

Your computer systems have never been more important to the running of your business - Logic 1st are pleased to bring you this series of important reports.

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## Even Driving A Short Distance Without Vital Safety Warnings Would Be Madness Right!

Yet every day your office computer systems are left on their own, working away until they stop.

And then you may have to wait hours for the local support firm to turn up, or have your staff 'on hold' waiting for a support exec.

**What if you could have a whole series of warning lights letting you know about critical problems within your systems as they arise rather than waiting for an engine failure - when all you needed was some oil or water.**

As a business owner you have no idea what is going to be affected when one tiny part of your system fails - just one work station or one part of the network, your backup or antivirus package fails and then what?

How about one of your team installing software without permission, or ceasing a programme? It could of course be harmless, but may even be malicious.

**You won't know until it's too late.**

## Even if you are aware of what's happened, then what?

You or one of your team needs to source or call support, time is spent on the telephone with most of the conversation being lost in translation - your staff will have no idea what most tech support people are saying - it might as well be in French. It's even more important to keep them off the phone - but doing their job.

## **During the last few years your business and your IT have changed dramatically.**

Threats are appearing every few days and most firms rely on a half cocked (at best) and cobbled together (at worst) set of processes to manage your critical computer systems. Remember that most small firms don't survive a loss of data.

We have always been aware of this, which is why we developed the ultimate solution for our customers.

I have used Logic for almost a decade now and have found them to be very professional. Over the years technology has advanced and the economy has changed, what's been nice is many of the senior IT support staff have remained the same, whilst they have stayed very up to date with the ever changing world of IT.

I would highly recommend Logic.

Regards

Richard Cross, Senior Partner.

## **Start Every Weekend Knowing Your IT Systems Are Secure And Updated.**

Let's say one of your sales staff opens an email on their phone on a Friday afternoon, the malicious software embedded in it ends up being granted access to your email server, and then critical files and then your precious data - you of course are none the wiser... It's the weekend.

Monday morning arrives, and staff are complaining about missing files and access issues. It's then you find out that there are some serious problems with email and network drives. If you are the IT manager it's a problem, as the owner of the business this Monday morning is now an expensive time sink.

Logic 1st our team have spent the last ten years working on this kind of problem and are pleased to be able to provide a solution.



Our uniquely designed software and remote support provides a dashboard, complete with warnings and error reporting for all of your computer systems - we have even built in monitoring of printers to let you know when they are low on toner if you need that kind of detail - at least this means you can buy toner at the price you want, rather than an emergency purchase.

We repair and fix many computer and network problems in the background without you or your staff getting involved, saving time, money and stress.

- **Works 24/7 365 days per year. Never asks for a break or a Christmas party**
- **Solves problems before you notice there is one**
- **Handles repetitive tasks easily - unlike human support**
- **Has a small memory footprint - does not slow down your network**

As I said we have spent the last ten years solving small business problems like these and understand what it is businesses like yours need.

Highly qualified support staff, automated network and workstation repairs along with monitoring - and those warning lights mentioned. They are not actually lights but emails and warnings that come up on our system and then yours - we then report back to you in real time or repair without input from you.

**We solve computer network problems before they become problems.** By monitoring and reporting faults as we find them, and then repairing or fixing them for you in the background. Most of the problems we solve you wouldn't normally know about, until of course they become a problem. Little things, like software updates, malicious software intrusions or logon attempts are all recorded and reported either back to us or to you, your choice it puts you firmly in control.

You may think that all of this is too good to be true. We understand that for a business like yours - you probably don't want long term IT support contracts, or fixed term options. But you do want problems solved at a price. You also want to know that your systems are being looked after by a very experienced and qualified team that will deliver outstanding support for you - and we do. It's something we have done for over ten years now. This is why we developed this service.

Much of this is beyond the local IT support often used by many small firms. As I said the world has changed so much in recent years you can't afford to take chances with your office computers.



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## **Our dedicated software and support solves many small business IT problems.**

- Works 24/7 365 all of the time - solves problems before you notice
- Handles repetitive tasks easily - unlike human support
- Has a small memory footprint - does not slow down your network

### **Key Benefits**

1. Reduces costs of downtime
2. Reduces administration time
3. Reduces management time/costs

As you can imagine we have tested our small business solution across a number of our existing clients and have outlined below some of the problems we solve/ automatically without even putting a call in to your users which will save you a small fortune in lost time.

### **Security Problems Solved**

If an automatic service stops for whatever reason it will be restarted - Anti Virus or Firewalls

### **Digital Debris**

If the temporary files pile up and reach a specific limit, it will run a clean-up routine.

### **Stressed and Hard Working Computers**

Deals with memory and CPU high temperatures by running the fans at higher speeds when needed

### **Here a list of our most popular problems - all solved without input from your staff.**

- Hard drive issues/bad blocks - most hard drive problems don't show their hand until it's too late
- Backup issues - are yours being carried out correctly, how do you know they are not.
- Possible infections - either virus or malware
- Unauthorised Software installations - laptops are vulnerable and often you won't find out until there is a problem
- High disk or network or memory or CPU usage - could be a fault or configuration
- Exchange mail system issues - identified before staff start complaining about missing emails
- Not running antivirus programs - sometimes these protective software packages are shut down, before an attack
- Running but not updating antivirus programs - checked on the fly, so you know you are safe
- Servers not restarted for a long time - regular reboots are required in order to maintain smooth running



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- Reboot needed because of installed updates - often missed because of a manual intervention required
- Raid failures - if you have data spread across several hard drives, how do you know if it's all ok.
- It can pick up low toner for networked printers if configured - it might seem mundane but it will save you a small fortune in time wasted
- Low disk space - with increasing levels of data being stored on networks this is a real problem
- High disk queue length - slowing down your server or PC's
- RBL check finds issues with the office IP - this will stop your email from working correctly
- Software application crash - problems caused when software crashes for no reason
- Software installed or uninstalled - has this been approved. Is this a problem
- Ports are open unnecessarily - your system uses these to connect to other computers and the internet - if more are open than should be it could be a security risk
- Ports are closed but should be open - your network could be slower than usual

Importantly all of this is done by us and not you (there are various levels of support - starting with us providing you with a report of what's wrong - and ending with a hands on 'full service' where we notify you and then repair. In real time, in the background.

We are presently 'in launch' with our offer and can provide heavily (lifetime) discounted pricing but only while we test our systems. Let's talk pricing today, it's nowhere near what you think it will be. Importantly, you never know when a system failure is coming - but we can help you shine a warning on it.

Call today for an initial discussion, either way I'll follow up on the telephone in the coming couple of days.

Alfie Cheshire - SME Support Exec - Logic 1st

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## Appendix - Notes

### Remote Monitoring & Management Platform

Logic 1st have developed a range of monitoring services and 'add ons' to ensure that your systems are checked, reported on and have problems solved in real time without any support or business time from you or your staff.

### Security Solutions

In today's rapidly evolving IT environment, security threats come in many forms. From viruses and spyware to vulnerabilities and security holes within an operating system or application running on a desktop or server, IT service providers must solve for an ever-increasing number of threats. That's why LabTech Software has teamed up with industry-leading solution providers to bring you a wide breadth of IT network security solutions, so you can provide your clients with comprehensive, efficient and effective online and offline threat protection and management.

### Server & Network Management Solutions

Your server and network your businesses and your staff depend on it and you to ensure availability - you know Interruptions are costly—they lead to wasted productivity, decreased profitability and customer dissatisfaction.

It's probably your overworked IT manager who ends up detecting and repairing faults, configuring services, ensuring uptime and measuring performance.



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Logic 1st and our bespoke monitoring software collaborates with industry leaders to deliver the i tools you need to optimise servers and keep your networks humming.

### **Mobile Device Management (MDM)**

Running a business in this modern world brings all kinds of challenges that just didn't exist ten or even five years ago. The threats are increasing every day, all it takes is one member of staff to lose a mobile phone or to logon using an unlocked WiFi network (think McDonalds or Costa) and ... boom. Your entire system could be compromised.

Not only with the expense of deal with the initial problem, but with the management time

From smartphones to tablets, mobile devices in the workplace are here to stay. Employers are happy to let employees access company email and other corporate data from mobile devices, but they often underestimate the security risk to their IT network.

Whether you embrace a Bring Your Own Device (BYOD) model or provide devices to your employees, it's critical to protect thd IT infrastructure against security breaches and safeguard the confidential information that can be accessed if a mobile device is lost or stolen. Helping you keep your data safe from mobile security threats with mobile device management (MDM).



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