-to-speed quickly and provide the franchisor the safeguards their business model needs. In other words, we work with all sorts of businesses, in all sectors. How close the relationship is – well, that's up to you.

Our services

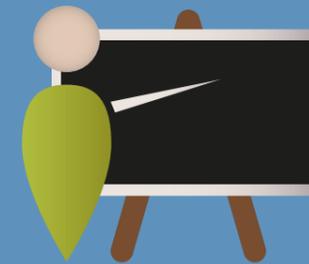
Where should we begin?

Perhaps by saying that we're not a hardware or software business, although we do work with some of the very best of those. We provide Managed IT Support, Cloud Solutions and Cyber Security. Think of us as a team of experts at your disposal.



Need a new system?

We can help to specify it, source it, install and implement it. We can train your staff and ensure you're fully operational with all the details sorted.



Need expert advice?

Make use of our consultancy service. Our expertise is invaluable in helping you to choose the IT solution that suits your business from the endless possible options.



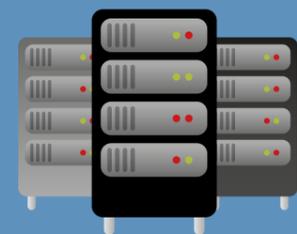
Need a backup plan, in case of a disaster?

If the worst happens, you'll need help to get your business up and trading again. We can do that, and what's more, we can keep on top of those plans for you, so that as your business grows and changes so does your response to any calamity.



Need to communicate?

Our telephony solutions can integrate your data, your fixed-line and mobile technologies so that wherever your people are, your information gets to the right place.



Need to track the performance of your servers?

We can monitor your system's health and help you prepare for upgrades, repairs and maintenance. In the long run, being prepared can save you money.



Need to protect your business from cyber attack?

You can't ignore the risks but our defence strategies are tailored to your business, from simple, sensible precautions to full-blown, belt-and-braces protection.



Need to connect branch A to branch B?

No problems, we can get your business networked in no time.



Need safe data storage?

Of course, you do. And we've got lots of ways to deliver that from secure server storage to cloud-based options.

Our support

Some people like to go it alone. We don't. We believe there's real strength in a team and although you might not need our help every day when you do, we'll be there. We know that there's no such thing as one size fits all and we're flexible enough to be able to deliver the support that suits you.

We can offer remote support, on-site support and unlimited telephone assistance. Our experts can be regulars on your site, building relationships with your staff, becoming an effective part of your team. We can be pro-active about maintenance or respond quickly to a breakdown. We can monitor and manage closely or have a looser, arms-length approach. We can educate, inform, train and guide. We can audit your systems and suggest backup plans. We work with you the way you want us to. And, because we don't use call centres, when you want to get hold of us, you'll find it very easy to do so.

Our partners

We believe wholeheartedly in quality and that extends to any hardware, networking equipment, software or telephony solutions we recommend or implement. We partner with suppliers whose good reputation is deserved and whose products won't let you down.

Our business headquarters are based at Sci-Tech Daresbury, a centre for high-tech excellence, innovation and collaboration. Groundbreaking ideas for business technology are brought to life at Daresbury, and we are proud to be part of its community.



Our people

Without doubt, our most precious resource are our people. We couldn't do what we do without our band of dedicated, friendly IT professionals. When we recruit – which because we're growing happens more and more – we look for the qualities that really matter to our customers. Things like the ability to communicate effectively and to understand a client's viewpoint and requirements. We look for people willing to go the extra mile in delivering outstanding customer service, who are approachable, practical and highly skilled. We're proud of the team we've built and our client's testimonials show that we've every right to be.



Our approach to quality

The most technologically advanced IT system in the world would be absolutely useless if it didn't suit the needs of the business. To ensure that what we do is always appropriate and effective we employ the ITIL approach and PRINCE2® methodology.

ITIL

This used to be known as Information Technology Infrastructure Library, which is rather a long name for a very sensible approach that allows us to deliver what our customers need in a straightforward, no-nonsense way. ITIL uses global best practice to align IT services to the exact requirements of a business.

PRINCE2®

This methodology uses accredited practitioners to ensure that any project is managed and controlled in such a way that its objectives are achieved as planned. Whenever we undertake a project on behalf of a client, we'll use our PRINCE2® qualified experts to make sure that everything works perfectly.

Our mission

... is to provide an open, honest and flexible environment; to encourage technical ideas and growth; to start each day with a fresh perspective on technical issues. We aim to view every day through the eyes of the Client and end each day knowing that we have positively contributed to their business needs.

Our future

We'd love to be able to predict the future but in information technology, developments often come from surprising sources and something we'd never have imagined becomes a crucial part of everyday life. Urban IT has been in business since 2003. We've seen a lot of changes, and we'll see a lot more, but we've got the attitude and the vision to make the best of those changes for ourselves and for our clients. We're ready for the future and part of our mission is to make sure that you are too.





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