



ACUTEC

PRESS INFORMATION

January 2011

OUR HISTORY



- ✓ Founded in 1995, Acutec is an independent company that provides expert IT solutions to organisations throughout the UK.
- ✓ From bespoke software design and development, to network installation and support, Acutec creates the most suitable, secure and reliable IT solutions to meet clients' specific requirements.

OUR VISION



To be the largest IT
company in the Midlands

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NEWSLETTER



- ✓ Issues x 3 pa
- ✓ End Jan / Feb
- ✓ May / Jun
- ✓ Sep / Oct

@Alert ACUTEC
news from your trusted IT experts
Autumn 2010

Acutec identifies massive hidden IT threats

inside

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- Can you Save Money? p2
- 7 Top Tips for Upgrading your Website p3
- Events Diary p4

Richard Lakin (left) and Chris Roche (right)

Many of our clients are using our Proactive Support Service. To manage this, we run a software healthcheck on all clients' systems overnight. This enables the IT Infrastructure team to monitor and take action where needed. This means we identify issues before they become a major headache for you. Over the last 12 months, 32% of all calls to the IT Infrastructure team have been to report faults, such as laptops running too slowly or printers failing; 22% of the calls are requests, such as adding BlackBerry or iPhone onto computer networks. This leaves a huge 46% of calls where hidden IT problems are occurring and without the proactive support system, would go unnoticed and unmanaged. For businesses without Acutec Proactive Support, it is concerning to think that future time bombs could be concealed in their systems. We've recently seen an email from hackers demanding a ransom to restore access to companies' servers! Fortunately, our systems highlight issues before they become too serious. This means that we can take early action to resolve them. But if your firewalls need reviewing, do speak to us sooner rather than later.

Chris Roche
MANAGING DIRECTOR
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OUR PRODUCTS & SERVICES



- ✓ Support contracts (inc security)
- ✓ Software development
- ✓ Network upgrades - new clients
- ✓ Web development
- ✓ Disaster Recovery

OUR MARKETS



- ✓ Charity / public sector
- ✓ Distribution
- ✓ Manufacturing
- ✓ Online Retailers
- ✓ Services

KEY OFFERS



- ✓ We offer a guaranteed fix
- ✓ We provide 24/7 support
- ✓ We don't just shift boxes
- ✓ We employ IT experts
- ✓ Fast, friendly, reliable and expert technical assistance to computer users