

Managed IT Services

eventura®



Eventura is an award winning business system and managed IT service provider. Since founding in 2003, we now have offices across the UK and in Europe.

We pride ourselves on building long-term relationships and sharing our client's corporate journey. Our aim is to deliver technology solutions that meet our client's business requirements by understanding their unique people and processes.

The culture at Eventura is a reflection of being a family business. Our foundations contain a set of core values that underpin how we work with each other, clients and supply chain.

-  **Integrity** – Working openly and honestly with colleagues, customers, suppliers and other stakeholders
-  **Quality** – constantly aiming to provide the highest quality in everything we do
-  **Customer Focus** – Actively aligning highest-quality service with customers' needs and objectives
-  **Unity** – Working with colleagues, customers and suppliers to form a seamless team
-  **Commitment** – Taking individual and collective responsibility to ensure we meet objectives and deadlines
-  **Continuous Improvement** – Improving individuals, the team and business process to maximise customer experience

Business Systems

Eventura can help you scope, implement and support a business system that suits your informational needs. As a Sage 200 and Netsuite Business Partner, we can provide solutions that cater for your financial, commercial and operational requirements.

A reliable business management solution, with the right information available to the right people, helps the business make decisions quickly and with confidence. From analysis of historical data to real-time figures, your system should offer it all.

We have key understanding and expertise in certain industries - particularly construction, fashion, retail, manufacturing and wholesale distribution.

Our internal development team enhance these business systems by tailoring them to your exact needs. We understand out-the-box products don't always cater for every aspect of your business – that's what we're here for.

Sage Business Partner

ORACLE
NETSUITE

Gold
Microsoft
Partner


IT Support

Client & Server Management

- Phone, email and self-service IT support
- Support tickets (incidents & service requests)
- Anti-virus, scans and quarantine
- Protection against dangerous websites
- Device health checks and events
- User and password management
- Security patches and updates
- Site visits (As necessary)
- System documentation
- Monthly reports

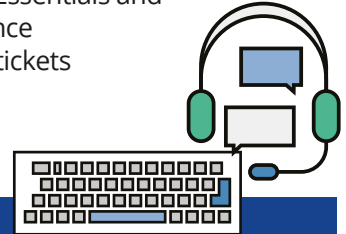
Extend your internal workforce through our award-winning IT Support service. With over 200 years' worth of combined technical expertise, you can be confident that your business is in safe hands. Our service desk is fully ITIL accredited, the industry best practice for IT support.

Securing, updating and managing your IT equipment can be a long winded and cumbersome task. Take away the internal frustration of managing these assets with our management services.

Our proactive device health checks, virus scans and remedial actions ensure your devices are secure and working at peak performance. We work proactively to avoid unnecessary downtime that could be avoided.

Benefits to your business:

- ✓ Wide-ranging, specialist and accredited technical expertise
- ✓ Scalable technical resources as required
- ✓ Shared knowledge of your systems and configuration
- ✓ Reduced overall risk and increase visibility of your IT estate
- ✓ Asset management for hardware and software
- ✓ Help to achieve Cyber Essentials and maintain cyber insurance
- ✓ Reporting on monthly tickets and future advice



Break / Fix

Unfortunately, technology can become faulty, sometimes break, and needs to be fixed. Managed services cover the majority of the IT estate, however, some elements of IT are uncategorised – but they can't be ignored! Our Break / Fix element of IT Support provides an allowance for our team to 'roll up their sleeves' and use best-efforts to keep things running – even if it is bespoke or unknown.

Network Security

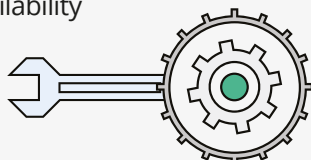
- Network monitoring and changes
- Device configuration backups
- Security and firmware updates
- Security scans and alerts
- Regular scheduled maintenance
- System documentation
- Monthly reports

Secure and maintain the backbone of your IT infrastructure with our network maintenance service. Our accredited engineers help to protect and keep your network secure by detecting and resolving known vulnerabilities.

A slow and unreliable network could result in downtime – an expensive burden on your business. Identifying bottlenecks and completing maintenance on your network devices is key to keeping your business running efficiently.

Benefits to your business:

- ✓ Reduced risk of system downtime
- ✓ Increased network security and performance
- ✓ Maintain warranty of network assets
- ✓ Added stability and availability of your business



Microsoft 365 Management

- Microsoft 365 licences
- Exchange mailbox management
- Office application deployment
- Shared calendars
- System documentation
- Monthly reports

Move to the cloud with Microsoft 365 and get more value out of your subscription. Most organisations only use 365 for email, Word, Excel and PowerPoint - but there's so much more available.

Our service helps your company get the most out of what you are already paying for, improving communications, collaboration and workflows with the latest Microsoft products.

Benefits to your business:

- ✓ Consolidated Microsoft licensing
- ✓ Increased efficiencies and communications
- ✓ Accredited Microsoft partner expertise and advice
- ✓ Stay ahead of the curve with the latest offerings



Backup & Recovery

- File and server recovery (onsite or in the cloud)
- Backup checks and alerts
- Security updates and maintenance
- Capacity management
- Disaster recovery simulation
- System documentation
- Monthly reports

Data can be lost accidentally, corrupted or locked by ransomware. Ensure peace of mind by protecting your sensitive business information with an enterprise-grade backup solution.

Proactively protect your business data, reduce the amount of costly downtime and eliminate the stress of data loss. Within a few minutes we can quickly restore single files or entire servers to the cloud.

Benefits to your business:

- ✓ Protection against ransomware and data loss
- ✓ Fast recovery of files and servers reducing downtime
- ✓ Peace of mind that your backup is being tested and working
- ✓ Centralised business continuity solution



Web Management

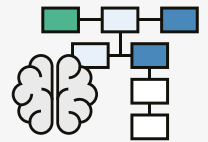
- Content amendments
- Backup and restore
- Security scans and updates
- Performance optimisations
- Security certificate (SSL)
- Broken hyperlink fixes
- Monthly reports

A website is the external focal point for most businesses, showcasing your products, services and company journey. It is important that your website is optimised for quick performance, kept up to date with the latest security patches and available when your customers need it.

Our web service takes away the frustration of maintaining and managing your website. Protect your public reputation and let our developers deal with the technical updates and changes.

Benefits to your business:

- ✓ Quickly make changes to your website
- ✓ Protect and secure your business reputation
- ✓ Provide a better experience for your visitors
- ✓ Gain insights for your website



Phone System

- User and handset management
- Line rental and SIP trunks
- On-hold music updates
- Phone system configuration changes
- Security and feature updates
- System documentation
- Monthly reports

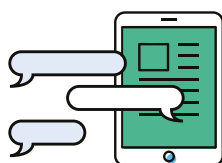
Invest in a next-generation phone system that allows your business to communicate anywhere with an internet connection.

Our voice service scales from a traditional single office configuration to multiple locations with call centres and workflows.

The included mobile app keeps your desk extension with you wherever you go, on your laptop, tablet and smartphone.

Benefits to your business:

- ✓ Dedicated support and ongoing changes
- ✓ Flexibility to work from anywhere
- ✓ Web conferencing and screen share functionality
- ✓ In-depth call statistics for management



Email Security

- Spam protection and link stripping
- Email retention, policies and continuity
- Global email signature management
- User awareness phishing training
- System documentation
- Monthly reports

Most cyber-attacks reach a business through email, protect your organisation from unwanted spam, ransomware and phishing attacks. Our enterprise email security service blocks external threats at the perimeter of your business.

In addition to the technical tools, we help to reduce the overall risk by educating your employees. Knowing how to identify fake emails, malicious hyperlinks and dangerous attachments ultimately protects your business - remember, think before you click.

Benefits to your business:

- ✓ Lower risk of ransomware and cyber attacks
- ✓ Retain critical emails and sensitive data through policies
- ✓ Email continuity during server updates or outages
- ✓ Educate employees to avoid scams and fraud



Sage & NetSuite Support

- User and licence management
- Report design amendments
- Bug fixes and security updates
- Core system upgrades
- System documentation
- Monthly reports

After a successful implementation of your core business system, ongoing maintenance and end-user support keeps your business running smoothly. Our accredited team are available to help with report designs, amend user licences and provide advice on daily tasks.

Protect the most sensitive information in your business by applying regular security updates and performing routine maintenance. Core software upgrades provide the latest functionality that improves your business system.

Benefits to your business:

- ✓ Quickly access critical data in formats that you want
- ✓ Keep your business information secure
- ✓ Helps to train new staff who need guidance
- ✓ Access the latest software features

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