SYSTEMAGIC
DOING IT DIFFERENTLY

IT Support | Connectivity | Cloud

# GET A TASTE FOR A DIFFERENT KIND

## OF IT SUPPORT




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# About Systemagic

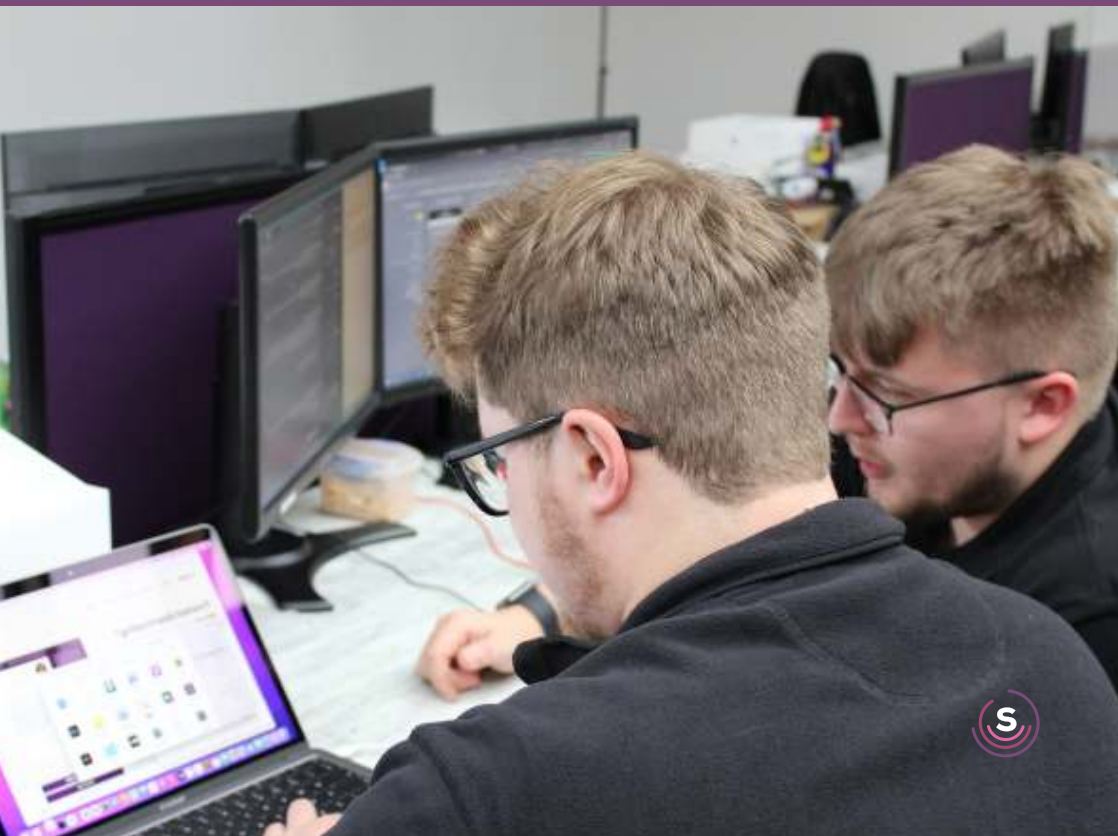
Although IT companies may look the same from the outside, that's not always the case.

Since 1999, Systemagic has provided people-focused managed IT support, cloud and connectivity services for businesses across the UK.

With an approach that focuses on the end-user, great customer service, simple terms and flexibility, we have built long-lasting relationships with our customers and still work with many from our early days.

As a result of our people-focused approach, we've been described as 'genuinely different' to other IT companies.

## How Do We Do IT Differently?



# We're Fast, Dependable & Responsive

Without beating around the bush, IT problems are frustrating and can cause costly downtime for businesses. Our IT Technicians focus on providing a dependable service with quick response and resolution times to save you time and money.

## 20-Minute Average Response Time

We respond to the majority of tickets immediately. However, if you don't get an immediate response, you can expect to have one within 20-minutes*.

## 25-Minute Average Resolution Time

Our 25-minute* resolution time speaks for itself, with most issues fixed in under 25-minutes. This includes all of our tickets; not just the easy ones to make us look good.

# You'll Know Who You're Talking To

Once we assign a Systemagician to your ticket, they will be your main contact from start to finish. Saving you time explaining the same thing to lots of different people.



*response and resolution times are calculated averages

# Customer Service-Focused

As a people-focused business, providing excellent customer service is important to us. We believe that everyone deserves to be treated nicely and with respect.

Our customer service-trained team have won numerous awards and consistently achieve a customer satisfaction rate of more than 99%.

We can guarantee that every time you contact a Systemagician, you will be greeted with a friendly welcome.

### We Leave Jargon & Judgement at the Front Door

We appreciate that most of our customers don't have the same technical knowledge as us, and the last thing you want or need is a complicated explanation that will leave you confused.

Our IT Technicians speak in simple terms and will not judge you on your technical knowledge (or lack of).

# Rolling Monthly Contracts

We believe that you should choose to work with us rather than be forced to. Most of our services are offered on monthly rolling contracts, meaning we have to provide a great service to retain customers.

**Did you know that we still work with many of the same customers we worked with when we started over 20 years ago!**



# Diverse Technical Knowledge

Although we don't speak in jargon and technical lingo, that doesn't mean we don't know what we're doing.

In fact, we place great importance on our team's technical capability and continuous development. We're pleased to hold some prestigious industry accreditations and awards, including:

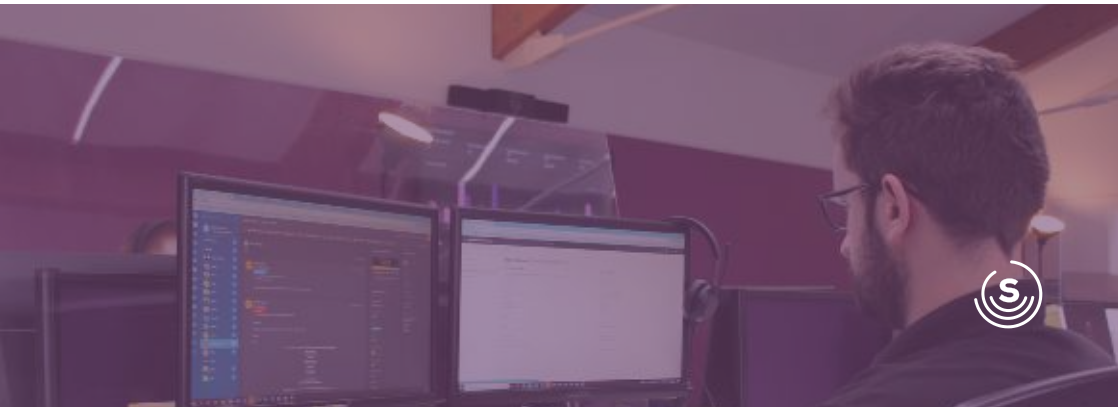
- Microsoft Gold Partner Status
- Apple Certified Technicians
- ESET Gold Partner Status
- Ranked on the MSP501
- Helpdesk Habits Training

## We're Big Enough to Cope

With a team of 19 (and counting), we have the physical resource to support your business' IT needs. Our customers range from relatively small set ups of ~5 users, to multi-national corporations of 400+ users.

Having been in the game for over 20 years, we've seen and solved nearly every IT problem to exist and we're ready to tackle yours head on.

Scan or click the QR code to meet our team



## Simple & Transparent Pricing

Our competitive, per-user per month pricing makes it easy for you to scale your IT operations as your business grows. Our pricing is also fully-transparent, meaning that there will be no unexpected or 'nasty surprises' along the way.

## Easy Peasy Onboarding

As soon as you decide to work with us, our dedicated project management and onboarding team will get to work, making the process as easy, efficient and seamless as possible.

If you're changing IT provider, our team will liaise directly with your outgoing provider, so that you can concentrate on running your business.



# Check Out Some Of Our Latest Projects




## Norland College

Opening a brand-new campus, Norland College needed full support and design of an IT network capable of connecting up to 1,000 devices at a time.

Scan or click the QR code to read the case study




## Modo25

Scaling globally, Modo25 required a secure network that could facilitate their growth, mix Apple & Microsoft devices and support from a provider comfortable with both systems.

Scan or click the QR code to read the case study




## Magna Housing

Working as an extension of Magna's internal IT department, we provided support throughout the roll-out and set-up of 250 new laptops.

Scan or click the QR code to read the case study

# Looking To Get More From Your IT? Contact Us Today


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