IT Support & Solutions

As a leading IT service provider with over 25 years' experience, over 650 customers, a Microsoft Gold Accreditation (the highest level you can get!) and more IT engineers than most IT companies have staff, your IT systems will be in safe hands with us.

An IT Company That Can Help With All Of Your IT Challenges

We offer a complete service from consultation, installation and support for all types of business IT solution, including on-premise, cloud based systems and hybrid IT solutions. Our solutions are always tailored to meet the needs of each business we work with, but a selection our key services can be found in this brochure

IT Support

IT support isn't a one-size-fits-all kind of solution and depending on your existing IT network, your business and your plans, you'll need an IT support package that meets your requirements.

That's why we tailor our support packages for each customer so they get a cost effective solution, whether they just need support for remote working or support for their entire IT network from an award winning support partner.

Managed Services

Our Managed IT Support Services provide you with a hassle-free way of managing IT within your business.

A Managed IT Support contract provides you with both reactive and proactive support to fix issues, prevent issues and ensure systems are regularly checked and updated.

IT Installations & Network Refreshes

An IT Network is the backbone of any business and if it is not running correctly a business can grind to a halt.

We understand this, which is why every one of our IT installations projects are fully managed and documented to ensure that your IT system not only works, but a seamless handover to support can take place and any future changes can be planned and understood by anyone.

Cyber Security

We all understand that cyber crime exists but making the step to protect your business against it doesn't always feel like a priority – unless you get hacked! All too often investments in cyber security services and solutions take place AFTER a business has lost data or money.

We offer a wide range of solutions that help you to protect each and every area of a business

I'd recommend The HBP Group at the drop of a hat.

"Whenever we have an issue and we've called the helpdesk we're always put straight through. The people on the other end are always very friendly with no technical jargon and we come to a solution very, very quickly.

We have a quarterly check with HBP where they will come out and do full system checks just to make sure everything's okay and everything's running as smoothly and as efficiently as possible.

As we are growing we're sure that our IT infrastructure can grow with us, so I'd recommend The HBP Group at the drop of a hat."

Robert Lambert
Ulrick & Short

IT Support That Keeps Your Systems Working And Your Staff Happy.

Without doubt, the two biggest things that matter to businesses when it comes to IT issues occurring is being able to speak to someone quickly and getting the issue resolved as fast as possible.

That's why we've worked hard to have some of the quickest response and fix times available for any IT company, anywhere. Our focus is, and has always been, to make sure our customers can speak to one of our IT engineers as quickly as possible and get their issues resolved straight away.

Our Service Level Agreement (SLA) promises a 1 hour response and 8 hour fix for all IT issues raised to our IT team, with any system critical issues being prioritised. In reality though our response times and fix times average less than 30 minutes and 3 hours respectively.

To achieve these levels of performance we have employed highly accredited engineers and have structured training plans which mean that their knowledge of IT is as high as possible. By having seperate teams for reactive IT support, proactive IT support and project installations we also ensure that we always have people available to help with issues when they are raised.

Fast Respone When You Need It The Most.

The first part of our Service Level Agreement (SLA) guarantees you a response time of 1 hour. We achieve this by having more engineers on our support desk than most IT companies have staff, so you'll get talking to a Microsoft accredited IT engineer quicker than ever before.

Quick Response Times From Highly Accredited Engineers.

By structuring our IT team into dedicated roles and by training them to high standards our engineers can understand and fix issues quickly. Our management team ensure ticket loads are balanced correctly, resulting in an average fix time of approx. 2 hours and 30 minutes across all IT support tickets.

Regular Feedback On Your Support.

Although we're proud of our average response and fix times, what really matters to you is our performance on your tickets. We'll show you what they are, who is logging the most tickets, what has been causing issues and we'll make recommendations to make things even better!

Proactive Monitoring To Stop Issues Early.

By offering a range of proactive IT services, including 24/7 remote monitoring, we can actually identify and fix issues before you know they've even occurred. We also provide update services to ensure you're using the latest versions of operating systems and software to stop potential problems occurring in the first place.

An Extension Of Your Business, Not Just A Supplier

To ensure that you have a dedicated point of contact within The HBP Group, we assign you an Account Manager who oversees our support contracts with you. All of our account managers have a huge amount of experience in the IT industry and have all worked in a technical capacity, so they understand IT.

Tailored Support Packages For Each Customer.

No two IT networks are the same and no two businesses are the same which is why we don't have fixed packages for IT support. Instead we build solutions which match the networks our customers have, taking into account which areas of the IT need supporting and how best to get the best out of existing IT equipment.

Managed IT Support and Managed IT Support Services

IT is critical to your business. We all know how frustrating it can be if your emails or phones go down, let alone not being able to access your core business software. After your premises, your IT network is probably your largest investment and it represents one of your greatest assets; your ability to work efficiently.

With many other assets that your business owns, to get the most out of your investment, and therefore the greatest return, you will regularly have them serviced. Like any other asset that you'd get serviced, your business IT network has the potential to go wrong, become slow and inefficient, or become vulnerable to environmental or third party influences. Our Managed Services provide the insurance that you need to not only maintain the status quo, but proactively get a better return on your investment than a responsive IT support service alone.

Why Are Managed Services So Essential?

Businesses require regular support with their IT, that is why we provide you with this. We're a simple phone call away, whenever you need us, but what happens when you need us and don't realise it?

Our Managed Services ensure that you are confident regarding your IT network's welfare and you're never left vulnerable to silent or invisible issues, quietly getting worse and worse until they become critical!

It's an on-going, regular service where we manage your network in-line with your business requirements.
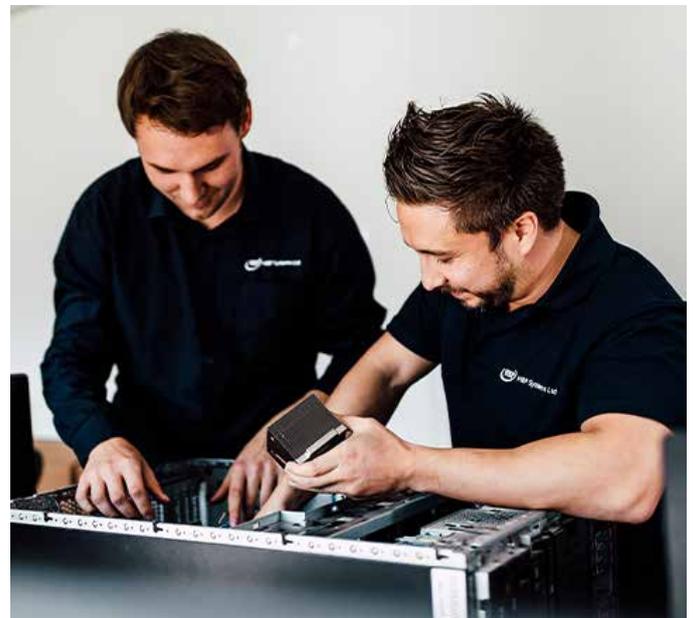
What's Included In A Managed Services Contract?

- Although your contract can be tailored to meet your requirements, typical tasks include...

  - ✓ Operating System updates for servers, laptops and PCs to ensure they are kept up to date.

  - ✓ Security updates to patch software and devices.

  - ✓ Backup checks to ensure backups are working correctly.

  - ✓ Physical checks of equipment to look to existing or potential issues that could cause failures.

  - ✓ Regular onsite visits to carry out maintenance tasks and act as your personal IT manager.

"

I think it's going to change how we work. This will help us to work smarter.

"The previous system just wasn't reliable. I was getting so much frustration expressed to me from members of staff. For a company that is increasingly reliant on data and the usage and sharing of data to manage our growth, we needed to be better than that.

When there was the move into working with you guys, I was very impressed with the vision for the company and the partners that you work with. I think the advice that we've always had has always been very sound, very methodical."

Adrian Christy
Badminton England

Cyber Security Services & Solutions
Which Keep Your Business Safe From Cyber Crime

Unfortunately, cyber crime is a genuine threat to businesses so ensuring that you are protected from all potential threats is essential.

We can help secure your business through a combination of software, training, monitoring and proactive support to keep your business one-step-ahead of cyber criminals. As a leading provider of cyber security solutions we can help to protect everything from your servers, desktops, laptops and your data.

Whether you're looking to protect yourself from potential threats or looking to gain an industry recognised certification, such as Cyber Essentials or ISO 27001, we have the knowledge and experience to build a cyber security strategy for your business.

As well as the software required to stop cyber threats in their tracks we can also assist with maintenance plans to keep your cyber security strategy up to date, staff training to prevent accidental data loss and this is all backed up with our installation services which gets thing set up correctly .

Server & End User Anti-Virus Solutions

As a leading provider of Sophos' cyber security solutions we utilise Sophos Central Endpoint Advanced and Central Advanced for Server to provide an industry leading level of protection for your devices and users which also acts as the basis and central management platform for the whole Sophos product portfolio.

Server & End User Anti Malware Solutions

Instead of identifying known threats like standard anti-virus software, Sophos Intercept X monitors software behaviors and prevents any malicious activity causing harm to your data or your devices. This protection includes anti-malware technology to prevent common attacks such as ransomware and similar malware attacks.

Multi- and Two-Factor Authentication

With either Microsoft 365 2FA or Duo 2FA (two factor authentication) which can protect the vast majority of software packages your business will use, as well as your devices themselves. 2FA enabled users will be promoted to approve any login attempts on their devices, email account and any other protected software packages.
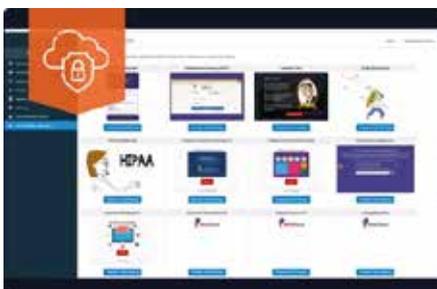
Monthly End User Training & Testing

Using Sophos Phish Threat we can train and test your users by sending them emails which mimic phishing emails. You can see reports on any staff that have opened the emails or clicked any links in them as well as being able to direct staff to specific training courses to sharpen up their knowledge.

Microsoft 365 Security Enhancement Packs

Our Microsoft 365 Hardening Packs (available at basic, standard or advanced levels) ensure that ley security features in M365 are set up to meet the requirements of your business so that you not only stay protected, but you also get maximum value from your existing 365 subscription.

Complete Protect: The Simplest Way To Protect Your Business

Complete Protect is the simplest way of choosing a cyber security package which meets the needs of your business and provides you with a defence against cyber threats. More information about Complete Protect is available on the next page of this brochure.

Complete Protect

Cyber Security Packs

The HBP Group

Complete Protect is the simplest way of choosing a cyber security package which meets the needs of your business and each pack has been created using our vast experience of the cyber security industry to protect you against the latest threats.

We offer four levels of Cyber Protect with Basic, Standard, Advanced and Ultimate packages which increase in their level of protection, providing options to businesses with different requirements, data sensitivity, sizes and budgets.

Our basic pack contains the minimum level of protection we recommend for businesses, including elements such as anti-virus, anti-malware, anti-spam and Microsoft 365 security enhancements. Our standard package is our recommended level for most businesses and adds encryption and regular sofware patching on top of the basic package features.

Advanced and Ultimate are perfect for businesses who take cyber security seriously and adds further levels of protection across the whole IT network.

	Basic Pack	Standard Pack	Advanced & Ultimate Packs *Ultimate Pack Only
Anti-Virus, Anti-Malware, & Anti-Spam with ATP	✔	✔	✔
Basic or Standard Microsoft 365 Hardening Pack inc. 2FA	✔	✔	✔
Portable Device Encryption	Optional	✔	✔
Regular Security Patching for Servers & Core Infrastructure	Optional	✔	✔
Advanced Microsoft 365 Hardening Pack inc. 2FA	Optional	Optional	✔
External Vunerability Checks Carried out quarterly	Optional	Optional	✔
End-User Phish Threat Training & Testing	Optional	Optional	✔
24/7 Proactive Security Monitoring & Alerting	Optional	Optional	✔ *
Full Two-Factor Authentication	Optional	Optional	✔ *
Mobile Device Management	Optional	Optional	✔ *

IT Installations For Businesses That Value Their IT Network.

Installing a new IT solution into a business is a big step and requires investment in time as well as money. It's vital that we work closely with you to fully understand your requirements and how your business interacts with technology, which is what we'll do from the minute you start dealing with us.

Our structured process of running IT projects has been honed over 30 years and uses concepts from well-known project management process such as Agile and Prince II. Because every step of your IT installation is documented it makes internal handovers to support seamless and you'll be kept in touch as every step of the way.

On-Premise, Cloud or Hybrid

No matter what type of IT network you currently have, or what type you're looking to move to, we can help. With over 30 years of experience of installing, implementing and supporting IT networks, we have the knowledge and experience to ensure you get the best solution for your business.

All of our IT Engineers are accredited to Microsoft standards as a minimum, but each specialises in keys areas of IT to ensure that we can match each IT installation project with the right engineer for a quick and accurate implementation.

A Fully Managed Process From Start To Finish

After your installation is complete we follow a handover processes internally, and with you, to ensure that the support of your new system can start immediately, with key contacts in both businesses made fully aware of the new set up and how it has been configured.

As well as being provided with a dedicated IT Engineer who will project manage your installation we follow Prince II Project Management processes which leads to every step being fully documented to ensure consistency and accuracy in each of our projects.

Is Your System Losing You Sales, Killing Customer Service and Making Great Staff Quit?

If you are like most business owners, IT is at best an annoying irritant and at worst drives you crazy! But there is no getting away from the fact that your IT has a direct impact on your profitability. This isn't just anecdotal.

In my time spent serving the IT needs of thousands of businesses I've seen first-hand how IT can be THE reason that a business survives, thrives or DIES.

Why? Because poor IT systems frustrate staff, which negatively impacts customer service, disrupts sales opportunities and creates internal blockages that waste time and money. Fail to invest in your IT systems and you'll lose staff, lose customers and lose sales. And with that, you can say goodbye to your profits

At The HBP Group we can help your business solve these issues. We'll do this by identifying your current and future business needs, as well as the risks, and factor them all into a vision for your IT system that will enable your business to do more than just survive but thrive.

Remember, it all comes down to enabling your staff to work quickly and efficiently. This will create the right environment and structure to delight your customers through excellent customer service, motivate your sales team to win new business and keep hold of your staff for longer than ever before.

We offer a completely free review IT strategy review for businesses to help make this all happen, so if you're interested in getting some help, just in get in touch.

The HBP Group