



# Managed IT Support

# Who We Are

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## **From Humble Beginnings to Thought Leaders**

Starting as Premier Choice in 2002, we have evolved to become one of the top UK Managed Service Providers for not-for-profits in the UK.

## **Delivering Services Beyond IT Support**

With a deep understanding of the Third Sector's unique challenges, Qlic IT offers custom IT solutions, training, and webinars, all designed to empower your users.

## **A Trusted IT Partner for Charities**

Focused on 'know-who' rather than just 'know-how', Qlic IT lets charities focus on their core missions, handling all their IT needs with continuous innovation and first-class support.



# We Know Our Stuff

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Founded in  
**2002**

Working with  
over **350**  
not-for-profit  
organisations

Supporting  
over  
**5,000**  
end users

Our team have  
fundraised over  
**£20k** for  
charity since  
2018

**80+ NPS**  
Score for  
employee  
satisfaction

**Top 3**  
Microsoft  
Partner for not-  
for-profits in  
the UK





# What We Do

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## IT Support

Telephone-centric IT Support

Bespoke support for not-for-profits

Best practice based on industry experience



## Cloud Solutions

Solutions designed for not-for-profits

Cloud first approach

Utilising not-for-profit discounts

## Cyber Security

Cost effective cyber security strategies

Cyber Essentials compliant by design

Expert not-for-profit data governance



## Website Design

Empowering CMS solutions

Charity focused design and development

Proven industry experience





# Our Approach to Support

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We resolve around 81% of problems on first contact with an average response time of less than 30 seconds!

At Qlic IT we throw out the jargon and stick with simplified, excellent customer service. Our talented team are carefully chosen for their professionalism and passion. This means that when you pick up the phone to talk to us, you'll only ever be met with effortless conversation and easy solutions.

You'll always get through to a genuine point of contact, not an auto-attendant, a receptionist or the dreaded voicemail system. Our support culture is inherently telephone-centric, designed to ensure that users experience the quickest possible resolution to their IT issues. We prioritise direct communication, enabling users to report problems swiftly and seamlessly. The moment an issue is reported by phone, our team is ready to begin diagnostics immediately. This approach allows us to engage directly with users, understanding their concerns in real-time and initiating the resolution process during the initial call.

# Technical Account Managers

At Qlic all our clients have a dedicated technical account manager that have previously worked in the support or solutions delivery teams prior to moving into account management. This means that they have a significant base knowledge and in-depth technical understanding required to support your organisation.

Throughout our partnership, your account manager will act as a proactive IT manager, regularly reviewing and monitoring the IT landscape to identify opportunities to improve or potential risks. They will stay abreast of industry trends, best practices, and regulatory requirements relevant to the charity sector, as well as using our extensive network of charity clients and partners to further inform.

This information is delivered at regular account review meetings, but also formalised by way of an annual IT Strategy Review, which details a snapshot of your IT support usage, clear network and service information, any concerns about problematic infrastructure or security, as well as recommendations relevant to your organisation.

In addition to our account managers, we have a Customer Success Manager who provides support to our account management team across our client base, as well as liaising with other departments within Qlic to ensure the smoothest customer experience possible.





# Pro-active Monitoring & Management

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In addition to our managed IT support packages, we offer cloud based proactive remote monitoring and management of your services. Our active monitoring software ensure that we are alerted if there is a problem identified. This means our expert support team can take immediate action to resolve the issue rather than waiting for the hardware/software to fail. Our proactive IT support is more effective and results in significantly less downtime for your charity than standard reactive support solutions.

- ✓ Remote Installations
- ✓ Constant Monitoring
- ✓ Reporting & Analysis
- ✓ Built-in Patch Management
- ✓ Automation
- ✓ Real-time Monitoring
- ✓ Flexible Reports & Dashboards
- ✓ Incident Management & Reporting
- ✓ Root Cause Investigation



# Our Charity Experience

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We work with hundreds of charities across the UK and have extensive experience on the challenges the sector faces. Supporting not-for-profit organisations involves understanding a few key elements of the organisation.

Our large charity-focused client base allows us to keep ahead of trends and challenges facing the sector, which in turn enables us to share our experience and insights with all our clients. This collectively shared insight has proved invaluable for big industry changes such as GDPR and Cyber Essentials, where our experience has helped raise awareness and confidence in our clients to move toward these standards.

## A Flexible, Dynamic Workforce

With full-time staff, part-time staff, volunteers and even some trustees occasionally needing IT assistance, the workforce of a charity can be significantly different to that of a commercial entity. Accessibility of the IT system in many different forms is paramount to ensure these valuable contributors.

## Varying IT Skill Levels

Some users may be fully IT literate while others may have had limited experience in using computer-based systems. We feel it's crucially important to build our solutions based on the user first and work backwards – the end user experience is the most important element of your IT, so we start with thinking about how users need to access the system before thinking about the technology and methodology around deployment.

## Discounted/Donated Charity Services

Many IT businesses are unaware of the available discounted and donated services available to charities across various software/services. We make it our role to understand what is available to your organisation and then consider it's usefulness to each of our clients individually. Your Account Manager's role will be to keep you informed of new industry and sector developments on regular review meetings.





# Best Practice Analysis

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The first steps to piecing together your IT roadmap is starting with a full site survey and IT audit. Firstly, we will conduct a full site survey of your IT hardware, software and services including a consultation with you and your staff. We detail your existing IT infrastructure and discuss any additional requirements and ongoing/outstanding problems. Our engineers will then install our highly-secure remote management and monitoring tools.

Once we have collated all your information, your dedicated account manager will contact you to arrange your Best Practice Analysis. This is a detailed document providing information on security, compliance and continuity specific to your charity. We also detail any upcoming renewals or out-of-date solutions, as well as information on forthcoming technologies and services that may benefit your organisation.

## Your Audit Includes



Business Continuity



Infrastructure Security



Physical Infrastructure



User Security



Device Security



Productivity

# Dynamic Reporting

Our Client Reporting Dashboard is designed to empower your organisation with comprehensive insights into your support activities. With an interactive user-friendly interface, you can monitor support productivity more effectively. Take control of your data and drive your organisation forward with precision and ease.

Dashboards provide invaluable insight into your IT infrastructure, allowing us to offer you critical charity data such as:

- ✓ Type of support requests (hardware, software, cloud, user training etc)
- ✓ How tickets are being raised and who is reporting issues (by staff member)
- ✓ How quickly we respond & issues are resolved
- ✓ Ticket trends reporting and analytics





# Training

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- Proactive Advice For Improvements And Risks
- Updates On Industry Trends And Regulatory Changes
- Regular Account Meetings & IT Strategy Reviews
- Monthly Webinars, Newsletters & Security Bulletins
- In-Person Events & Charity IT Day
- Staff Training Portal Available

We believe in empowering our clients through education. That's why we direct you to an array of relevant training. Additionally, we host a series of free events & webinars that cover a broad range of topics, from basic introductions to in-depth technical guides.



# Working Alongside Your IT Team

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In today's fast-paced technological landscape, organisations often face the challenge of managing their IT infrastructure effectively while keeping up with daily operational demands. We understand that your existing IT team is the backbone of your organisation, and we are here to enhance their capabilities. Our co-managed IT services can offer the perfect bespoke solution adapted to the needs of your organisation and existing team. We can work in several ways alongside your team, including:

## Fully Managed Helpdesk

Our fully serviced managed helpdesk capacity is designed to seamlessly integrate with your existing IT team, providing comprehensive support for all your IT needs dealing with day-to-day support tickets and facilities management requests.

## Consultative Approach

For organisations seeking a more consultative approach, we can offer an IT management service. Allowing your team to continue to handle day-to-day support, while we provide strategic guidance, consultancy and project management.



# Onboarding Steps

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## Our Onboarding Service Involves

- ✓ Detailed Planning
- ✓ Risk Mitigation
- ✓ Communication & Goal Setting

## Four Simple Onboarding Steps

1. Meeting with Our Dedicated Onboarding Engineer, with Frequent Collaboration & Communication Throughout
2. Introduction to Third Party Vendors
3. Full Audit of All Offices, Platforms & Devices
4. Deployment of Remote Support Software to Staff Devices

# Zero Downtime Guarantee

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In the unlikely event that downtime does occur during the onboarding process due to our actions or decisions, Qlic commits to:

**Rapid Response:** Mobilised technical teams immediately to resolve the issue as quickly as possible.

**Service Credits:** 1 month completely free support if you have downtime as a result of our actions during the onboarding process.

At Qlic we stand by our Zero Downtime Onboarding Guarantee as a testament to our unwavering commitment to the smooth and uninterrupted transition of your organisation to our managed services.

*“I feel really positive about the onboarding experience with Qlic, the process was painless. Every time we need to contact Qlic the response has been really fast, and the issue has also been resolved quickly.” Alison Hill, Emmaus UK*





# Testimonials

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Emmaus CEO

“Everyone has been really helpful, and anything we have asked has been responded to. It feels like someone is always trying to find an answer to help us. The responses have been fast and helpful. We are really happy.”

The Amber Trust

“Throughout the whole experience, everyone has been very efficient, very helpful and very supportive. I am so grateful for the time that Qlic IT for Charities have taken to explain everything they were doing. I would certainly recommend Qlic to others, the process has been so good. We now feel supported, which goes a long way to make our working life easier.”

Voluntary Action Arun & Chichester

“The support staff are refreshingly helpful, the quality of the support from our previous supplier has increased massively. It has made us realise the support we really needed.”

Time & Talents



# Qlic IT

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ENQUIRIES 0203 904 3464

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