

A logo consisting of the number '25' in a large, white, serif font, with the word 'YEARS' in a smaller, white, sans-serif font directly below it. The logo is set against a dark blue square background.

25
YEARS

The logo for ACS, featuring the lowercase letters 'acs' in a white, italicized, sans-serif font. The logo is set against a blue square background.

acs

Managed

INFORMATION TECHNOLOGY

Going above and beyond to take your business
to a whole new level.

MANAGED IT

Reliable and efficient IT systems are the backbone of your business.

When they are all working correctly, most people don't consider how much effort goes into the ongoing maintenance of networks to ensure everything continues running smoothly. It's only when an issue occurs, such as internet drop-outs or device failures, that IT becomes a concern.

To avoid disruption, your team needs to be constantly supervising and maintaining these systems however, this requires the right level of expertise.

ACS's Managed IT services allow you to outsource these functions to our professional solutions team who are experts in overseeing and supporting the performance of your systems; from internet to email, hardware to software.

Our Managed services are highly cost-effective since our experience and expertise will maximise your IT's return on investment. Our dedicated team are well-versed, with a comprehensive range of IT solutions and business types, ensuring we will meet all of your needs no matter how unique.

You can focus on growing your business, knowing that the underlying IT infrastructure is in expert hands.



In today's digital world, don't put your business' needs on hold or be derailed by poor IT services and support. Outsourcing these essentials provides a better financial return and keeps your business running efficiently.

FOCUS ON YOUR BUSINESS, NOT YOUR IT

Your company can focus on its strategic business goals while we concentrate on managing your IT environment, giving you peace of mind.

MANAGE YOUR COSTS

We offer predictable fixed monthly pricing as well as assistance with budgeting your yearly IT requirements, making it easy to manage your costs.

INCREASED PRODUCTIVITY

The productivity of your staff will improve due to your reliable and high performing IT systems and responsive technical support.

FLEXIBILITY

It doesn't matter if you scale up, down, or add different options when the need arises; as your business evolves, we ensure your technology evolves with you.

WHY ACS?

25

Years of industry expertise



UK-wide coverage



Vertical strength



Size of customers range from one-man-band to 500+ users



High level of technical proficiency and qualification

40+

Staff within IT Technical department



Separate Helpdesk, Infrastructure, Engineering and Software support



68,000 tickets resolved last year

IT POWERED BY PEOPLE CENTRED AROUND YOU

A journey led by experts

Everything we do is centred around our customers because we believe in people-driven IT. This is how we build long-term relationships; through being proactive and consistently leveraging our knowledge.

We attribute our ongoing success to this ethos, enabling us to work with satisfied businesses of all sizes, all benefiting from our professionally managed and outsourced IT services. We would like to do the same for you.

OUR EXPERIENCE

Our team of highly skilled and experienced IT engineers have a diverse range of skills and specialisations. With ACS as part of your team, you benefit from all of our collective expertise, which we will adapt to best support your business.

OUR KNOWLEDGE

It's crucial that your IT is managed by a team of experts who:

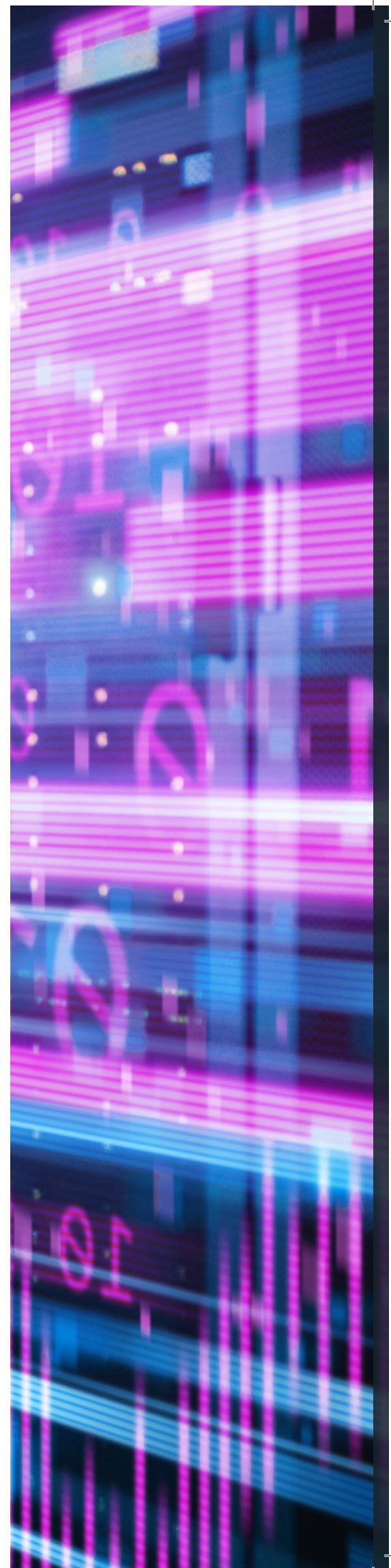
- Have experience across multiple platforms
- Are officially accredited
- Are up-to-date with technology and training
- Specialise in managed IT services

OUR RESULTS

We believe in delivering an exceptional service to all of our clients. In fact, our clients experience an average customer satisfaction rating of 92% and 96% of our calls are resolved remotely.



Book a Consultation
Call 01604 704000
Email info@acs365.co.uk
or visit acs365.co.uk





Consult

A TAILORED APPROACH



Audit

DESIGNED FOR YOU



Review

A PREFERRED PARTNER



Cyber Security

SECURE YOUR INVESTMENT



Onboard

ONBOARDING YOUR BUSINESS



Trusted Advisor

VISION FOR THE FUTURE OF INDUSTRY

A TAILORED APPROACH

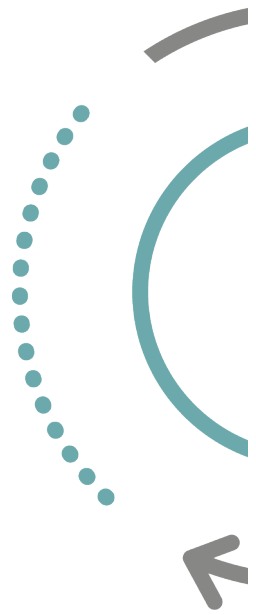
Empowered by a vision for the future

By cultivating true partnerships with our customers we go beyond your day to day IT requirements. In order to perform an audit, ACS need to first understand the business itself.

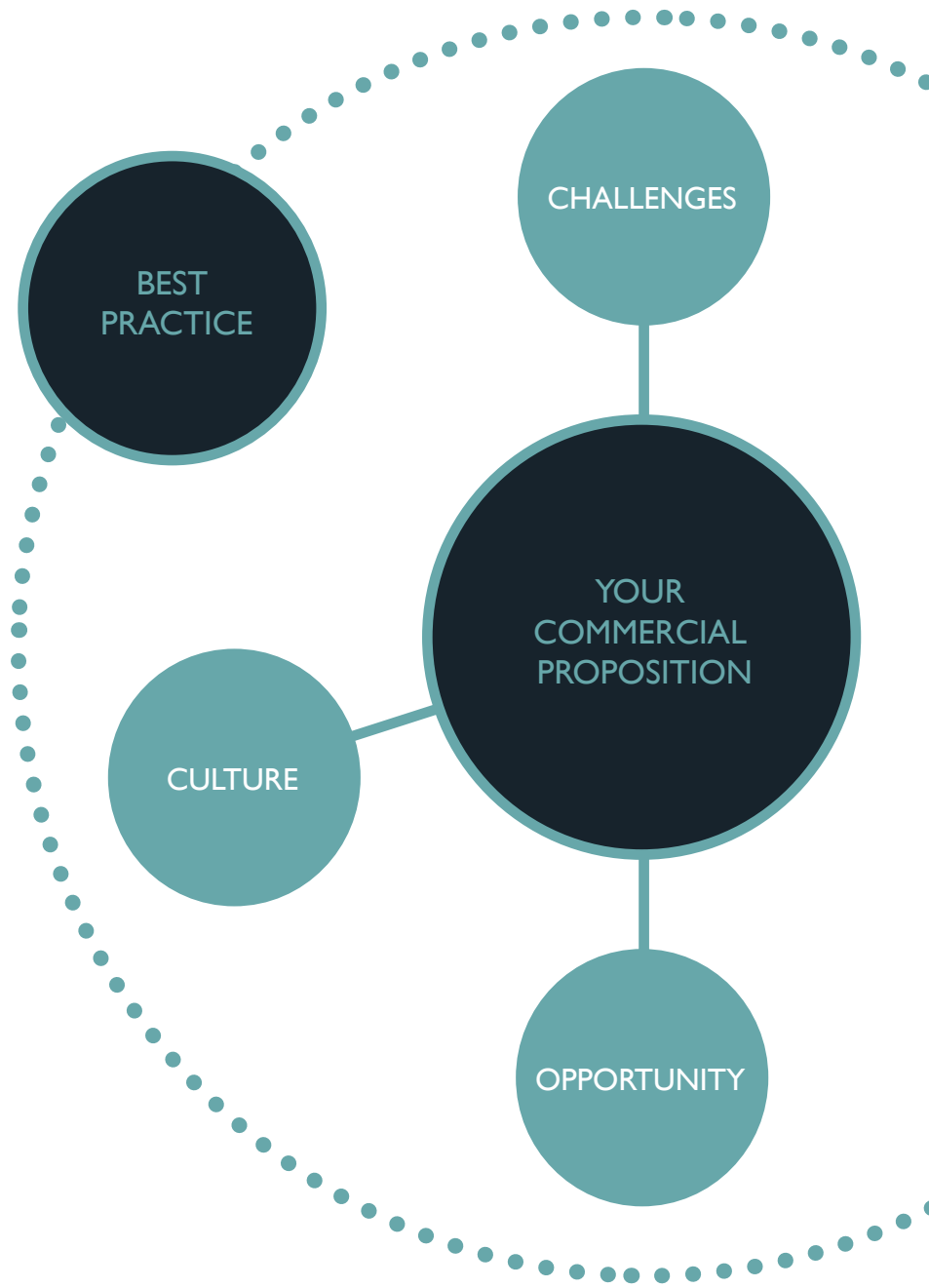
Our managed services team thrive in discovering your challenges, culture and business opportunities to inspire a bespoke response that places how you engage with technology at the heart of your solution. Our experts explore a long term IT roadmap that's built around your commercial proposition and governed by best practice.

We live in a more connected world than ever before and your business should be no exception.

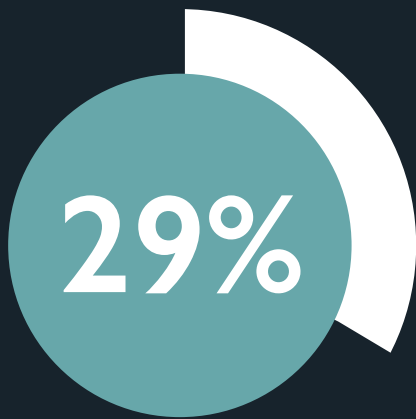
Consu



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Did you know?



YOUNG FINDER

29% of workers are dissatisfied with their workplace technology

DESIGNED FOR YOU

The right solution for your business



The ACS IT Audit is an in-depth review of your current IT platforms and how they are being used both internally and externally. We analyse your existing IT and provide you with information and recommendations to mitigate your risks, reduce costs and strengthen your business' IT processes. The audit acts as the basis of your future IT strategy and forward-thinking roadmap.

Audit

Did you know?



40%

YOUNGOV FINDING

40% of staff consider their device to be the most important part of their technology

OUR PACKAGES

PROACTIVE REMOTE

To ensure your IT processes are running smoothly and effectively, we will proactively monitor and maintain your core IT systems to provide a reliable, secure and structured IT environment. Round-the-clock assistance and maintenance is available with a dedicated support team for responsive service desk support, as well as regular onsite system administration.

PROACTIVE IT

In addition to the Proactive Remote package features, Proactive IT offers a higher level of support with a dedicated team of IT Engineers that are available to provide on-site technical assistance to you and your team, at no extra cost, for a superior level of peace of mind.

PROACTIVE IT	PROACTIVE REMOTE	PROACTIVE IT
Proactive Monitoring of Servers, Devices & Infrastructure Monitoring of servers, client devices and core infrastructure with automated alerted	✓	✓
Management of Hosted IT and Datacentre Services Hosted Services including Data store 365, Office 365 and Microsoft Azure	✓	✓
Backup Monitoring and Disaster Recovery Support Monitoring and Management of your Back up and DR Solutions where applicable	✓	✓
Business Grade Cyber Security Provision & management of cloud based Anti-Virus & Anti-Spyware Solutions and management of e-mail & web filtering services where present	✓	✓
Security Updates and Microsoft Patch deployment Regular, out of hours, automated deployment of security and Microsoft up dates to devices and services	✓	✓
Unlimited Telephone and Remote Support All charges are included in the fixed monthly fee. Our UK Helpdesk is on hand to fix problems quickly	✓	✓
Guaranteed Fast Response Times Service Level Agreement backed response times based upon criticality of call	✓	✓
Network Operations Centre and Call Tracking Advanced support systems with online call logging, monitoring of current and historical call and reporting	✓	✓
Performance Reports and Healthchecks Regular system and call statistic reviews to help deliver continuous improvement	✓	✓
Online Office365 Video Training Portal Maximise your ROI through self-paced staff training programmes included in your monthly fixed fee	✓	✓
Strategy and Technology Planning Focused Technology plan aligning your IT outcomes with your business goals and strategy		✓
On-Site Engineering On-Site response to incidents where appropriate included within the fixed monthly charges		✓



Learn more about our
Audit process
Call 01604 704000
Email info@acs365.co.uk
or visit acs365.co.uk

A PREFERRED PARTNER

Turn potential into performance

Does your team have the right tools to achieve operational success?

When it comes to success, it's not just about selecting the right hardware and software applications but also acquiring the right package, service and support at the best price through the right suppliers. However, this can be quite a significant undertaking.

For example, identifying the need for mobile-data-connected tablets for sales teams may be simple but choosing the right bundle to match needs, cut down on wastage and ensure compliance is a more difficult decision.

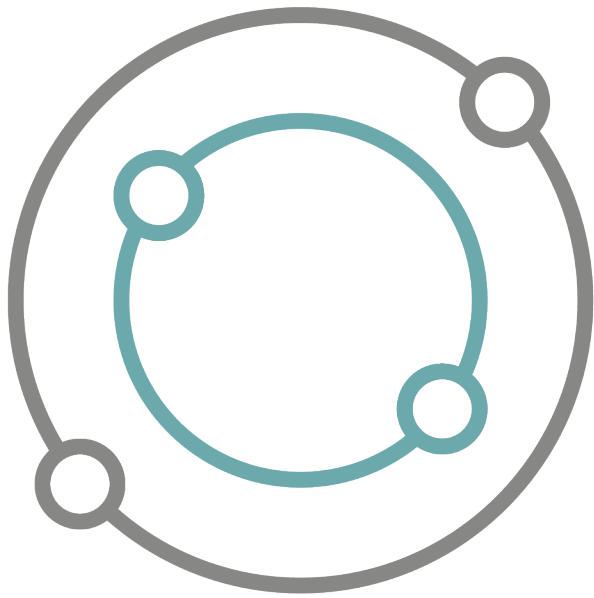
Our team leverage years of experience to offer independent advice and recommendations. Our IT Procurement team can help you to source the right equipment for your needs at the best price.

Review



Learn more about our
Partners
Call 01604 704000
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Our partners



Microsoft Gold

Dell Technologies
Gold

HP Gold

Cisco Premier

Mimecast Certified

VMware Enterprise

Veeam Registered
Service Provider

Cisco Meraki

HPE Solution Provider

Citrix Silver



Cyber Security

Secure your investment

ACS offers extensive security consulting that ensures you are protected at all times by combining technology and training, to safeguard your business against ever-evolving security threats.

Today's cyber security challenges are multifaceted and constantly changing. It may be time-consuming and costly to keep ahead of the potential threats but ignoring them could cost you more.

THE AVERAGE BREACH OF A SMALL TO MEDIUM BUSINESS AMOUNTS TO A COST OF £58K AND THEY ARE BREACHED, ON AVERAGE, ONCE EVERY 3 YEARS

Every business has its accounts audited periodically and security audits are equally as important.

That's why our cybersecurity professionals will analyse the entire spectrum of your IT assets, including operating systems, network devices, databases and applications. This allows us to identify gaps in your current security architecture and provide recommendations for closing those gaps.

We work with you to address vulnerabilities and enhance your security defence mechanisms.

To keep your security up-to-date, we provide ongoing assessments and testing to ensure full protection.



Talk to our Cyber Security specialists today
Call 01604 704000 or
Email info@acs365.co.uk
or visit acs365.co.uk

Security

WHAT IS SECURITY-AS-A-SERVICE?

Our standard managed service provides core cyber security including Endpoint Protection, Patch Management, Firewall & Permissions Management and basic Security Awareness Training.

However, with the evolving level of threat that businesses continue to face, these basic services are not enough to protect organisations from attacks. To ensure our clients gain greater protection and peace-of-mind, we offer Security-as-a-Service Standard and Security-as-a-Service Plus, as additional protection for ACS' Managed Service clients.

Cyber Security Training

Cyber Essentials Plus

Vulnerability Audit

Web Filtering

Multi-factor Authentication



Onboarding your business

At ACS, our philosophy has always been to build strong relationships with clients through superior levels of service. We pride ourselves on our professionalism and expertise when working with businesses like yours, to provide tangible outcomes from your IT systems that help you achieve your overarching goals.

A DEDICATED SUPPORT TEAM

We have a whole team waiting to assist you, whether that's face to face, via phone or email. You will have access to a multi-tiered technical team of highly skilled support engineers, supervised by a dedicated client services manager. You'll feel as though you have an in-house IT department, without the costs.

REAL-TIME MONITORING

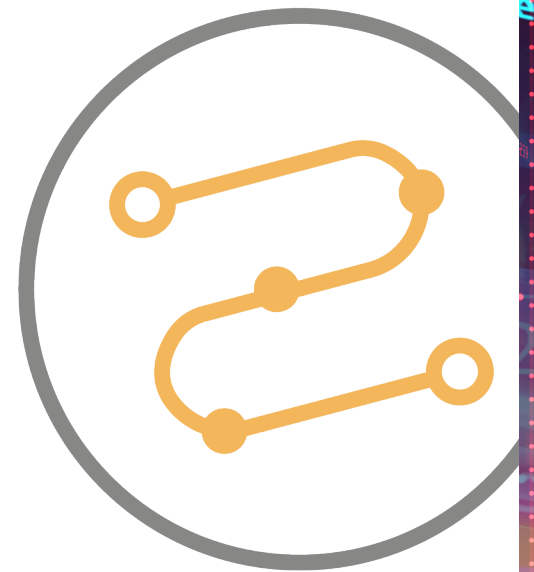
Our real-time monitoring and reporting ensure problems are identified promptly and prevented from reoccurring. Expensive downtime is avoided by dealing with technical issues before they impact your operation.

FAST AND RESPONSIVE HELP

Contact our service desk 24 hours a day. Thanks to simple and secure remote-control tools, response times are within minutes.

PROACTIVE MANAGEMENT OF YOUR IT

Through regular performance reviews and capacity planning, we enable a more reliable, secure and structured IT environment that ensures your systems continue to meet your business' needs.



Did you
know?



GARTNER FINDING

£4,255

the average cost
of downtime
PER MINUTE

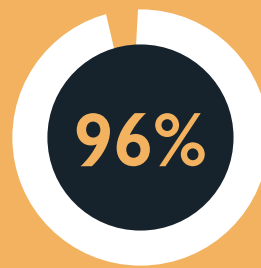


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Here's what it feels like to work in partnership with ACS



of calls fixed remotely



of SLAs hit



Customer retention rate



Customer satisfaction score



First-time fix-rate over the phone



Average response time for a critical incident



Average time for ticket to be resolved



6 years average tenure of staff



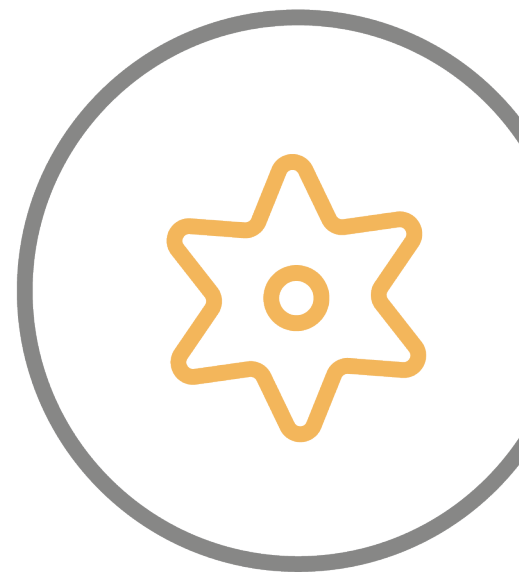
Industry experience

Trusteed Advisor



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VISION FOR THE FUTURE OF INDUSTRY

We put the problem before the technology

Digital transformation initiatives and the growing adoption of multicloud continue to shape our approach to technology services. We brought together the best minds at ACS and joined forces with our market leading partners to consider how we can innovate against the needs of our customers in a standardised way, at scale. We came to the conclusion that innovation isn't about the technology itself, it's about new business models that leverage technology.

To offer valuable change with tangible benefits we must start by finding a problem and creating an approach that changes the way that problem is solved. The roadmap created as part of your consultation and audit acts as a benchmark for our own long term goals. Your needs define our own.

WE ARE COMMITTED TO

- Broadening our network foundations
- Testing and adoption of new solutions to technology problems
- Exploring and strengthening our Partnerships
- Research in both workplace and workforce behaviour
- Continued investment in our in-house team
- Sharing our knowledge and driving education.

Our passion for mutual success drives who we are, and what we do.

At the core of our business, you will find a family of people that share the same goals and combine one another's expertise to design the best solutions for you.



ATTITUDE

When great work is delivered with a positive attitude, we can change the game. It enables us to build meaningful relationships that bring success to our team and our clients.



COMMITMENT

A commitment to service and shared knowledge builds relationships that can achieve more. We take responsibility to live our brand in everything we do and deliver on our promises.



INTEGRITY

We live by sound moral and ethical principles that underpin our ability to deliver exceptional modern workplaces for our clients. We are transparent in all of our dealings, building trust and rewarding loyalty.



OUR CLIENTS

With over 25 years experience in the industry, our exceptional client list is a reflection on our quality of service, vision and reliability.







For more information
call 0800 781 6717
or visit acs365.co.uk



WE ARE WORKPLACE

Get in touch to discover how our service and solutions can evolve your workplace.

HEAD OFFICE

N.

NORTHAMPTON

ACS House
Oxwich Close
Brackmills
Northampton
NN4 7BH
T 01604 704000
E info@acs365.co.uk

L.

LONDON

Number 20
Little Britain
Central
London
EC1A 7DH
T 0203 7523320
E info@acs365.co.uk