



Managed IT Support

Who We Are

Founders Adam and Nick merged their extensive experience in technology sectors to craft bespoke, budget-friendly tech solutions specifically for charities.

The shift to Qlic IT for Charities solidified their dedication to empowering not-for-profits, boasting a team of 40 experts and serving over 350 clients by 2024.

From humble beginnings to sector leaders

Starting as Premier Choice in 2002, Qlic IT for Charities evolved from a small web design firm to a top UK Managed Service Provider for not-for-profits.

Dynamic duo leading from the front

Beyond IT support – a not-for-profits specialist

With a deep understanding of the not-for-profits sector's unique challenges, Qlic IT offers custom IT solutions, training, and webinars, all designed to streamline digital operations for charities.

Rebranding with purpose in 2021

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 top-notch support.



We Know Our Stuff

Founded in
2002

Working with
350+
not-for-profit
organisations

Supporting over
5,000
end users

80+NPS

Score for employee
satisfaction

Top 3

Microsoft providers
for not-for-profits
in the UK

Fundraised over
£20k

for charity
since 2018



What We Do



IT Support

- Telephone-centric IT Support
- Bespoke support for not-for-profits
- Best practice based on industry experience



Cyber Security

- Cost effective cyber security strategies
- Cyber Essentials compliant by design
- Expert not-for-profit data governance



Cloud Solutions

- Solutions designed for not-for-profits
- Cloud first approach
- Utilising not-for-profit discounts



Website Design

- Empowering CMS solutions
- Charity focused design and development
- Proven industry experience

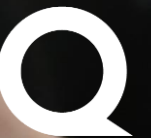


Our Approach to Support

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

Dedicated Technical Account Manager

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.

Proactive IT Manager

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.

Annual IT Strategy Review

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.

Customer Success Management

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

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.

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

#MakeYourITQic

Qic
IT FOR CHARITIES



Our Charity Experience

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.

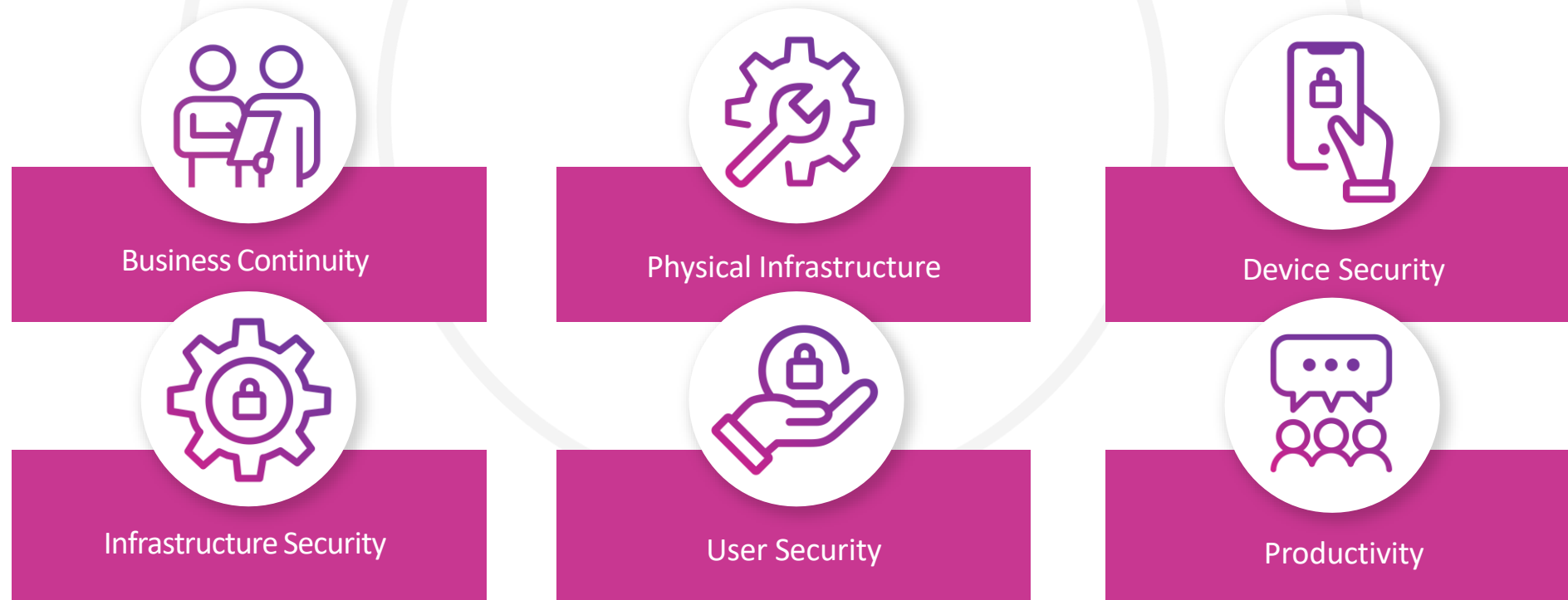
Discounted / Donated Charity Services

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.



Best Practice Analysis

The first step in building your IT roadmap is conducting a full site survey and IT audit. We'll start with a survey of your IT hardware, software, and services, including a consultation with you and your team. We'll assess your existing infrastructure and discuss any additional needs or ongoing issues. Our engineers will also install secure remote management and monitoring tools. Once we've gathered the information, your account manager will arrange your Best Practice Analysis. This provides details on security, compliance, and continuity tailored to your charity. With any upcoming renewals, outdated solutions, and new technologies.



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)

Support Requests

Ticket Reporting

How tickets are being raised and who is reporting issues (by staff member)

How quickly we respond & issues are resolved

Response Rate

Ticket Trends

Reporting and analytics of ticket trends within your organisation



Training

- 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

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

Our Onboarding Service Involves

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

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

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 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

"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 quick and the issue has also been resolved quickly."

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



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