

IT to help your business grow

We deliver predictable monthly costs for an unsurpassed, pro-active service. We treat our customers like family meaning we work closer with our customers than any other technology service provider, giving you an unbeatable professional service with a friendly, family feel.

Our service is truly inclusive and intuitively proactive. We work as a partner and extension to your business. There are no 'overuse' charges and there's no limit on the number of times you can call on us, or visits we make to you. And have you seen our monitoring system? It's awesome! A really powerful tool, also used by the NHS to monitor their patient records systems.



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Features

- ✓ **Proactive monitoring:** We watch every single part of your network - from computers and servers to printers and telephones – 24 hours a day, looking out for something that might cause you some disruption and stamping it out before it does.
- ✓ **Your own dedicated Technical Manager:** Your very own technology guru - who will work by your side, as an extension of your business, the same person to call every time.
- ✓ **Ultra-fast Remote Control:** Allowing us to connect to desktops in seconds so we can get on with fixing the issue.
- ✓ **Responsive Service Level Guarantee for each user:** We have one of the most responsive SLAs on the market, we start working on priority one issues within 15 minutes.
- ✓ **Twice yearly DR testing:** During our audit, we'll document a disaster recovery plan most suited to your business priorities. Every six months, we'll test parts of this plan so you can be assured that your business can be recovered.
- ✓ **Planning for the future:** We will work with you proactively to identify areas where we further efficiencies can be seen for the business.
- ✓ **Weekly Reports:** We will provide monthly tactical, business-facing reports allowing you to understand how well your network and our service is performing for you.
- ✓ **Unlimited support:** Whether you need remote or onsite assistance, your users will benefit from completely unlimited IT support.

Upfront Technology Audit

Before we do anything, your Technical Manager will complete a free, thorough technical and business level audit. Not only do we absorb information about your technology, but we gather an understanding of what's important to your business enabling us to respond as you need us to. During the audit we'll:

- ✓ Install our enterprise monitoring systems
- ✓ Complete a 'clinic visit' to resolve any outstanding issues
- ✓ Write your DR plan
- ✓ Provide you with a HR pack of IT related templates
- ✓ Fully document your systems, passwords and 3rd party suppliers
- ✓ Complete a business discovery session to understand your priorities
- ✓ Create an IT strategy



Our performance

We work to a set of performance metrics that we're very proud of – so much so, that we publish them on our website each month.

Performance

Average Inbound Answer Time	4.53 seconds
Average Email Response	6.4 minutes
Average Request Completion	12.8 minutes
Customer Satisfaction Rate	98.7%
First Time Fix Rate*	83.7%

* request dealt with immediately on the phone

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