



10 things you should know about IT Service Providers and their Managed Services.

See how other IT Service Providers compare against LMS Group

		Companies		
		1	2	3
		LMSGroup®		
1	90-day Money-Back Guarantee Our success relies on delivering outstanding support for our clients. By offering a guarantee, it makes working with us risk-free.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Microsoft Gold Partner and Cisco Select Partner Our vendor accreditations demonstrate our commitment to the highest level of knowledge, customer care and collaborative relationships.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Live Remote Service Desk Our skilled and trained, UK based Service Desk answer your calls directly to guarantee you get help right away. All of our colleagues are employed in-house, and we never outsource to third party or offshore providers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	08:30 - 17:30 Service Desk Our Service Desk is open from 08:30 - 17:30 (Monday - Friday). If you have an emergency out-of-hours, our team can be on-call. On average, each of our calls are answered in as little as 20 seconds, meaning you get assistance quickly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	24/7 Monitoring and Management For clients that choose our 24/7 monitoring and management service, our network operations are staffed 24 hours a day, 365 days a year to make certain your infrastructure is operational, functioning and secure at all times.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Dedicated Account Management Your dedicated Account Manager and Technical Advisor have regular planned meetings with you to ensure we stay on top of your ongoing business needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Strategic IT Planning Our Account Management team works with you to build a detailed three year strategic IT plan and budget to meet your business objectives.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Experienced and Certified IT Experts We spend time investing and supporting our teams continual learning and development of their skills, in turn giving them the knowledge to be able to best support our clients.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Dedicated Project Management An experienced Project Manager is assigned to every new project to ensure your deadlines are met and the project stays within both time and budget.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Cyber Essentials Plus Accredited We are annually vetted and certified to the Cyber Essentials Plus standard. This top-tier accreditation verifies the tools and processes that we have in place in our company, and demonstrates our commitment to best-in-class cyber security practices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signatures

Others may say they meet these 10 criteria, but before working with them, get confirmation that they do.

LMSGroup®	Company 2	Company 3
Luke Mead, CEO		

Contact LMS Group today to arrange your free IT assessment



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