



## **React Computer Partnership**

Welcome to our information pack.

Thank you for taking the time to read more about what we do to provide IT support for businesses in East Anglia.

Our services are outlined below, along with some examples of how we can help you maximise the efficiency of your IT infrastructure, and save money on support.

If you have any questions, please don't hesitate to get in touch.

Richard, Alan and Francis Pledger.

Telephone: 01394 387 337  
Email: [info@reactcp.co.uk](mailto:info@reactcp.co.uk)

Unit 5, Deben Mill Business Centre, Woodbridge, Suffolk IP12 1BL

# IT System Installation

Our highly skilled technicians will install your system then guide you through its implementation, one step at a time.

We are able to offer a full range of services including the supply of all the hardware, software, and associated services you need.

Using the skills and experience we have gained over many years we will endeavour to keep disruption and downtime to a minimum.

Many of our clients have vertical market applications they use to run their business and React Computer Partnership are happy to work with the software vendors to ensure a smooth implementation.

## **Troubleshooting**

We will work with you to fix the problem – even if we didn't install the system. We are happy to also provide a service solution for your business and cover all of your IT system and not just the parts installed by React.

## **IT Support for your business**

We design our support services to safeguard your IT system making it extremely reliable and efficient with downtime kept to a minimum. With our help, your staff will have confidence in their IT structure, ensuring the smooth running of your business.

Our support service is based around ITIL\* to provide the highest level of support available. Each call to React is logged into our database and allocated a pre-defined response escalation and resolve time based on the impact to the clients business. Any calls that exceed the response time are automatically emailed to all the React Directors. At the end of each month all calls that fall outside the response time are reviewed by one of our Directors to find the cause and see if any changes are required to our procedures. During the last 12 months we are pleased to report 97% of calls to React have been cleared within the agreed response time.

\*ITIL® (the IT Infrastructure Library ® ) is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally.

## **How we work**

We offer three levels of support. The first level is telephone and remote support with any onsite visits charged at our current hourly rate. The second level includes the above but also provides on-site visits. We can also add regular proactive maintenance visits to your site if needed.

## **What happens next?**

Normally one of our engineers will make an initial visit to your business to review your network, and document the system so all of our support engineers have the details they need to assist you with any support calls you place.

During the visit they will investigate any outstanding issues and identify any remedial work we feel is needed to enhance your system.

## **Consultancy**

The initial consultation will be with one of the Directors of the React Computer Partnership. They will bring many years' experience of the IT industry and business issues. This will let us design a system that will give you the maximum business benefit rather just having computers.

We have undertaken training courses from our vendors including Microsoft, Fujitsu and Netgear and

combine this with practical experience and business knowledge to tailor make a system for you. We will then provide a proposal for you detailing what equipment you need and why so you can be sure you maximise your investment in technology.

### **System design**

Let us discuss with you what your business needs and then design a bespoke IT system perfectly suited to your requirements.

# Document Management

See for yourself just how much more productivity you could generate by storing your documents electronically.

We regularly visit offices and invite groups into our React offices to demonstrate how a simple document management system can literally transform your productivity. If you'd like to see how to boost your output contact us and we will arrange an individual demonstration for you.

## **How it works**

If you want to know more take a look at the system in action just play the short video starring the React team. It shows two very different office environments, one is our own which is fully electronic and the other is a typical, traditional office using files and filing cabinets.

Take a look at this case study featuring a local East Anglian storage company we've helped recently, [click here](#) (hyperlink needed to Anchor storage case study - see current site)

# Offsite Backup

Your data is so precious when was the last time you reviewed your back up procedures to see if they were able to cope with your business's every-increasing daily demands?

Our off-site back up service is based upon the Attix5 Backup Professional software and is ideal for small and medium-sized businesses, operating MS Windows servers and applications i.e. MS Exchange and MS SQL.

## **Secure data backup and recovery**

Our service provides you with a fully automated, off-site and secure data backup and recovery solution giving you peace of mind with our 'set and forget' back up and 'anytime recovery' capabilities.

## **Why off site back up?**

Each business has an ever-increasing amount of electronic data being created and stored on production servers and the traditional tape back up struggles to cope. There are several problems trying to keep up with this vast growth in data production e.g. your back up and recovery takes too long, difficulties in validating data back up and recovery processes, managing the myriad of multiple media platforms and the increased consumption of human resources.

## **Fast and reliable**

By using React to create a modern, fast and reliable solution for your back up you can rest assured your vital business data is security protected and recoverable at all times.

# Sharepoint

Does this sound familiar? You are working on a project and you need the client's information from various sources, you have web pages open for price comparisons, Outlook open to view past emails, a spreadsheet open to log the quote and your database open too so you can update the clients file – oh and did we mention Microsoft Word so you can write the quote? Are you constantly swapping between windows?

Let us now show you a clearer, faster way of working

## **Turbocharge your workflow!**

SharePoint takes the pain out of storing and retrieving information and turbo charges your workflow too, even when working from home.

Access the files you need from anywhere with an internet link and view all your documents by going to a web page. 'Check out' certain files and return them updated - SharePoint will remember who's working on a file. Authorise them on line without the need to contact other departments.

Share information with your staff without a costly database. You can view Sales Figures, Response Times or Holiday Dates all in one window.

Your customers will be impressed too with the speed you can access their details at the click of a mouse.

We are happy to show you what SharePoint could do for your business, contact us now for a free consultation call us on 01394 387337 or email us here [React Computer Partnership](#).

## **The faster way to work**

Your customers will be amazed!

Imagine the call; You're out of the office and your client rings in about some work you did for them 5 years ago. Whilst they're still on the phone your team access the original documents and can tell them the date it was done and the price too. Your colleague who works in another department is able to assist the client as they too can see the same folder you can. The customer is so impressed they ask you to quote for more work. The quote is done and sent out. When you log in from your mobile phone an hour later you see the confirmation of more business and another very satisfied customer and best of all there's no message left on your desk asking you to call them back when you're next in the office.

We're confident your business could benefit from Sharepoint. Let us show you what it does for our business, contact us now for a free, personal demonstration on 01394 387337 or email us now [React Computer Partnership](#) and let us do the rest.

# Email Anti-Virus & Spam Scanning

We all know how irritating and not to forget time consuming it can be to wade through masses of email spam each time you log on. At React Computer Partnership we ensure each of your emails is subjected to hundreds of tests to establish validity. We detect spam messages by looking for open relays, 'zombies' and by the language used to ensure we keep your inbox clear.

## **Protection from Viruses**

Fast and powerful protection from viruses for your business with the ability to scan for worms inside attachments and compressed files.

## **When its not good to 'Share'**

We also offer Virus scanning for your outbound email. So you never have to worry about accidentally infecting a customer, supplier, or friend.

## **It's your choice**

We give you the ability to tell our spam detection engine to block or allow emails from certain addresses, or whole domains. This means you can choose who to accept emails from.

## **No lost emails**

In the event of server or connectivity problems we'll queue your email and recommence delivery within 5 mins of your server returning to normal operation. You can even review your queued email online. A great solution for that disaster that stops your mail server.

## **Simples!**

Everything is simply configured online and changes you make are instant. Therefore its simple to set up.

# IT Consultancy

Your initial consultation will be with one of the Directors of the React Computer Partnership. They will bring many years' experience of the IT industry and business issues. This allows us to design a system that will give you the maximum business benefit rather than just having computers.

We regularly undertake training courses from our vendors to keep us at the very forefront of IT technology including courses run by; Microsoft, Fujitsu and Netgear and combine this with our wealth of practical experience and business knowledge to tailor make a system specifically for your business.

We will then provide a proposal for you detailing what equipment you need and why so you can be sure you maximise your investment in today's technology.

## **Our products**

We find that most of our current clients are product agnostic – as long as it works they generally don't really mind what badge it has on it. This lets us set our own criteria for choosing a vendor to work with when supplying us with IT products. They need to be large enough to be recognised as a reputable supplier, but small enough so that we can have a named contact, especially for support. That way if we do have problems we know how to get them resolved quickly.

## **Microsoft Silver Competency**

As a Microsoft partner with a Silver competency as a Mid-Market solution provider we have the knowledge to install the type of system you are looking for.

We also have access to the Microsoft support desk for those business critical problems that have to be solved now.