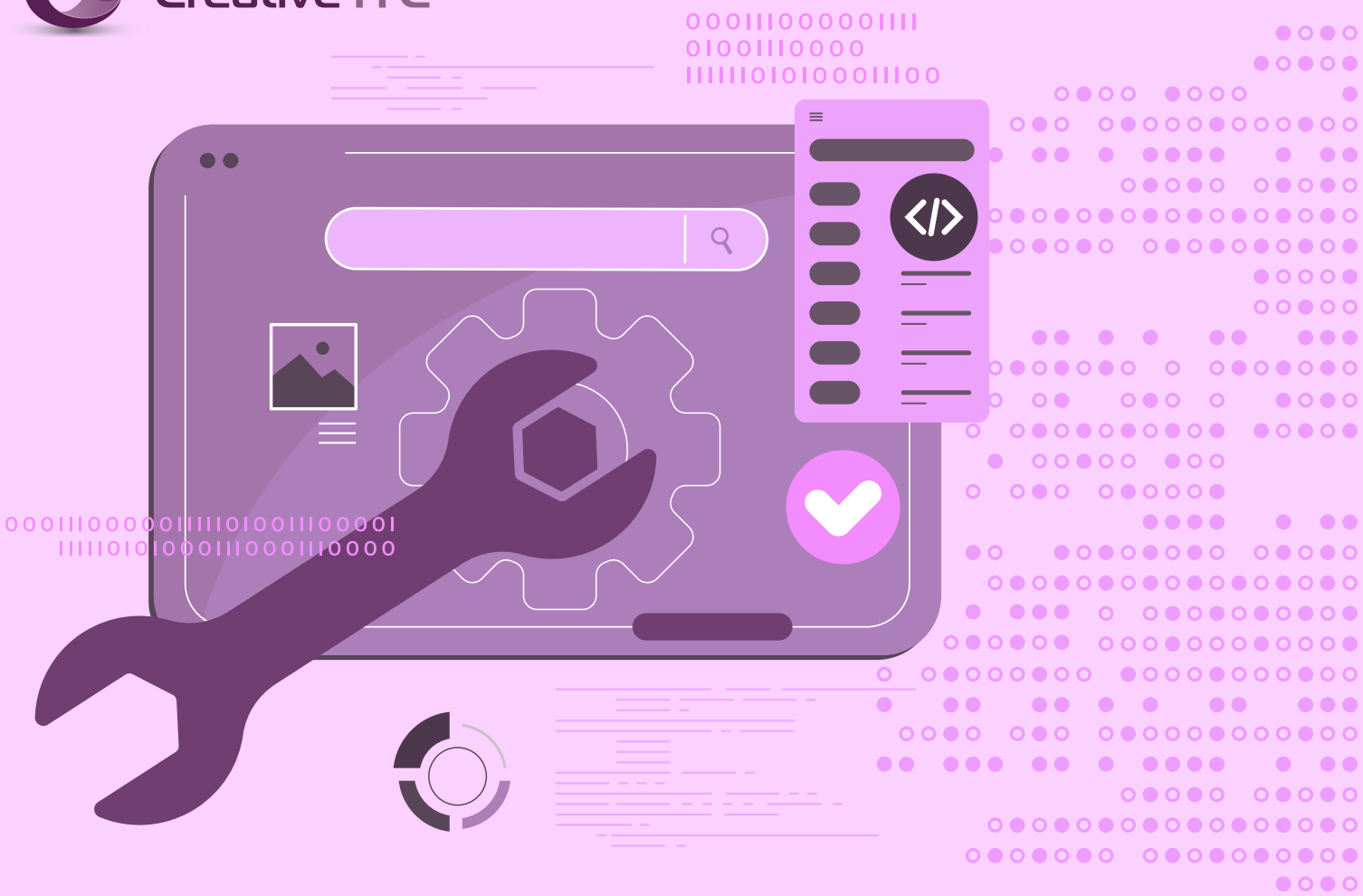
Creative ITC



HOW TO CHOOSE THE RIGHT IT SUPPORT SOLUTION

Running an IT support team has never been more challenging. Ever-changing business needs, evolving technologies and changing working practices mean it's an uphill struggle to provide futureproof IT support to ensure your organisation succeeds in difficult market conditions.

There's famous quote that the definition of insanity is doing the same thing over and over again and expecting different results. It's time to change the game.

Savvy IT and business leaders are realising the traditional IT Support Desk is no longer able to meet the demands of the evolving workplace. They're increasingly turning to new models, tools and managed services providers to boost their IT support functions. But with so many help desk tools and MSPs offering IT support on the market, how do you choose the right solution for your business?

This essential guide takes you through the key points you'll need to consider when choosing the right IT support solution for your business. Drawing on real-world experience from leading Architecture, Engineering and Construction (AEC) firms, it outlines crucial bases to cover when choosing a provider to ensure your business reaps the full benefits of its technology investments.

ESSENTIAL QUESTIONS TO ASK WHEN CHOOSING AN IT SUPPORT PROVIDER

1. Does the provider have a successful track record in your industry sector?
2. Does the provider have experience of specialist industry apps used by your team?
3. Are they experienced in supporting cloud, on-premise, hybrid and multi-cloud environments?
4. What experience do they have across the technologies and vendors you use to support your full technology stack?
5. How will they integrate with your existing IT team?
6. Do they provide round the clock support, covering out of hours and different time zones?
7. What are the provider's technical credentials?
8. What are their capabilities to provide first, second and third line support?
9. What reporting and analysis will they provide?
10. What tools do they use and will they integrate with your own platforms?
11. Does the provider offer fixed or scalable pricing?
12. How easy is it to reallocate resources to meet changing needs?
13. Can they provide additional support in an emergency?
14. Can they provide on site engineers?
15. Will the solution help support your sustainability aims?

5 REASONS TO CHOOSE FULLY MANAGED IT SUPPORT FROM CREATIVE ITC

Whether you need help clearing a growing mountain of tickets, are struggling to recruit and retain a team to provide 24/7/365 cover or are looking to boost your existing team with highly-skilled specialists, we've got the first, second, and third-line capabilities to help you succeed. Here are just some of the reasons leading companies choose Creative ITC as their trusted partner:

1. FLEXIBLE IT SUPPORT DELIVERED YOUR WAY

At Creative ITC, we don't believe in a standard 'one-size-fits-all' approach to delivering Support as-a-Service (SUPaaS). Instead, we take the time to shine a light on your challenges (even the ones you didn't realise were there) before advising you on a solution that's as unique as your business.

2. ALWAYS-ON ACCESS

Call on our expert support team as and when you need us - we're here to help 24 hours a day, 7 days a week, 365 days a year. You won't be redirected to call centre agents with minimal training on the other side of the planet – our skilled support engineers provide round-the-clock support from our UK-based Centre of Excellence. As such, you'll never be passed around departments looking for the right person, and you'll never reach someone who doesn't understand your issue and know what to do to resolve it.

3. LEVELLING UP

A high-quality first line of support is essential to keeping everything running smoothly. Let our expertly trained first-line support engineers take the strain off your in-house team to reduce response times and minimise user downtime and frustration. Complex and advanced requests arising from first-line triage will be escalated quickly to highly-skilled second and third-line experts. You can let us manage all three lines of support from the off or you can call on this advanced level of support for ad hoc emergencies. The choice is yours.

4. EXPERT INSIGHT

By choosing Creative ITC, you're not simply putting a bandage over your IT issues and hoping symptoms won't return. You're investing in a team of skilled professionals who can provide a cure. We'll analyse data, identify trends and give you proactive recommendations to help you improve your IT support function over time.

5. ARCHITECTURE, ENGINEERING AND CONSTRUCTION (AEC) SPECIALISTS

We've been designing, delivering and optimising game-changing technology solutions within the AEC industry for 20 years. We have unparalleled experience of specialist industry applications, technologies and platforms, so you can rest assured that our first, second and third-line support engineers know how to handle any IT tickets that come their way.

When it comes to understanding the unique challenges of AEC companies, you couldn't be in better hands. That's why we're trusted by leading companies in the sector:

AtkinsRéalis	bam	Foster + Partners
SHEPPARD ROBSON	RSHP	BENOY
WilkinsonEyre	DCA	VolkerWessels
AHR	POPULOUS	EPR ARCHITECTS
BroadwayMalyan BM	AECOM	ARUP
CSDENGINEERS INGENIOUS BY NATURE	ALLFORD HALL MONAGHAN MORRIS	ferris + sloane
Feilden Clegg Bradley Studios	Allies and Morrison	aukett swanke
Bryden Wood	Thornton Tomasetti	SGP

SUPaaS IN ACTION:

HOW A LEADING ENGINEERING COMPANY TRANSFORMED IT SUPPORT WITH CREATIVE ITC

A leading multidisciplinary engineering company had enlisted the help of an IT support MSP to provide technical assistance to its 3,000 staff across five business units. However, despite the external help, ticket backlogs continued to pile up, and the IT team was struggling to meet the growing needs of the business. Realising it needed specialist support, the organisation reached out to Creative ITC—the leading cloud services provider in the AEC sector - to improve the function and provide effective, efficient IT support.

THE SOLUTION

Creative ITC provided additional first-line 24/7/365 telephone and email support engineers to help meet employees' support needs. We drew on our AEC expertise to develop a solution tailored to the company's requirements. Creative's bespoke IT support solution included:

- Better prioritisation and allocation of tickets to ensure rapid response to user requests
- Improved escalation processes to accelerate resolution of issues by technology specialists
- Greater efficiency to tackle recurring issues
- Building the IT team's knowledge base to boost the number of first-time fixes
- Proactive insight and recommendations from our AEC specialists to improve the IT Support function

THE RESULT

In just a few months, the company has enjoyed the following benefits:

108% increase in tickets resolved per day

116% increase in calls taken per day

32% decrease in call waiting times

Creative's experts also analyse trends and make recommendations, helping the business to reduce helpdesk volumes, provide operational efficiencies and achieve cost savings, as well as enhancing the end user experience. The company is also now in a position to implement further strategic IT improvements.

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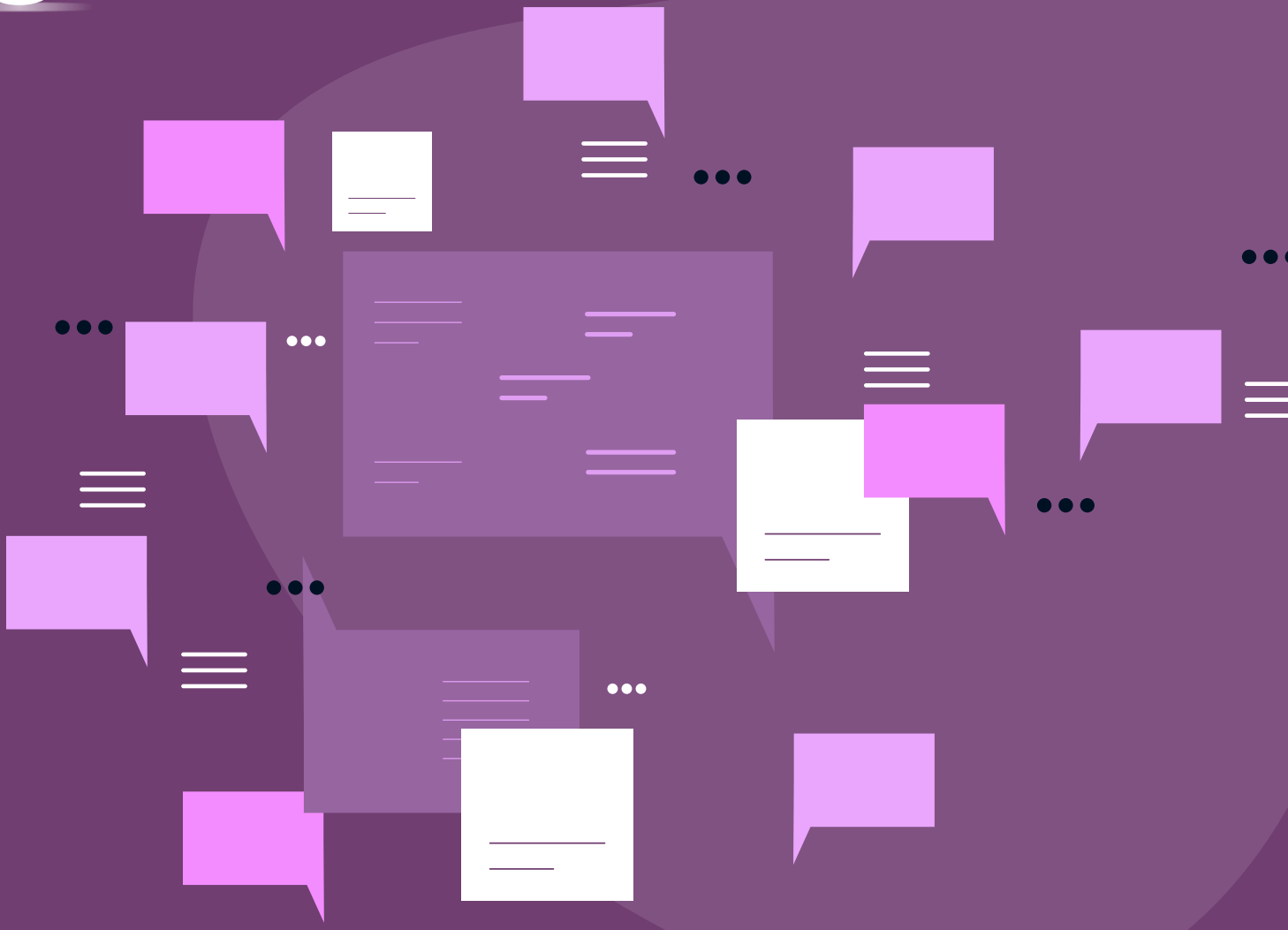

LET'S CHAT!

Part of our job is to tailor our services to your unique needs.

To do that, we need to understand your business, your issues and your goals, so we can get under the skin of what you're looking for and build a bespoke IT support package that will evolve with your business.

Want to see what SUPaaS from Creative ITC can do for your organisation? Get in touch with our team today! It could be the start of something special.

GET IN TOUCH

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