

Your Mission
Our Expertise



IT SPECIAL
FORCES

Free IT Health Review

Empower Your
Business with
BITSmart Technology



BITSmart.tech

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Why a FREE IT Review?

Understanding Your IT Landscape

Technology plays a critical role in modern businesses, but it can also be a source of frustration and inefficiency if not properly managed. Many businesses still struggle with aging systems, complex IT setups, or hidden vulnerabilities that could expose them to risks.

A Free IT Review from BITSmart Technology is your opportunity to take a step back and gain valuable insight into your IT infrastructure. Our expert team will help you understand what's working, what isn't, and where you can make impactful changes to drive your business forward.

Key Benefits of Our Free IT Review:

1. **Identify Security Gaps:** In an age of escalating cyber threats, ensuring your systems are secure is non-negotiable. We'll pinpoint potential vulnerabilities, from outdated software to weak access controls, and suggest actionable solutions.
2. **Enhance Productivity:** Technology should make life easier, not harder. Our review will uncover areas where your IT systems could be optimized to improve workflow, collaboration, and overall efficiency.
3. **Cost Savings:** Are you spending money on technology you don't use or don't need? Are you paying for licenses or services that could be consolidated? We'll help identify ways to save without compromising performance or security.
4. **Plan for Growth:** Whether you're expanding into new markets or introducing new services, your IT infrastructure needs to grow with you. We'll evaluate how well your current setup aligns with your future ambitions and recommend strategies to ensure scalability.

Who Is This For?

Our Free IT Review is ideal for:

- **Small to Medium-Sized Businesses (SMBs):** Looking for cost-effective ways to improve their IT without overhauling everything.
- **Fast-Growing Companies:** Scaling rapidly and needing IT solutions that can keep up.
- **Businesses Concerned About Security:** Seeking peace of mind and compliance with regulations like GDPR.
- **Organisations Facing IT Challenges:** Experiencing frequent disruptions, slow systems, or unresponsive support from existing providers.



What's Included in Your FREE IT Review?

1

Comprehensive IT Assessment

- Review of your hardware, software, and network infrastructure.
- Analysis of your cybersecurity measures and data protection protocols.
- Assessment of your current IT policies and compliance standards.

2

Performance & Productivity Evaluation

- Identifying bottlenecks and inefficiencies in your IT systems.
- Assessing the performance of key applications and tools.
- Highlighting opportunities to leverage new technologies.

3

Tailored Recommendations

- Detailed feedback on your current IT setup.
- Suggestions for cost-effective upgrades and improvements.
- A roadmap for achieving your IT and business goals.

Why Free? What's the Catch?

At Bitsmart Technology, we believe in building trust through value. This no-cost, no-obligation review is our way of demonstrating the expertise and insights that set us apart as your “IT Special Forces.” While we hope you’ll choose us as your IT partner after the review, there’s no pressure – the insights and recommendations are yours to keep.



Considerations & Next Steps

Key Considerations for Your IT Review

Before embarking on your free IT review, it's essential to reflect on the unique aspects of your business and how your IT systems support your goals. This will help us tailor our assessment to deliver the most valuable insights.

Current IT Challenges:

Are you facing frequent outages, slow performance, or inconsistent service?
Do you feel your IT systems are holding your business back?
Are cybersecurity risks a growing concern?

Business Goals:

Is your IT strategy aligned with your business growth and long-term objectives?
Are you planning expansions, new product launches, or remote work capabilities?

Cost vs. Value:

Are you spending too much on technology that doesn't meet your needs?
Could consolidating or upgrading systems lead to better performance and savings?

Compliance Needs:

Are you meeting the regulatory standards relevant to your industry?
Is your data storage, handling, and security aligned with GDPR or other laws?

What's Next?

Once the review is complete, you'll receive a detailed report highlighting:

- Areas of strength in your IT infrastructure.
- Immediate vulnerabilities or inefficiencies to address.
- Recommendations for improving security, performance, and scalability.

Our team will guide you through the findings, offering clear, actionable advice on the next steps. Whether you choose to implement changes independently or partner with us, our goal is to set you up for success.



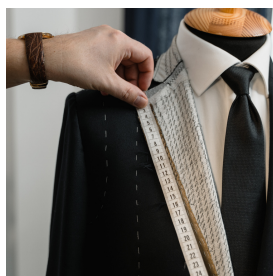
Why Work with *BITSmart*?

Choosing the right IT partner is crucial for ensuring your business runs smoothly, securely, and efficiently. At Bitsmart Technology, we pride ourselves on delivering exceptional value and personalised support. Here's why businesses across Hampshire and beyond trust us:



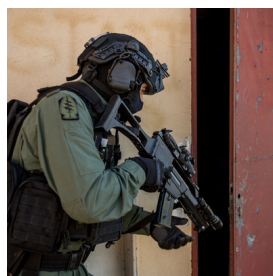
Proven Expertise

With years of experience serving businesses of all sizes, we have the skills and knowledge to tackle even the most complex IT challenges.



Tailored Solutions:

Your business is unique, and so are your IT needs. We take the time to understand your goals, challenges & requirements for a solution that truly fits your business.



The "IT Special Forces" Approach:

Just like special forces, we operate with precision, efficiency & expertise. Whether it's troubleshooting an issue, deploying new systems, or safeguarding your network, we deliver results with minimal disruption.



Local Presence with Global Insight:

Based in Hampshire, we understand the challenges & opportunities facing local businesses. Our team is always on-hand for on-site support when needed, while our expertise extends to leveraging global technology trends to keep you ahead of the curve.



Commitment to Security and Compliance:

In today's digital landscape, security is paramount. We'll help you navigate the complexities of GDPR, data protection, and cybersecurity best practices, ensuring your business is protected and compliant.



Cost-Effective, Long-Term Partnerships:

We're not just here to sell you the latest tools – we're here to build lasting relationships. Our recommendations focus on delivering value, improving efficiency, and supporting your business as it grows.



Proactive Support, Not Reactive Fixes:

Many IT providers only respond when something breaks. At Bitsmart Technology, we take a proactive approach, identifying potential issues before they become problems. This keeps your systems running smoothly and minimises downtime.



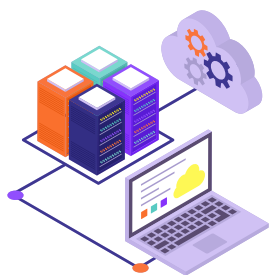
Transparent Communication:

Technology can be complex, but our communication isn't. We explain everything in plain language, so you're always informed and confident in the decisions you're making.



How we work

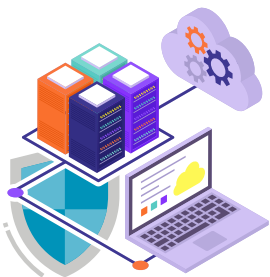
We provide comprehensive IT support tailored to meet your business needs. Our services range from managed support, ensuring your IT infrastructure runs smoothly with 24/7 monitoring and proactive maintenance, to advanced security solutions that safeguard your data and ensure business continuity. We also offer flexible ad hoc support for immediate issue resolution. Our goal is to enhance your productivity, efficiency, and security, allowing you to focus on what you do best.*



Managed IT Service: Cost £60/user/month + VAT*

Services Included (but not limited to):

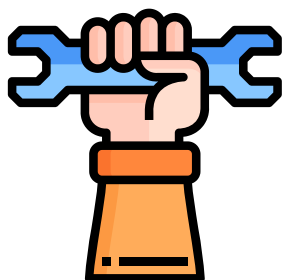
- 24/7 Monitoring: Continuous monitoring of your IT infrastructure to ensure everything is running smoothly.
- Remote and Onsite Support: Assistance with IT issues both remotely and on-site as needed.
- Managed Networks: Management of network infrastructure, including routers, switches, and firewalls.
- Basic Cybersecurity Measures: Implementation of essential security protocols to protect against common threats.



Managed IT Service - with Security+: Cost £90/user/month + VAT*

Services Included (but not limited to):

- All Services from Managed Support: Includes everything listed under Managed Support.
- Advanced Cybersecurity Services: Enhanced security measures such as Security Operations Center (SOC) services, threat detection and response, and vulnerability assessments.
- Offsite Server Replication: Regular replication of server data to an offsite location for added security and disaster recovery.
- Comprehensive Backup and Disaster Recovery: Robust backup solutions and disaster recovery plans to ensure business continuity in case of data loss or other emergencies.



Ad-Hoc Support: Cost: £80/hour + VAT*

Services Included:

- Reactive Support: Assistance with specific IT issues as they arise, without ongoing monitoring or preventative maintenance.
- Flexible Scheduling: Support available on an as-needed basis, allowing you to address IT problems as they arise.
- Expert Troubleshooting: Access to experienced IT professionals who can diagnose and resolve a wide range of technical issues.

* indicative costs only. Prices are reviewed on an annual basis



Pros & Cons and Reasons to Switch Providers

Pros & Cons

Service	Pros	Cons
Managed IT Service	24/7 Monitoring ensures issues are checked early. Remote and Onsite support provides flexibility Basic Cybersecurity Measures enhance protection	Fixed Monthly Cost regardless of Usage May include services you don't need (or think you don't) Limited to basic security features
Managed IT with Security +	Comprehensive Security Measures Reduce Risk Offsite server replication ensures data safety Backup & DR plans ensure business continuity	Higher cost compared to basic managed support May require more complex setup and management Potential for overkill if your business has minimal security needs
Ad Hoc Support	Pay only for the support you need Flexible scheduling allows for issue resolution Access to expert help when needed	No ongoing monitoring or preventative maintenance Reactive approach Costs can add up quickly for frequent requests

Reasons Businesses Switch

In today's fast-paced business environment, having reliable and efficient IT support is crucial. However, there are several reasons why businesses might seek new IT support partners. Here are the top five:

1. **Poor Service Quality:** Businesses may seek new IT support partners if their current provider is not meeting expectations in terms of response times, issue resolution, or overall service quality.
2. **Lack of Expertise:** As businesses grow and their IT needs become more complex, they may require a partner with specialised skills and knowledge that their current provider lacks.
3. **Cost Efficiency:** Companies often look for more cost-effective solutions, especially if they feel they are not receiving good value for the money spent on their current IT support.
4. **Scalability Issues:** If the current IT support partner cannot scale their services to match the business's growth or changing needs, businesses may look for a more flexible and scalable partner.
5. **Proactive Support Needs:** Businesses increasingly prefer proactive IT support that prevents issues before they occur, rather than reactive support that only addresses problems after they arise.



Onboarding with BITSmart.tech

*You agree to work with us and
sign our contracts*

You attend a meeting

*You reach out to your
incumbent MSP with notice
and to ask for passwords etc*

*We work with your
incumbent MSP to
transition you over*

*We configure everything
behind the scenes so it
doesn't affect day to day
operations*

*We provide you with
everything you need to know*

*We meet regularly to discuss
progress/strategy/gaps etc.*

**We make it easy for you to work with us.
An Agreement, a meeting & an email is
all you need to do.**



But don't just take our word for it

The Situation:

We were referred to a company that had data in a number of different places and wanted somewhere central to hold it all; and for their staff to have access where required. They were using free and paid for combinations of Dropbox, OneDrive, Google Drive and a smattering of USB sticks and external hard drives. It was a bit of a mess in places with duplicate content and the risk of USB sticks and hard drives failing.

We spoke with them and uncovered that they were using Microsoft 365 for their emails and to access the core productivity apps (Word, Excel, PowerPoint etc.) but that was about it; meaning they were potentially paying for services that they were already paying for within their 365 subscriptions.

Our Solution:

We set up a combination of SharePoint sites for the business; and spent a number of hours migrating the data from the various clouds etc into the SharePoint sites. This required meticulous attention to detail due to the way the company had named files in the past - errors would come up every so often which needed to be resolved to ensure the project was successful.

Utilising SharePoint and OneDrive as their core data storage solution means that each member of the team has personal storage within OneDrive but also access to the collaboration elements of SharePoint so if they need to work on a file simultaneously they can whether that is in Word on the web or within Microsoft Teams.

Measurable Results:

The team now have clear access to all company data within their 365 environment. They can now collaborate and share content with each other and with their clients using MS Teams and there is barely a USB stick in sight.

We are now working in conjunction with the leadership team on ensuring the continuity of service through Backup and DR solutions to ensure data loss remains as low as possible, password management and multi-factor authentication on all key accounts to make sure everyone is as secure as possible.



But don't just take our word for it

The Situation:

Brad Burton, the founder of National Networking Organisation - 4Networking and the UK's Number 1 Motivational Business Speaker was suffering from a number of computer-related issues. He was using a 2011 Apple iMac with Windows 10 running on it. The device was taking up to 15 minutes to load, it was missing a number of security patches and updates and needed a bit of TLC.

Our Solution:

We used remote access software to gain access to the device and ran a full health check on the device in question. From a hardware perspective, we weren't really able to do much (due to lockdown and the fact that it was already at the maximum specification for its age), but we were able to force update it to the latest version of the operating system, run a full malware scan and remove a number of nasties (trojans, adware and more) from the device. We also installed a new anti-virus/anti-malware program to prevent future infections.

Measurable Results:

The results from the health check resulted in the device going from nearly 15 minutes to load to just over 1 minute, giving Brad 14 minutes of productivity back. Meaning he can continue to grow his National Network and help the people he mentors in a more effective manner.

Since this initial project, we have also overseen the migration of email provider from web host to Microsoft 365, and data consolidation project to ensure Brad and his team has access to the data they need in one core location rather than dispersed across multiple service providers.



"Tony was running a Get Your Power Back Hour at £79 which I saw on social media and thought why not. My 2011 iMac was working but taking up to fifteen minutes to boot up.

Afterwards, I timed the boot time and it was down to just over 1 minute.

Thanks so much Tony, I really have my Power back."





But don't just take our word for it

The Situation:

Teena & Steve Castle run a Walking Holiday Tour Operator across the South Downs. They have a relatively small operation and have little IT requirement. However, when something goes wrong, they like to have someone they can trust on hand. After their previous IT contact retired, they called upon the services of another IT person who had put an advert through their letterbox. They had a few niggles with their laptop and their internet connectivity and called this IT person for assistance, and on the first time this person came around, they were told that the version of Windows on the PC was an illegal copy and that their device was full of viruses. The person took their device away and returned over a week later with the device supposedly repaired. As it turned out, the device was still having issues, their emails now stopped working on the device and their cloud storage wouldn't allow them to sign in. After four further call-outs - the situation was showing no sign of improvement and the IT person kept blaming other things; and after spending over £200 with this person, they gave us a call.

Our Solution:

Tony attended their home office and looked at the device, their internet connection and their printer, which also wasn't working, we spent half an hour looking at their setup and ascertained what the issues were. Despite the other IT company believing that the version of Windows was the issue, it turns out that he had installed an anti-virus program onto the PC which was not only blocking Outlook, but contained malicious code within itself (most likely downloaded from a malicious website). We gave the PC a health-check using our toolkit and removed all malicious code from the device.

Measurable Results:

Teena & Steve now have a fully operational home office setup again after just 2 hours of effort from us, without us needing to take the laptop away and an IT company that they can trust.

Since then, we have provided ad-hoc support to them when they have needed it to ensure they can do what they need to do to keep thriving!

"We would 100% recommend! Tony came out at short notice to sort a problem caused by another so called engineer."

Tony was super professional and resolved all the issues. Would totally recommend anyone that is looking for help on their technology."



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How It Works:

Book Your Review: Contact us to schedule a convenient time for your free IT review.

On-Site or Remote Assessment: We'll perform a thorough review tailored to your needs.

Receive Your Report: Get a detailed summary with actionable insights within a few days.

**Don't wait to unlock
the full potential of
your IT systems!**

**Book your Review
TODAY!**



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