# Aurora\ TECH SUPPORT

## RELIABLE IT SERVICE, SECURITY
# & SUPPORT

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**AURORATECHSUPPORT.CO.UK**
**(0330) 2235401**

# 604 CLIENTS

AFTER 20 YEARS WE NOW CATER TO 604 BUSINESS CLIENTS ALL OVER THE WORLD.

# 5226 DEVICES MANAGED

OUR SLAS, BACKUP AND MONITORING COVERS 4,226 DEVICES

# 265 TB DATA SECURED

OUR BACKUP SECURES OVER 225TB OF DATA

# 20 YEARS+

WE STARTED AURORA TECH SUPPORT IN 2003 AND HAVE BEEN LUCKY ENOUGH TO SUPPORT SOME OF THE WORLDS BEST BUSINESSES.

## LEEDS
Bank House, King Street
Leeds | LS1 2HL

## KENDAL
Hotdesk & Boardroom

## HARROGATE
55 Grove Road,
Harrogate | HG1 5EP

## LIVERPOOL
Level One, Basecamp
Liverpool | L1 0AH

## EMAIL
hello@auroratechsupport.co.uk

## WEB
auroratechsupport.co.uk

# PROFESSIONAL & RESPONSIVE
# IT SUPPORT

**Aurora\ TECH SUPPORT**

## ABOUT US
## WHO WE ARE

Getting the IT right in your business isn't an expense, it's a platform for growth.

We're here to help you and your team get it right.

Not just helping when you need it, but monitoring and protecting your systems so you and your team are protected from cyber attacks. And giving you and your team the information to grow.

## CLIENT
## FREE CONSULTATION

*We provide a free consultation service, no obligation, we will come to your offices to get a visual idea of your set up and how you work, we'll listen to your needs and plans for the future, and then discuss with you how to get there using your team and technology as a platform for growth.*

**DARREN NORTHFIELD, MANAGING DIRECTOR**
Aurora Tech Support

## STRATEGIC IT REVIEW

We offer FREE Strategic IT Reviews, we test your network and devices and produce a comprehensive report about improvements that can be made.

## SUPPORT

Our team support you and your team to make sure that you can continue to do what you do best, with efficent and reliable systems.

## MONITOR & PROTECT

We monitor your infrastructure, secure and remediate issues from new threats and cyber attacks. A managed solution that keeps your devices up to date with protection.

For more information visit our site

**WWW.AURORATECHSUPPORT.CO.UK**

# RELIABLE
# MANAGED IT SUPPORT

- **Do you know what your current IT provider is doing for your business?**

- **Do you know what you should be getting from dedicated IT support companies?**

- **Do you have a cybersecurity plan and are you prepared to defend your company against modern malware?**

- **Are you worried about your backups and your disaster recovery?**

- **Is your IT provider slow or unresponsive?**

- **Is your network or critical systems always going down?**

- **Do you feel like you've outgrown your current IT provider?**

### A RELIABLE ONGOING IT PARTNER FOR YOUR BUSINESS

A proactive, preventative approach to I.T. is more efficient than extinguishing fires.

### GROWTH & PRODUCTIVITY

A proactive approach to your IT increases user productivity, decreases risk and keeps costs under control.

### TECHNOLOGY STRATEGY

Business reviews to ensure that you and your team have the technology required to operate and thrive, and also have the correct security systems in place to protect you from attack.

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## PROACTIVE
# MANAGED IT SUPPORT

Being proactive and monitoring your systems to deliver a higher level of performance, functionality and stability is cost-effective for your business.

Your biggest business expense is likely human resources. If you can better utilise your team through technology solutions then your business will likely benefit from increased productivity which in turn will produce better results for you and your clients.

These tangible benefits to your business are why managed services are so critical.

The right managed IT services partner not only helps streamline your business operations but also fosters innovation.

By taking the burden of routine IT operations off your team's shoulders, you free them up to focus on the core strategic goals that matter most.

Working with the right managed IT services provider can transform not just the way you operate, but also how you compete and thrive in your industry.

Most managed IT support companies and IT consultants are reactionary, they solve issues as they arise rather than looking to proactively prevent future issues from happening, we work hard to make sure progress and building for the future in our client's businesses is on the agenda.

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## Aurora \ TECH SUPPORT

### EMAILS & DATA
# MICROSOFT 365
# GOOGLE WORKSPACE

## INDUSTRY LEADING SOLUTIONS

Modern businesses need reliable tools and software solutions for emails, websites, cloud tools etc. Where data security is at the top of the agenda.

When servers go down, data is lost, or you suffer a breach, it costs your business time, money and reputation loss.

It's therefore important to ensure that you have the right solutions in place for managing the day to day data needs of your business.



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### SETUP & MIGRATION TO MICROSOFT OR GOOGLE

Your data is in very safe hands, we use a combination of industry-standard software and our own custom software scripts to ensure the transfer is efficient and downtime is zero (or extremely close to zero).

All data is backed up before anything is copied to and we will check everything is on migrated before any handover takes place with you and your team.

- **Collaborate with Emails, Video Meetings, Shared documents and Chat.**

- **Office Applications are always up-to-date.**

- **The premier solution for working remotely.**

- **Unrivaled security features to prevent Phishing and Malware.**

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## CYBER ESSENTIALS &
# CYBER SECURITY

## CYBER SECURITY FOR YOUR BUSINESS

When evaluating a managed cyber security solution for your business it can be hard to know what a modern business needs to stay cyber security safe and even what a modern cyber security "posture" is. A free consultation with a member of our team is usually the best first step.

## CYBER SECURITY READINESS

It's easy to think that if your business hasn't yet been targeted by a cyber attack that it won't happen to you and that spending money on security measures for you and your team might be a waste of capital.

But speak to anyone that has just become the subject of a cyber attack and they will tell you they wish they'd done something sooner and that protecting your business is imperative.

Because it's not just you and your team that's affected by a breach it's likely your clients will be too.

Once hackers are in your systems and have access to company data they will see who you work with and target them too, further damaging your company's reputation.

You have a duty of care not just to your team but your clients too, to put sufficient cybersecurity measures in place.

Our team can help you and your team protect your data and reduce the likelihood of becoming a victim of a cyber attack.



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## DATA SECURITY
# CLOUD BACKUPS & DISASTER RECOVERY

## ROBUST BUSINESS BACKUPS

Protecting your business from data loss is imperative for your company's future.

Data loss can be catastrophic and most businesses do not survive, the effects are three-pronged. Firstly the loss of data can mean that your business isn't able to trade, secondly, the downtime can mean that customers leave to find another provider of your services.

Thirdly GDPR requires you to protect client data from attack.

We support all major applications and databases and in most cases back up entire systems so recovery is both convenient and fast. We monitor your infrastructure and the backups so we are alerted as soon as there is an issue or potential issue.

## YOUR DEVICES NEED BACKING UP CONTINUALLY.

Because your company data is changing constantly a robust backup in the event of corruption is essential.

Data backup for business has become imperitive to not just you and your teams continued growth but your business survival.



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## INTERNET & BROADBAND
# BUSINESS INTERNET

## RELIABLE BUSINESS BROADBAND

Broadband is vital to your business, and too many businesses suffer with unrealiable and slow connections, these slow connections will cost your business thousands a year in lost earnings potential.

Good broadband is the key to getting the most out of your technology.

Having a fast, reliable internet connection means you can do more, and wow your clients.

We've teamed up with Zen & Wavenet the UKs leading business internet providers to make sure that your business broadband gives your business the best opportunity to succeed in its goals.

**zen** **wavenet**

Check your current speeds at
**WWW.AURORATECHSUPPORT.CO.UK/
BUSINESS-INTERNET-BROADBAND**

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COMMUNICATION
# BUSINESS PHONE SYSTEMS & VOIP

## BUSINESS PHONE SYSTEMS

Businesses need to be mobile and flexible in their communication.

You need to communicate out of the office as seemlessly as you would in the office, that's why the solutions we introduce to your business aren't just tied to your desk phone. The same number works on your mobile and your laptop just as it does on your desk phone.

- **As long as you have internet connection take calls anywhere.**

- **Transfer seamlessly between your desk phone, mobile or laptop/desktop.**

- **We can provide the best all-round solution for any business in the region.**

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# Aurora\ TECH SUPPORT

## NETWORKS
# WIRELESS, NETWORKING, CABLING & WIFI

## BUSINESS NETWORKING, WIRELESS, DATA CABLING & ELECTRICAL SERVICES

Having the right infrastructure for your business is critical.

Networks that are poorly configured create loops and data drops that slow down your team and lose your business hours and hours of lost time and money every month.

By properly managing your business network and monitoring its efficiency not only can you and your team get more done but also allow you to grow your business.

Getting the data cabling and WiFi right in your business can be the difference between growth and stagnation.

Having the right connections where you need them allows your team to plug in phones, desktops, laptops and screens to get the job done and even "hotdesk" in a collaborative or hybrid environment.

Allowing your team to work efficiently, effectively and unhindered affords huge opportunities to your team to outshine your competition, don't underestimate the power of having the right infrastructure in place for your team to succeed.

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WORK FROM ANYWHERE
# REMOTE WORKING

## REMOTE WORKING ADOPTION

It's potentially a bit daunting to let your team work remotely / from home. We understand, but remote working for your team doesn't have to be anxiety inducing. It can be a great leap forward in productivity and morale for your team.

In fact remote working has been shown to be better than office working in many situations.

But…

- How will you keep an eye on staff?
- How will you motivate them?
- Will your team work as productively remotely as they do in the office?

Don't worry we get it, we employ people too, both remote and office based, our team can help your team work as well in the office as out of it.

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## REMOTE WORKING ISN'T NEW

Forward-thinking businesses have been implementing remote working for years now, even before the coronavirus forced us all to work from home.

It makes a lot of sense to allow your team to work where they are most productive, and restricting team members to a desk in one location can have major drawbacks to productivity, so many forward-thinking businesses have set up staff to work from home as well as their office desk.

Remote working isn't for every staff member or business we know that, but most can benefit from a good remote working policy.



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# A LOT MORE

## SERVICES

## A LOT MORE...

We offer a lot more services than is reasonable to fit into this brochure, such as Cheif Technical Officer services, penetration testing, cyber essentials accreditation, and so on and so on.

If you're looking for anything IT related for your business please get in touch and we'd love to have a chat and help you and your team.

We've been helping companies all around the UK (and some further afield) for over 20 years and would love to work with you and your team.
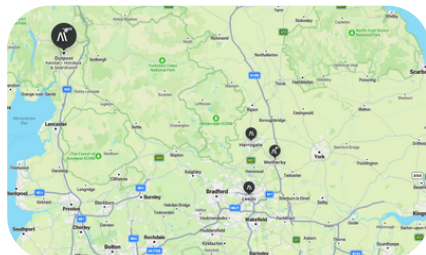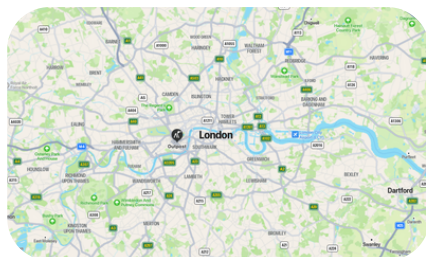
### PLEASE GET IN TOUCH

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### 🧭 NORTH



### 🧭 SOUTH



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**JAMIE HULLAH**

# touch
## TELECOM

"Aurora Tech Support is an exceptional IT Managed Services Provider, we've worked with them for about 10 years now.

We at first had them fix an issue that the incumbent IT provider had not managed to fix for 3 years, Aurora Tech Support managed to fix the issue in about 10 minutes, since then they have assisted with all of our technical requirements such as server migrations, networking, email support and more.

They have always been incredibly responsive when we've made contact and proactive in assisting us.

This holistic and dedicated approach has empowered our team to focus on core tasks, increasing our overall productivity and efficiency."
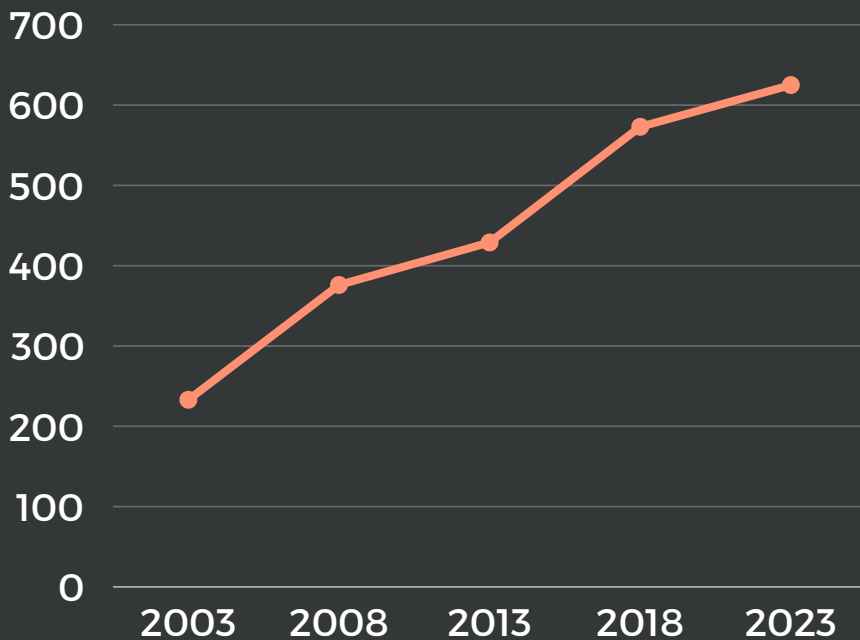
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# CLIENTS



(Line chart titled "CLIENTS" showing number of clients by year)

| Year | Clients |
|------|---------|
| 2003 | ~230 |
| 2008 | ~375 |
| 2013 | ~425 |
| 2018 | ~570 |
| 2023 | ~625 |

THE POSSIBILITIES ARE ENDLESS

Aurora \ TECH SUPPORT

DrayTek

HP

B Bitdefender

ninja RMM

Microsoft 365

HUNTRESS

Ui

Microsoft Azure

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**LETS TALK**
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