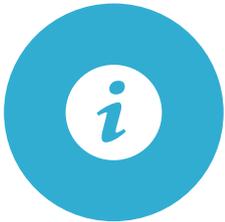




Looking for the right technology partner for your business?

www.alphabyte.it

IT Services You Can Trust



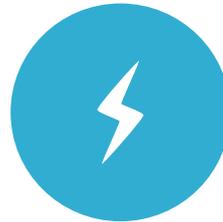
IT & Technology Support

Complete IT management for your business, including unlimited support, managed maintenance and proactive server monitoring.



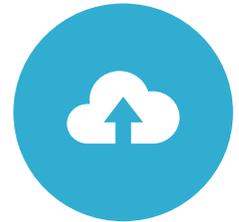
IT Services

We provide a range of IT services and consultancy to suit businesses of all sizes.



Backup & Disaster Recovery

Choose from a range of backup & disaster recovery systems to protect your data and critical systems.



Cloud Services

Take advantage of our hosted cloud services, or have your IT services and software hosted in our data centre.

We offer a comprehensive IT support service for a fixed monthly fee

Alphabyte is a Cardiff-based IT support company that provides a variety of specialist IT services at a very reasonable cost. If you need a reliable, professional team to look after your systems while you get on with business, we can help!

Technology Management

Choosing a technology and communications partner for your business should be simple. After all, technology is there to make your work easier and more efficient while you continue to do the things you do best. Here at Alphabyte, we aim to gain a thorough understanding of your business, your sector, and the way in which you operate. This allows us to provide a managed, comprehensive IT service that no other provider can beat.

Unlimited Support & Management

Our no-fuss, no-nonsense IT support agreements are designed to cut down on administrative work and unforeseen costs. After an initial IT assessment, we provide a tailored plan which offers unlimited support and management of your systems, all for a fixed monthly fee. Contact us today for a free initial assessment and quotation.

Get in touch with us today and find out how our IT services could benefit your business!

Our Services

We're proud to do things differently. As an Alphabyte client, the reliability of your system is our number one priority.



Simple Plan

One simple technology management plan, backed by a no-hassle, service-level agreement that allows you to go about your business as usual.



Value Review

We offer a no-obligation review period to ensure that you're receiving the best possible IT service.



No-Nonsense Agreement

Responsive IT support agreement, backed by an SLA with a no-obligation review period.

Standard IT Support Package - Features:

Proactive Management

Issues found and fixed before you know they're there.

No-Nonsense Agreement

Fast, SLA-backed support agreement (length of your choice). No-obligation review period.

Outsourced IT Department

Everything you would expect from your very own IT department.

Office Technology Support

Support for your in-house telephone system and copiers can also be provided.

Tailored Costs

Take advantage of our bespoke service and get the most out of our agreement.

Evergreen IT

Take advantage of our technology lease hire and set a budget to suit your needs.



IT Management

An outsourced IT department for your business

Here at Alphabyte, we believe you should be able to benefit from a full outsourced IT department service, handing over responsibility for your systems, backup and security updates, while still being able to fully budget your IT expenditure. We work hard for our customers to make sure they're getting the best from their IT infrastructure, and from our service.

Our typical IT management agreement provides your business with a complete outsourced IT department. You will have unlimited access to your IT department – just as if they worked within your company – and the fee you pay for our services will remain fixed at all times.

Contact us now to get a free quote for your business!

Our service includes:

- > Full IT support for your staff, whether they are working from the office or remotely. Support is provided via remote access directly into their computer, laptop or tablet device to ensure issues are dealt with speedily
- > Full server-side IT management, including backup and update management, user and email administration, and frequent security audits
- > Full back-up and disaster recovery management
- > An SLA backed service, giving you peace of mind
- > On-site support where required at no extra cost
- > Frequent IT management and strategy meetings
- > A friendly, professional and personable approach

IT Management Package - Features:

A Comprehensive Service

We look after your IT systems so you can concentrate on business.

Fixed Fee

Our fixed cost means that you always know exactly what you're paying.

Your Own IT Department

All the benefits of an internal IT department, without any of the hassle!

Help For Your Staff

Where necessary, we will work closely with your employees to ensure that they get the most from your systems.

Disaster Recovery

In the event of an IT emergency, our backup/disaster recovery service will ensure that your business doesn't suffer.

Friendly IT Experts

Our IT management specialists are friendly and easy to talk to.

Why Alphabyte?

Our continued growth comes as a result of our friendly, professional and personable approach to our customers; we enjoy getting to know you and your business.

Our genuine desire to help people and their businesses is what sets us apart from other providers of IT solutions. We work closely with you to make sure that our service is perfectly suited to your requirements. Here's what we can do for you:

- > IT Management
- > IT Evaluation
- > Project Management
- > Information Security
- > Data Backup / Disaster Recovery
- > Cloud Services
- > Telecommunications
- > Copy / Print Audit

Each client has their own requirements, challenges, levels of experience and involvement in IT. Because of this, we tailor our IT solutions to suit your needs and stick to fixed fees to suit your budget.

We have a friendly, professional and personable approach to all support queries. Each query is of high importance to us, and so you can rest assured that you will receive a truly excellent service!

Attitude

We will always deal with your issues carefully yet efficiently. We will maintain a professional and friendly approach at all times.

- > Our focus is **your** growth
- > We never cut corners; we are committed to providing comprehensive IT solutions
- > We enjoy problem solving and relish the chance to solve any problems **you** may experience
- > Friendly and helpful at all times

Flexibility

Keeping **you** informed is important to us. We **always** work tirelessly to keep **you** updated and keep ourselves available.

- > Always willing to adapt to suit **your** specific needs
- > Always available via e-mail or telephone
- > We are able to deal with **your** issues on site or through a remote connection
- > Support available 08:30 – 18:00 weekdays

IT Consultancy & Project Management Services

Whether you are looking to improve your business efficiency through new software, new hardware, increased productivity or tighter security, Alphabyte can provide a comprehensive IT consultancy service that will see your project through from planning and costing to implementation and support.

Our IT consultancy and project management services are included within our standard IT management package. Alternatively, these services can be provided separately on a fixed-fee basis.

Our consultancy services include:

- > Full IT evaluation
- > IT strategic planning
- > Identification of business sector opportunities
- > Migration planning
- > IT project management

IT Consultancy – Features:

Strategic Planning

We'll plan every step of your project to ensure maximum results.

A Flexible Service

Whether you want a one-off consultancy service or a comprehensive IT package, we can help!

Straightforward Fees

We like to keep our costs as simple and as clear as possible to avoid confusion further down the line.

Business-Specific Consultancy

The Alphabyte team have worked in a variety of different fields, and we know that different businesses need different approaches.

Continued Growth

We'll make sure that your project will continue to be successful going forward.

Specialist Guidance

We have been working with technology for decades – put your trust in our knowledge!

Information Security

IT security management to ensure that your data is protected

Information security is one of the hottest subjects in business right now, and for good reason. Many business owners take IT security for granted, but a lot of products, software and services are often insecure as standard.

As an outsourced IT provider, we take information security management very seriously. We have provided many local businesses with security audits and ICO gap analysis to help identify areas where security can be improved, to safeguard the sensitive information they hold or process on behalf of customers and suppliers.

If you would like us to handle your information security, call us today!

Our IT security service includes:

- > Software update services
- > Internal user management
- > Antivirus & Antispam
- > Full encryption services for PCs, laptops & servers
- > Email encryption
- > Firewall monitoring and management
- > Local area network security
- > Internal file level access management
- > Backup & disaster recovery
- > Hardware & data disposal

Information Security Management - Features:

Exhaustive Security

We'll look at your infrastructure from every angle to minimise security weaknesses.

Up-to-Date Knowledge

The world of IT security is always changing. We work hard to stay abreast of all the latest developments.

Virus Protection

Worried about deadly computer viruses? Our service will allow you to rest easy!

Prepared for Anything

Our backup and disaster recovery specialists will make sure that your data is safe no matter what.

All Devices

From your PCs and laptops to the servers themselves, we'll make sure that every part of your infrastructure is secured.

Affordable Costs

Our fees are extremely reasonable, and with no hidden costs, everything's easy to budget for.

Telecommunication Services

IT security management to ensure that your data is protected

Here at Alphabyte, we have a wealth of experience with business telecommunications and connectivity. We pride ourselves on our ability to select and provide the best solution for any business.

Whether you're looking for a new internal phone system, a hosted VoIP solution, or a faster, more reliable internet connection, our telecommunications management service will ensure that you aren't disappointed. We offer completely unbiased advice, free of charge, and so you are certain to get the right solution.

Call us for more information about our telecommunication services!

What we can do:

- > Find the best business broadband available in your area
- > Recommend SLA-backed connections (leased lines, Ethernet First Mile & Fibre on demand)
- > Provide secure site-to-site connectivity
- > Set up traditional internal PBX systems
- > Provide hosted VoIP solutions
- > Recommend call recording solutions

Telecommunications Management - Features:

Faster Internet

Does your business rely on the internet? We'll make sure that your connection is as fast as possible.

Optimised Communication

Make sure that you and your clients can communicate with each other at all times.

Save Money

We don't just track down the best service – we try to find the best deal, too!

Unbiased Advice

We aren't sponsored or otherwise remunerated by any of the services we recommend, so you can trust in what we tell you.

A Holistic Approach

We'll make sure that your telecommunications infrastructure is well-suited to your business as a whole.

Cutting-Edge Knowledge

We stay up-to-date with all the latest developments in telecommunications, so we're always well-equipped to make recommendations.

Copying/Printing Solutions

Getting the right copy and print hardware and solutions can save your business both time and money. Here at Alphabyte, we can provide a comprehensive print audit to find the best solutions for your enterprise – you'll be amazed at the money you could be saving!

Our print management specialists have teamed up with leading local copy and print providers to bring you the very best printing solutions that the market has to offer. Our print audit service is completely free of charge, with no obligation; this allows you to see the benefits for yourself without any risk.

Our print management service includes:

- > Find the best business broadband available in your area
- > A complete audit of your current printing/copying infrastructure
- > An inspection of your existing hardware
- > Recommendations of local services
- > Advice on how to implement better printing solutions
- > Help with any new hardware/technology

Print Audit - Features:

Comprehensive Knowledge

We know all there is to know about printing and copying, so our advice is backed up by real expertise.

Bespoke Assistance

We will look at the specifics of your business and make recommendations that are tailored to you.

A Range of Suppliers

We work with a long list of print/copy specialists, so you're sure to find the perfect solution.

No Charge

Our print audit service doesn't cost a penny!

Consistent Savings

Once your new printing solution is in place, you'll notice the difference in your monthly finances.

Ongoing Support

End-to-end life cycle support for all your office technology.

Cloud Services

Cloud storage allows users to make use of offsite equipment and access data remotely in order to improve the connectivity and scalability of their ventures. Working with Alphabyte will allow you to reap the benefits of this service as part of a well-structured IT management plan designed specifically for you.

Microsoft Office 365

365 is essentially Microsoft Office with cloud storage. Microsoft Office 365 allows you to seamlessly access all of your data via a Microsoft-hosted server without having to worry about hardware costs. This expanded connectivity allows you to access your files from any computer with Microsoft Office and an internet connection, making it easy to work anywhere, anytime.

For more information about our cloud services, call (029) 20 470 213 today!

Infrastructure as a Service (IAAS)

IAAS is a cloud service by which you can outsource the entire infrastructure of your company's IT operations to us. It is essentially the housing of all services you need to run your system, off-site, at a secure location, to which you can connect remotely. This is an excellent option if storage and maintenance of hardware is a concern. It also allows for a flexible, non-committal approach to your IT solutions as we obtain and maintain the hardware needed to perpetuate the performance of your business.

Cloud Storage - Features:

Flexible Working

Cloud storage means that you don't have to be in the office to get things done.

Save Space

The use of our cloud services frees up a lot of office space that would otherwise have been occupied by hardware.

Safe, Secure Storage

We specialise in information security. We'll make sure that your cloud-stored data is kept safe.

Jargon-Free Advice

We'll help you to get to grips with the latest cloud storage technology.

Holistic Solutions

Our cloud services can be incorporated into a comprehensive IT management package that's tailored to your needs.

Low Costs

Our fees are affordable and all-encompassing – no hidden costs here!

Data Backup & Disaster Recovery

At Alphabyte, we always include a data backup and disaster recovery plan as part of our IT management package. Our backup service allows you to effectively and efficiently safeguard your data against any potential mishaps. Using our knowledge and experience, we will work to ensure that the backup service we provide is tailored to the needs of your business. All of your backups will be monitored regularly and carefully by Alphabyte staff to ensure the continued integrity of your data.

Full Off-Site Replication

- > Replication of your data off-site in real time
- > Backup of your system in its entirety (including data backup)
- > Data is replicated to our own servers in our own datacentre for full control and fast recoveries when needed
- > Data is fully encrypted

Data Backup

- > **Backup of all non-replaceable data (documents, pictures, etc.)**
- > **Offsite daily backup to our cloud datacentre**
- > **File recovery of previous versions is available**

Backup & Disaster Recovery - Features:

Peace of Mind

Stop worrying about your business' important data.

Save Time

We'll create backups and ensure that your data is protected so that you don't have to.

Exhaustive Preparation

We prepare for any and all eventualities, including natural disasters and man-made accidents.

Thorough Explanation

We'll make sure that you understand what we're doing and why it benefits your business.

Secure Backups

Our datacentre is stable and secure, so your backups will be completely safe.

A Tailored Service

We'll work with you to ensure that our data backup service is exactly what your business needs.



Alphabyte IT

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