CV: Managed IT Services

Contact





Bio

Making Technology Easy is my mission. I am a technology specialist with 30+ years' experience in delivering market leading IT Support services to over 900 clients. I am passionate about getting to know an organisation inside out before providing them with a bespoke solution to suit their needs.

My proactive approach really helps me to stand out – I am passionate about constantly identifying opportunities for improvement to keep my clients top of class, if not one step ahead when it comes to technology.

IT Leadership

- Larger corporations with a more substantial IT landscape prefer to use me, as I provide a dedicated team of experts, offering the same support as an IT department.
- I am a service that is ideal for organisations who are wondering whether they should outsource to a managed IT service provider, or if they should have an external partner manage their IT team who are based on their premises to help become more organised and strategic.
- I take full control of technology to ensure it delivers the best value, so that clients can focus on their core business.
- Service delivery, team management, holiday & sickness cover, resourcing and IT recruitment.

Skills

- I know what to look for when it comes to the top IT talent and this service allows me to recruit, train and manage a dedicated IT individual or team on your behalf.
- I am able to provide you with an individual who has at least three years' experience. They will be located onsite at your organisation, on hand to support users and manage infrastructure.
- Up to date technical knowledge.
- I work with clients to build an IT strategy and plan that

aligns with their business needs.

- I can provide access to high level specialist project team to complement the knowledge of your dedicated team.
- I have a helpdesk team who can supplement the dedicated team, if required.
- I train and develop the team working on your contract to ensure the highest levels of knowledge and expertise, and the career development associated with this.
- Quarterly technology meetings to ensure that the latest advances are considered and utilised where appropriate.
- Quarterly reviews to review service delivery. This time is also used to identify opportunities for improvement and plan for the future.

Accreditations

- Cyber Essentials certified
- ISO27001:2013 certified
- Microsoft Solutions Partner Designations Modern Work, Data & Al, and Infrastructure
- Channel Futures MSP 501 2023 winner
- Tech Team of the Year (National Technology Awards 2023)
- Outsourcing Company of the Year (National Technology Awards – 2022)



Making Technology Easy www.sharp.co.uk