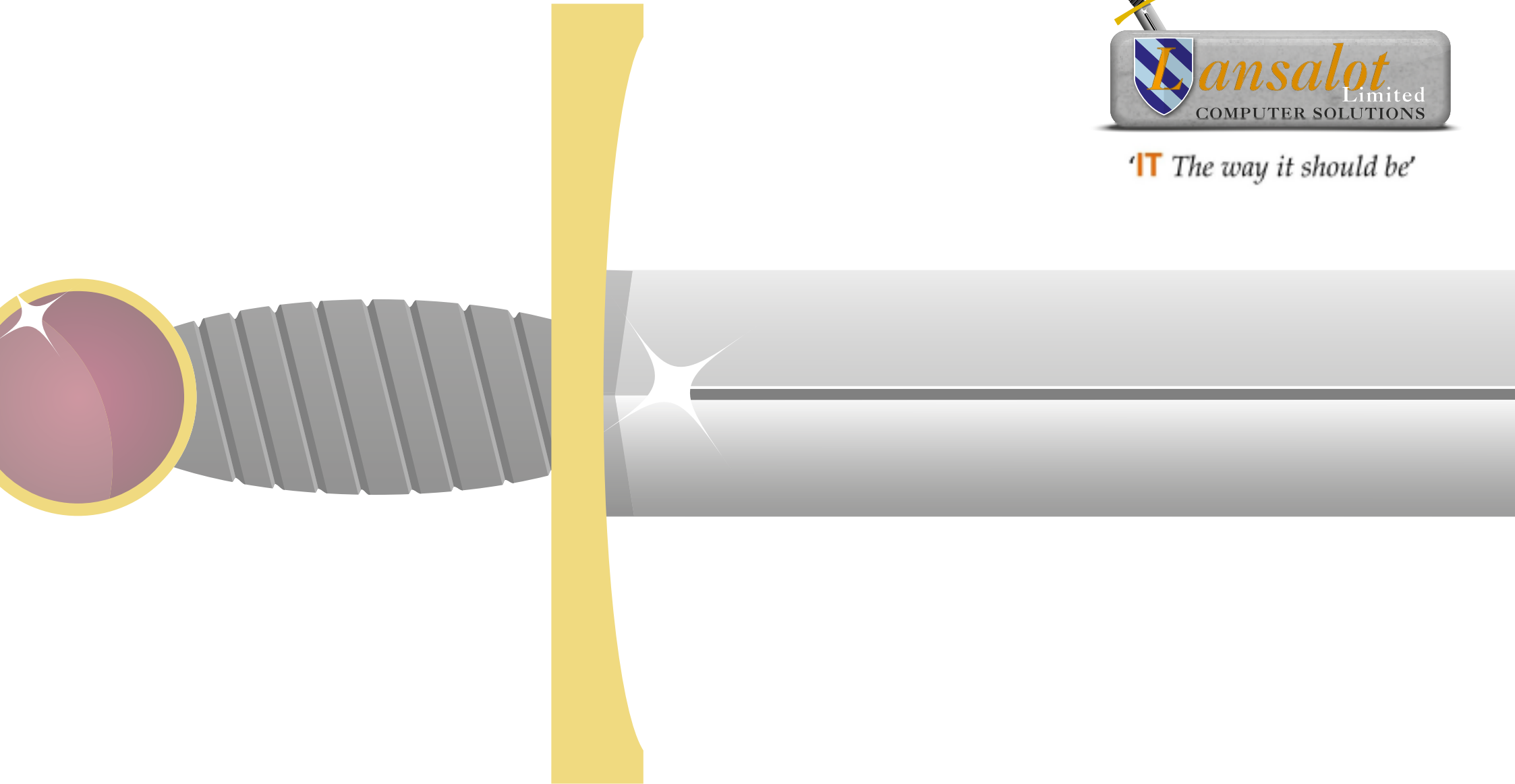




'IT *The way it should be'*



IT Maintenance & VoIP Phone Systems

Comprehensive Packages or Mix & Match services



Contents

Maintenance



“ I have used Lansalot Limited for both my work and personal IT requirements for over 7 years. During this time, they have provided equipment and customer service support in a very professional, helpful and friendly manner. I would therefore highly recommend Lansalot Limited to any individual or company. ”

Tom Rees – Wessington Group Ltd

VoIP



“ Leicestershire Scouts Headquarters have been using Lansalot for all of their IT support and requirements for the last few years. The service that they provide is excellent, any problems are dealt with immediately and we even get a monthly is everything ok call which shows just how much they care. ”

Helen Wrihten - Leicestershire Scout Council

Other Services



“ What can I say. Since Lansalot returned our call to find out what we needed, we have been treated with such compassion and kindness, myself and my colleagues can't thank you enough. You have made a very stressful situation bearable and we are very much looking forward to getting to know you all over the time we are with you. Thanks again, you know what customer service is with bells on! ”

Stefan - Minuteman Press

Why choose Lansalot

- **Excellence, and Nothing Less** - We apply over 15 years of experience to deliver an outstanding technical service to you and your business.
- **We Keep you Connected** - Our in-house IT Engineers offer a high level of technical support to our clients enabling seamless computing from home or the office.
- **Your Business Needs Covered** - Our trusted team make it their mission to understand your needs and provide solutions to meet every aspect of your business.
- **Personal Service** - Our family-run business has a strong emphasis on building business relationships, so we'll always talk to you like a person.
- **Mutual Trust** - We offer only the right solution for the job – nothing more, nothing less. You can be confident that we've always got your best interests at heart.



Friendly • Reliable • Secure • Personal • Effective



Why we do **IT!** Its not all about the tech.



The King & Queen – Jon & Jay set-up Lansalot Limited back in 2006 and have taken the time to grow, bringing on board staff who have the same 'Customer First' ethos. This Family Run business understands the need to support the clients employees' as well as look after the Tech.

We will come and visit you – Site visits are a necessity that we cannot get away from but our engineers have all the equipment and training to make sure they do not put you or your staff at risk when they do have to come to your site. In turn we will send out a check list of things that you can do prior to our visit so our engineer can work safely and swiftly to rectify your issues. from behind screens.



Come see us – In-house Services are still an important part of the services we offer. Even now with the world having to look at new ways of working, we need to be able to keep our staff and clients safe. Our offices follow all the guidelines so you can rest assured you will be kept safe during your visit as well as made very welcome.



The **IT services** you can depend on!

Our clients are our friends, we go above and beyond to ensure your systems run smoothly. We offer a proactive service, we look out for potential issues before they become problems and take steps to remedy them, minimising disruption to your business. That's what we call 'IT the way it should be'.

- **Secure** - All of systems are GDPR compliant and our IT engineers are fully trained to keep your data and systems safe.
- **Easy** - Multiple channels to report faults and issues, via phone, internet or email.
- **Reliable** - We care about all of our clients, our IT engineers are always on hand to help and support. We will do what we say we will do - We will be there on time, ready to support you.
- **Effective** - When issues do arise, our priority is to get you working again in the shortest possible time. Our IT engineers are highly trained professionals, who will keep going until your business is back up and running.



Our **easy** 3 step **IT maintenance** process



Call us and we will take the time to understand your requirements; we will arrange to visit, complete a site survey and meet with you to discuss your needs.



We will quote you on the services and options discussed. Once you have agreed we will complete the setup to bring you online as a client.



Sit back and enjoy the peace of mind – no more worries about your business IT systems.

Gold, Silver and Bronze IT Maintenance packages are available - On-site Response times are as little as 4 hours if required – and telephones are answered directly by our highly trained team. Out of hours support packages are also available for specialist businesses.



Our IT maintenance & support packages



Complete Business Package -

Full cover giving you complete peace of mind allowing you to focus on the business rather than the IT, including:

- In-house Servers / Virtual Servers - monitoring and support
- Desktop PCs / Laptops / Macs
- Large Printers / Copiers / Network connected Machines
- Network infrastructure / Switches / Routers
- IT Help Desk for your staff
- Guaranteed 4-hour on-site response



Small Business PCs only Package -

Mix & Match cover for your growing business. Do it right now and save time and money as your grow, including:

- In-house Servers - monitoring and support
- Desktop PCs / Laptops / Macs
- Large Printers / Copiers / Network connected Machines
- Network infrastructure / Switches / Routers
- IT Help Desk for your staff
- Guaranteed 8-hour on-site response



Sole Trader Package -

Individual cover so you can work on growing your business without any annoying IT issues getting in the way, including:

- 1 x Desktop PC
- 1 x Laptop / Tablet
- 1 x Smart Phone
- Multi-function Printer
- Network infrastructure / Switches / Routers
- IT Help Desk



Our **combined** services

Combining services will save you money as well as time and frustration dealing with multiple suppliers.

Lansalot will act as your single point of contact for all your technical needs – your outsourced in-house technical support department.

- One Seamless System - integration of your IT and Telecoms systems
- One invoice covers multiple services
- One help desk number to call
- Problems can be fixed in a shorter time, fewer or no 3rd Party liaising required
- No more finger-pointing or ringing around; no more “It’s someone else’s fault...”

Don’t delay - call Lansalot today and get your ‘IT - the way it should be’.



Why choose Hosted VoIP Telephony

With remote working being the “new normal”, why would you tie your phone lines to a desk? Take your number with you wherever you go - home, office or even to the beach, you can still make and receive phone calls with the same company number. Your clients won't know the difference – you never need to be out of the office again. If you do take a day off, voicemails are emailed to you in real-time so you can still deal with them if you need to.

- 1 Make and manage calls from any device
- 2 Never miss a customer call again
- 3 A professional look for your business
- 4 Better customer experience
- 5 More flexible and affordable than other phone systems
- 6 Perfect fit for your business needs
- 7 Competitive call packages and rates



Professional business phone systems you can rely on!

Our phone systems include the following amazing features:

- Cutting edge handsets
- Call management
- Mobile & desktop apps
- Affordable
- Single or multi-site
- Fixed monthly cost
- Call recording
- Music & Marketing on Hold
- Auto-attendant
- Voicemail to email for every extension
- Wired & Wireless headsets
- Receptionist Console
- Conference phone



Get **Hosted VoIP** in 5 Simple Steps



Consult - Understand what you need



Review - Understand what you've currently got



Organise - move your number to us, provision any connectivity, record greetings or marketing messages.



Install - We setup your new equipment and train your staff on how to use it



Ongoing - post-install review, ongoing support for users, moves / adds / changes / maintenance

Don't delay - call Lansalot today and get your 'VoIP - the way it should be'.



Comprehensive VoIP packages



Gold: All-in worry-free business VoIP telephony system, including:

- Access to our fully-featured business phone system
- Full technical support and system management
- Maintenance service for the equipment
- All system changes
- Call recording, if required
- Inclusive minutes call package
- Mobile app (optional extra)
- PC software (optional extra)



Silver: Flexible managed business VoIP telephony, including:

- Access to our fully-featured business phone system
- Advanced technical support
- All system changes
- Mobile app (optional extra)
- PC software (optional extra)



Bronze: Flexible basic VoIP telephony service, including:

- Basic access to the system which we maintain for you
- Basic technical support (excluding system changes)
- Mobile app (optional extra)
- PC software (optional extra)



Other Services

Why not make your life even easier by having us provide you with and manage some or all of the following services:

- Online backup
- Cloud Services
- Office 365
- Hardware recommendation and supply
- Software supply
- Anti virus and security solutions
- Connectivity – broadband and Ethernet internet services
- Multi-internet connection load-balancing/fail over
- Volume Licensing
- Website and domain hosting



Contact **Lansalot** today

Whether you need help online, over the phone, on-site or at home, Lansalot provides a Simple, Reliable and Effective Service:

IT the way it should be...

T: 01527 908316 (office open Monday – Friday 9am – 5pm)*

E: support@lansalot.co.uk

A: The Hexagon,
Securehold Business Centre,
Studley Road,
Redditch,
Worcestershire,
B98 7LG.

*Out of hours emergency support is available for GOLD maintenance customers

Contact us today to discuss your requirements





