CMS

YOUR IT TEAM

CMS SUPPORT
BROCHURE

DISCOVER OUR EXPERIENCE

- **Microsoft Gold Partner & Ingram Micro Global Partner**
- **Microsoft Modern Workplace Certified**
- **Microsoft Cloud Platform Certified**
- **400+ websites hosted**
- **Microsoft Security Administration Competency Azure and AWS Cloud Platform experts**
- **Completed over 200 cloud migrations, 550 Microsoft 365 tenants under management**
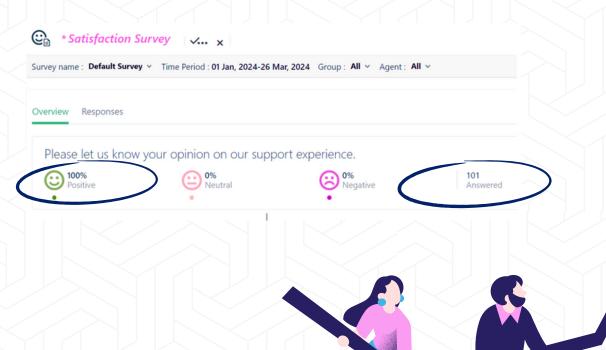
OUR COMMITMENT TO OUR PRIORITY CUSTOMERS

- **WE WILL ANSWER THE PHONE WITHIN 60 SECONDS**
- **90% OF TICKETS RESPONDED TO WITHIN 1 HOUR**
- **DIRECT ACCESS TO TECHNICIANS**
- **IN COUNTRY BASED TECHNICAL SUPPORT**

We have created what we believe to be one of the best Technical Support teams in the industry.

CUSTOMER SATISFACTION SURVEY

* Satisfaction Survey ✓... ✕

Survey name : **Default Survey** ⌄ Time Period : 01 Jan, 2024-26 Mar, 2024 Group : **All** ⌄ Agent : **All** ⌄

Overview   Responses

Please let us know your opinion on our support experience.

| 😊 100% Positive | 😐 0% Neutral | ☹ 0% Negative | 101 Answered |

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SUPPORT PLAN - CMS BUSINESS COMPLETE WITH ENHANCED SECURITY

YOUR BUSINESS REQUIREMENTS

Your business operated using many different systems. You handle sensitive data daily, including personal and company records and personal identifiers. This data is not only crucial for your operations but also highly sensitive and subject to strict privacy regulations.

You require a robust IT managed services with a strong focus on Data Protection, Regulatory Compliance, System Availability, Cyber security Threats and Disaster Recovery.

SOLUTION

We are your IT department. Free yourself from the responsibility of dealing with your business IT concerns. CMS Business Complete with Enhanced Security is the platinum standard for companies that require complete IT support with special attention to security.

Includes:

- Guaranteed fixed price per month
- Priority 24 x 5 complete desktop support
- Security management
- Pro-active network monitoring and patching
- Dedicated Account Manager
- Preferred hardware pricing
- Guaranteed Service Level Agreement
- Vulnerability scanning

- SOC – SIEM
- Application control
- Application patch management
- Adherence to M365 recommendations
- DNS filtering
- Network monitoring
- Security awareness training
- MDM/Intune management
- Alignment with Essential 8

CMS have been our Managed Service Provider for over 4 years, they are proactive, attentive and focused on our IT requirements so we can get on with running our business.

Solution Underwriting - Sarah Scoble

SUPPORT PLAN - CMS BUSINESS COMPLETE

YOUR BUSINESS REQUIREMENTS

You have a small business with a team of 10-30 people, that wholesales goods to businesses that retail your goods. You operate a warehouse and have a strong online presence, taking orders through your sales team and website. Given the nature of your operations and understanding the importance of your IT infrastructure, you want an IT team to focus on your specific needs, be available on call, ensure your data is safe, and be cost effective and scalable.

SOLUTION

We are your IT department. Free yourself from the responsibility of dealing with your business IT concerns. CMS Business Complete is the gold standard for companies that requires complete IT support that is available when you need us.

Includes:
- Guaranteed fixed price per month
- Priority 24 x 5 complete desktop support
- Security management
- Network management
- Pro-active network monitoring and patching
- Dedicated Account Manager
- Preferred hardware pricing
- Guaranteed Service Level Agreement

CMS monitor and manage all our IT infrastructure, whilst also offering exceptional customer service. They have also introduced many new processes to our business which have saved us time and money.

Advanta- Andy Craddock

SUPPORT PLAN - CO- MANAGED IT SUPPORT

YOUR BUSINESS REQUIREMENTS

You have a team of 60+ employees in the health care industry. You have an internal IT department that manages your day-to-day IT needs, such as maintaining servers, managing databases, and providing technical support to your employees.

However, while your internal IT team is excellent in handling day to day tasks, you lack the specialised knowledge required for certain projects, such as implementing advanced cybersecurity measures or migrating to a new cloud platform. You would like to partner with an outsourced IT company that can provide you with the additional support and expertise you need to effectively manage your IT infrastructure and projects.

SOLUTION

We are your IT department's support. Our team specialises in many different facets of IT.
We offer everything from Project Management, Cloud Management, Migration services, Infrastructure monitoring and Cyber-security implementation and management.

Includes:

- Guaranteed fixed price per month based on your requirements
- 24 x 5 support to dedicated contact
- Guaranteed Service Level Agreement

WE WILL TAILOR A SUPPORT PLAN FOR YOUR BUSINESS BASED ON YOUR REQUIREMENTS

CMS monitor our IT infrastructure and are a valuable asset for my IT Team. It gives me a secure feeling knowing CMS are ready to help when required

Acura Group- Ben Eckersley

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SUPPORT PLAN - 365 SUPPORT

YOUR BUSINESS REQUIREMENTS

You have a small business with a team of 5-10 people, you are in the commercial food industry and most of your IT requirements are met by cloud applications. You have a heavy reliance on Microsoft 365, email, One Drive, SharePoint and use Teams as your phone system.

You don't want to overspend on IT but want to ensure someone is there to help if anything were to go wrong.

SOLUTION

We offer complete Microsoft 365 support which covers:

- Email & all Microsoft 365 Applications - One Drive, SharePoint, Teams, Word, Excel etc.
- 24 x 5 remote support by phone & ticket
- 20% discount on Adhoc desktop support rate

ON THIS PLAN WE REQUIRE BUSINESSES TO HAVE BASIC EMAIL SECURITY IN PLACE, SUCH AS MULTI FACTOR AUTHORISATION (MFA) AND MICROSOFT 365 DEFENDER.

We have been with CMS for over 10 years, they are there when we need them and always fix any issues we have

Aerodyne- Ryan Kingston

Service Inclusions

	365 Support	Business Complete	Business Complete with Enhanced Security
Priority 24 x 5 Phone, ticket, help desk	✗	✓	✓
24 x 5 Phone, ticket and remote help desk	✓	✓	✓
O365 online application support	✓	✓	✓
Office Suite support	✓	✓	✓
OneDrive support	✓	✓	✓
PowerApps support	✓	✓	✓
SharePoint Online support	✓	✓	✓
Teams calling support	✓	✓	✓
Teams support	✓	✓	✓
Complete desktop and device support	✗	✓	✓
Annual reviews	✗	✓	✓
Antivirus	✗	✓	✓
Best effort 3rd party cloud application support	✗	✓	✓
Best effort 3rd party IT&T support (Internet)	✗	✓	✓
DR / BC process and testing	✗	✓	✓
Preferred hardware Pricing	✗	✓	✓
Manage UPS	✗	✓	✓
Manage virtualisation infrastructure	✗	✓	✓
Monitor hardware refresh cycle	✗	✓	✓

Service Inclusions

Service	365 Support	Business Complete	Business Complete with Enhanced Security
Monthly reports	✗	✓	✓
Network management	✗	✓	✓
Network monitoring and support	✗	✓	✓
Printer support	✗	✓	✓
Project work at discounted rate	✗	✓	✓
Realtime PC hardware and software monitoring	✗	✓	✓
Security audit	✗	✓	✓
Security baselines	✗	✓	✓
Cyber-Security Management	✗	✓	✓
Server management (domain) and offsite backups	✗	✓	✓
Operating system patch management	✗	✓	✓
M365 Back Up	✗	✓	✓
SOC - SIEM	✗	✗	✓
Application control	✗	✗	✓
Application patch management	✗	✗	✓
Adherence to M365 security recommendations	✗	✗	✓
DNS filtering	✗	✗	✓
Network monitoring	✗	✗	✓
Security awareness training	✗	✗	✓

GET A QUOTE

Every business has unique requirements, so why don't you book an appointment to discuss how we can support your business needs.

BOOK A MEETING

Choose the best date and time to discuss your IT business needs. let's talk

See our calendar

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YOUR IT TEAM

Your IT Team is ready for you

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WWW.CLOUDMADESIMPLE.COM