



# Managed Computing Outsourced IT Management

“ Conosco have been a trusted partner for the past eight years. During that time they have taken care of all IT support and infrastructure needs, which has meant that we have been able to focus on growing our core business. ”

**Alex Kirk, Director  
MediaLab**

Our Managed Computing service is built around first-class support

- 96% of our clients' support cases are solved remotely for the fastest possible resolution
- Engineers are available 24 hours a day, 7 days a week
- 98% of the feedback we receive is positive
- 20 seconds is the average time to answer incoming calls

Our Managed Computing service offers you complete, enterprise-class IT management with sophisticated levels of efficiency, reliability and strategic planning.

## Features:



- Outsourced IT department
- Proactive monitoring and maintenance
- 24//7 IT Support with fast Service Level Agreement
- Planned IT roadmap and budgets
- Formal performance analysis and reviews
- Asset management and procurement
- Technical Account Management

## Benefits:



- Enhance your business efficiency by aligning your IT infrastructure with your business objectives
- Improve your competitiveness by applying strategic insights from wide technological experience
- Reduce downtime by catching faults before users are affected
- Avoid bottlenecks by planning for your business growth and digital transformation
- Prevent financial surprises by matching your roadmap to the available budget



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“ Since Conosco have taken over our IT Support, it’s been a pleasure to have an IT infrastructure that promotes the continued growth of our business. With secure and efficient remote working capabilities and a streamlined office environment, we’re able to tackle new projects without being tied down by technology. It’s clear that the Conosco team are experts in their field, and we have found all their staff to be professional, knowledgeable and approachable. We look forward to a long and fruitful partnership with Conosco. ”

**Richard Burrell, CEO**  
**AMP Clean Energy**

For almost two decades, we have been helping businesses such as Anya Hindmarch, Cadogan Estates, Silver and AMP Clean Energy to grow and run efficiently

## Companies choose Conosco because:



- We ensure our interests are always aligned with your own
- We add value to your business by taking the time to understand your core commercial objectives
- A thorough IT audit is conducted at the beginning of every relationship
- Our IT support services combined with strategic consultancy enables you to achieve your goals
- We offer business consultancy that delivers deep insight into how technology can be deployed to achieve enterprise-level objectives
- Our expertise covers every aspect of an IT department, ranging from a 24/7 helpdesk and onsite support, to cloud migration and virtualisation

## WANT TO KNOW MORE?

Get in touch by sending a message to [sales@conosco.com](mailto:sales@conosco.com) or calling **020 3507 0418** to learn more about how Conosco Managed Computing will minimise downtime and maximise your profitability.