

Knowall IT Support

Comprehensive IT Support and Cloud Services

KNOWALL
PRIVATE CLOUD COMPUTING

With over two decades of expertise in supporting and fortifying client networks, coupled with managing our robust Enterprise Cloud Platform, we are committed to delivering top-tier IT support and cloud services tailored for businesses.

Our proactive approach ensures highly responsive assistance for day-to-day IT queries, complemented by 24/7 network security monitoring, comprehensive helpdesk support, and strategic Cyber Security consulting.

Our IT Support and network security service is a fully inclusive package where we become your IT department, taking full ownership of all IT issues for a fixed monthly fee. This proactive service is designed to identify and resolve potential issues before they affect your business. It also includes working closely with your management team to advise on IT strategy, ensuring that IT best supports your goals.

- ✓ Team of responsive, multi-disciplined, highly experienced IT support engineers. Available 24/7
- ✓ Enforce Knowall's security suite to ensure a strong Cyber security posture.
- ✓ Onsite engineers available to visit the office and staff working from home.
- ✓ Monitoring of critical network services 24/7 including, internet, data backups, 365 and endpoint security.
- ✓ Maintenance and administration of user's hardware and subscribed cloud services and software.
- ✓ Pre-configured hardware shipped to office, home users and new starters ready to plug and play.
- ✓ Consultation on subjects including business processes, security policies and governing body certification i.e. ISO27001 and Cyber Essential certification.



We will become **your trusted IT Partner,** working with you to develop a Road Map to support & enable business efficiencies and security.

24/7 SERVICE DESK

Knowall ensures data security through a range of tools, including Microsoft's 365 Intune and Defender products, System Monitoring, System Backups, and DR Planning. These measures, combined with enhanced processes, policies, and staff training, will help you achieve Cyber Essentials Certification and potentially meet the requirements for ISO certifications.

Our London-based 24/7 helpdesk delivers highly responsive remote and telephone support. We will handle day-to-day IT support issues and provide regular reports to your internal management team.

- ✓ Unlimited access to helpdesk during standard business hours
- ✓ Commitment to response times, ensuring timely resolution of issues.
- ✓ All support requests logged via our ticketing system and tracked through to completion
- ✓ Monthly reporting of all support activity, allowing you to stay informed about the support services provided.
- ✓ Existing network components are supported, ensuring their smooth operation.

ONSITE ENGINEERS

In situations where remote support is not sufficient, our engineers are available to visit your office or assist users working from home. Onsite visits will be scheduled as needed and charged according to our standard hourly rate for onsite support, along with any applicable travel expenses.

MICROSOFT 365 MANAGEMENT

Knowall will manage your Microsoft 365 environment on your behalf. The Global Administrator's role determines what we can do, like create or edit users, assign administrative roles to others, reset user passwords, manage user licenses, or manage domains. We will support Microsoft 365 services for example SharePoint, OneDrive, Teams and Exchange Online.

DIRECTORS

Serena Clark, Camila Gray & Simon Froom

ACCOUNT MANAGEMENT

Sylvester Siani, Lorraine Sinclair, Rachel Rumney

SNR ENGINEERS

Michael Clelland, Ryan Stoke, Vlad Duhan

HELP DESK ENGINEERS

Chris M, Jonathan D, Soufian D, Mohammad Z, Chris F, Andrius S, Mohammad F

Get in touch

020 7471 3270 / sales@knowall.net / knowall.net

KPIs: Management Reporting

The Knowall IT Help Desk is your single point of contact for assistance with all IT support queries. All enquires are logged, assigned a ticket number, and tracked through to completion.

REAL TIME METRIC OF HELPDESK TICKETS

Accessible from any web-enabled device, our Active Ticket Wall Board is a dynamic tool available through our web portal. This tool allows your company's management to view current ticket statuses, track the resolution process, and identify outstanding issues. This transparent approach enhances communication and enables quick decision-making regarding IT support priorities.

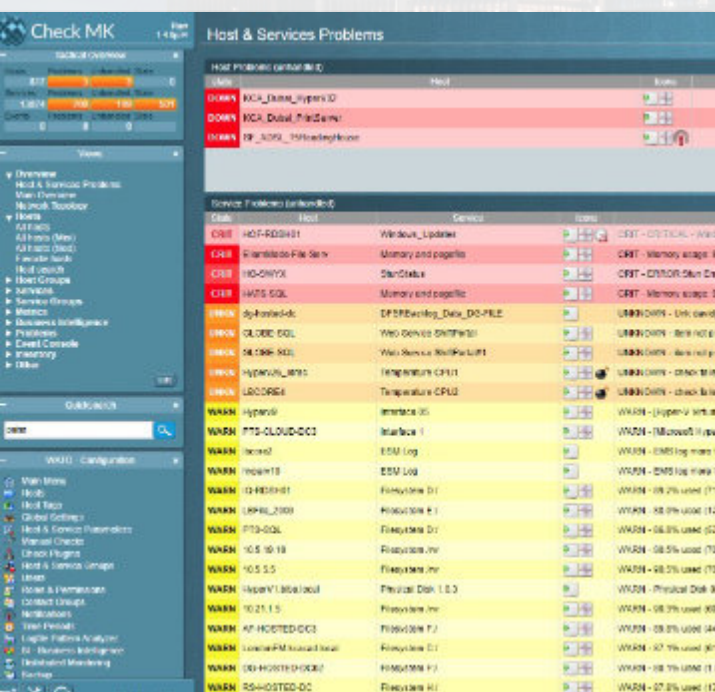
Tickets

Open				
◀ 1 2 ▶ 10				
#	Client	User	Engineer	Subject
136076	NETEC Craven Capital	Martin Bates	Andrius Stiega	NETEC - Re to remove TrackingID
136118	Netec Ellem Mede Hospitals	Ionut Doltu	Andrius Stiega	NETEC - Un
136120	Netec Uptown Events	Belinda Srokowski	Andrius Stiega	NETEC - Te
134673	NETEC Craven Capital	Ilan Doctors	Andrius Stiega	NETEC - FW Office Firew

REAL TIME METRIC OF NETWORK STATUS

Our Dashboard Access provides a comprehensive view of real-time metrics regarding the status of your network infrastructure. Specifically tailored to emphasise the critical components of your network, including servers, firewalls, and routers, this feature offers unparalleled insight into their operational health of the system.

Through our intuitive interface, you can monitor the performance, availability, and security of your networking equipment at a glance. Our utilisation of Graylog ensures thorough monitoring of activities across all networking devices, enabling proactive identification of potential issues and swift resolution.



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KPIs: Management Reporting

CUSTOMER SATISFACTION

After each ticket is closed, we proactively initiate a feedback loop by sending a follow-up email to the end user, requesting their feedback on the support experience. This feedback is invaluable as it provides insights into the quality of service provided and highlights areas for improvement.

Every piece of feedback received is logged with the respective engineer's name and the ticket number for internal management review. By associating feedback directly with the handling engineer, we ensure accountability and facilitate targeted training initiatives to continuously upskill our technical team. Additionally, this feedback serves as a crucial metric in measuring our performance against Key Performance Indicators, guiding our efforts towards excellence in service delivery.



Ticket	Engineer	Rating	Date posted
136098	Mohammed Zaman	★★★★☆	15/05/2024 08:23:16
136097	Chris Mariampillai	★★★★★	14/05/2024 12:44:36
135859	Chris Mariampillai	★★★★★	14/05/2024 12:07:36
136088	Jonathan Darling	★★★★★	14/05/2024 11:44:01

GENERAL REPORTING

In addition to our proactive feedback loop and live ticket monitoring, we provide comprehensive insights to our clients through monthly ticket reports. These reports are a valuable resource, offering detailed analyses of key metrics that reflect the performance and efficiency of our IT support services. Our monthly ticket reports outline a range of essential metrics, including the total number of tickets raised and closed within the reporting period. This provides a clear snapshot of the volume of support requests handled by our team, demonstrating our responsiveness to client needs.

By providing clients with these detailed monthly ticket reports, we aim to empower informed decision-making and facilitate open communication regarding the performance of our IT support services. Through this commitment to transparency and accountability, we continuously strive to exceed client expectations and drive organizational success.

F	G
Last status of call out of	summary of call
Onsite Reports	Site visit for switch to Leased line
Project	Site Updates
Non-Critical	Home internet offline
Non-Critical	Business line discussion
Project	Adobe Reader, constant working in background cursor when open
Project	*****'s voicemail - not correct
Onsite Reports	Windows PC set up
ACR	*****HR site
Supplier Action	**** login/email issues
ACR	Grammarly pop-up
Onsite Reports	**** site visit 30/04/2024
ACR	Grammarly
Non-Critical	****Printer stuck in energy saver
Critical Local	Keyboard deleting emails
Non-Critical	No access to important applications on laptop
Non-Critical	Legal calls coming to Comms
Non-Critical	**** not responding
Non-Critical	Case file System crashes and freezes
Non-Critical	wifi does not seem to be up and running does not show a sad
Non-Critical	**** cant hear calls
Non-Critical	Call doesn't want to connect on Microsoft Teams
Non-Critical	RL: Grammarly

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Network Management

The Knowall IT Help Desk is your single point of contact for assistance with all IT support queries. All enquires are logged, assigned a ticket number, and tracked through to completion.

Knowall will provide comprehensive monitoring of critical systems 24/7 to ensure everything runs smoothly. We will work with you to determine which devices need to be monitored.

BACKUP MANAGEMENT

Knowall will monitor all backups systems for any failures or technical issues. Any alerts are addressed as a matter of priority on a daily basis. Knowall will consult on any improvements that can be made for example in the area of offsite storage and data retention.

DISASTER RECOVERY PLANNING

We will review the current infrastructure with a view to ensuring business continuity:

- ✓ Highlight any infrastructure weaknesses.
- ✓ Provide business continuity advice.
- ✓ Set out disaster recovery procedures with realistic recovery timescales.

SITE, NETWORK, HARDWARE AND SOFTWARE AUDIT

We will attend on-site and/or remotely to carry out a full audit of existing systems. This will involve discussions with key personnel to understand existing processes and review IT documentation, such as user onboarding/exiting, backup, and disaster recovery procedures.

- ✓ Switches and Routers - monitor packet rates, error rates, state and bandwidth of ports, CPU utilisation, fans, power supply, temperature and more.
- ✓ Wireless – monitor state of access points, signal strength and connected devices.
- ✓ Firewalls — monitor health, VPN tunnel state, high availability state and more.
- ✓ Server hardware – memory, CPU, disk space, temperature.

PATCH MANAGEMENT

We will review the existing patch management processes and liaise with vendors to ensure comprehensive firmware and software updates are applied to all devices in a timely manner. We can consult on technologies such as Intune to manage Windows Updates for Business (WUfB) and integration with other services for managing third-party applications.

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IT Support Case Studies

ECOURIER/ROYALMAIL SAMEDAY

Headcount 120

Offices London, Peterborough



eCourier specialises in time-bound courier services, from same day and domestic overnight to ultra-slick international solutions. We don't stop there, our strategic locations mean we have incredibly convenient warehousing and fulfilment services, all managed through leading technology for the highest levels of control and visibility.

CHALLENGES

- eCourier required a reliable telephone solution with features including IVR and integration to CRM.
- As a 24/7 business eCourier needed a Knowledgeable IT partner to assist with monitoring of network infrastructure and patch management
- eCourier also required a robust security implantation across multiple sites, with reporting for management

SOLUTIONS

- Managed Zyxel security tools
- 24/7 helpdesk support from dedicated technical engineers
- Pro-active monitoring of network infrastructure

PAY OFF

Knowall implemented network and security solutions to monitor and maintain quality of service on all calls. Our expertise on the provided VoIP solution, enabled the eCourier to implement wallboards that would be used for internal staff and management to keep track of call center activities, enabling team and management to monitor calls, ensuring customer expectation is met.. Quality of service is maintaining through the recommended Zyxel firewall.



eCourier/Royalmail Sameday – IT Manager

Knowall as a company are a great provider & have good response times, but more than that, they have Ryan at the helm of a lot of it. He's always there to help with literally anything you throw his way, nothing seems to be out of his ability, even if it's something he's never seen/delt with. Helpful is beyond an understatement.

IT Support Case Studies

ALBINS REPATRIATION LIMITED

Headcount 54

Offices 9 Branches throughout London



FA Albin & Sons are one of the oldest Funeral Directors in the UK. With over 200 years of experience, they still remain a family business throughout and they provide a level of service, personal care and respect only to be expected from a company with such a proud record. The TV series "Don't Drop the Coffin" also turned this particular funeral directors into a household name with comical and sometimes touching anecdotes from their 270 years in the business.

Over the years, FA Albin & Sons have kept their business well at the forefront of technology, by the early 1950's they were one of the first Funeral Directors to operate a fully motorised fleet of Daimler and Rolls hearses.

CHALLENGES

- Albins required a hosting service to host line of business applications and shared documents between various branches
- The organisation also needed a modern phone system with reporting and monitoring features that could be reviewed by management.
- As the organisation deals with government contract, they needed an IT partner that would help with their cyber essential plus renewal.
- Information security is imperative for Albins and they needed an IT partner that would continuously review and implement security features that would protect their network.

SOLUTIONS

- Swyx VoIP telephone System
- 24/7 telephone support to all branches
- Managed Zyxel Security Solution (Firewalls / Switches)
- Cyber Security Consultation (Cyber Essential Plus renewal / Network Penetration tests)

PAY OFF

We implemented managed firewalls to monitor and enforce security to all Albin branches. Knowall also provision improved internet connection to all branches including HQ, with flexible fibre connection which guarantees better connectivity. All calls are prioritised on the network ensuring quality of service (QOS) on all incoming and outgoing calls. Knowall has also helped Albins maintain government and public contracts by assisting with yearly Cyber Essential Plus certification and implementing modern security features to protect customer data.



Albins International Repatriation Limited – Director

Albin International required Cyber Essentials Plus certification to meet its contractual requirements to third parties. The team at Knowall IT took over control of the matter and were instrumental in successfully achieving certification on our behalf. They acted professionally throughout and coordinated the task admirably.

IT Support Case Studies

LODGE BROTHERS FUNERAL DIRECTORS

Headcount 137

Offices Offices 36+ Branches within London and surrounding areas



Lodge Brothers are an independent, wholly owned family funeral service. The business has been in the hands of 7 generation consecutively helping local families in their time of need. For 240 years they have provided funerals, both modest and traditional, with reverence and compassion, for all faiths and the non-religious

CHALLENGES

- Helpdesk support for end users across all 36 branches
- 24/7 helpdesk support from dedicated technical engineers
- Bi-monthly site visit
- Backup of on-premise servers and data
- Managed Microsoft 365 Environment
- Provisioning of reliable internet to all branches.
- Reliable VoIP solution with assured QOS on all incoming and outgoing calls.

SOLUTIONS

- Fibre to premise internet connection
- 24/7 Network and systems monitoring, with pro-active team of engineers available to resolve issues with urgency
- 24/7 365 helpdesk support, leveraging our technical expertise.
- Implementation of VoIP solution with call routing features amendable for holiday periods and bank holidays
- Endpoint protection across all end users device
- Backup of server and data to our co-location data center, providing redundancy for the business.

PAY OFF

We took on the monitoring and management of Lodge's network and infrastructure, provision 24/7 desktop support to end user at 36+ branches and HQ. Our VoIP solution, enabled Lodge to better manage their phone system, ensuring no calls were lost by putting in place call routing and IVR to allocate calls to the correct group. Our engineers frequently visit the branches to configure and improve IT infrastructure, in line with the organisation's requirement.



Lodge Brothers Funeral Director – IT Manager

On a personal level, my dealings with Knowall are excellent, and they are very responsive. They look after our support, infrastructure, purchases, software and upgrades. Would definitely recommend. Staff their friendly and knowledgeable and they have a broad knowledge of all things IT.

IT Support Case Studies

CHARTERED INSTITUTE FOR SECURITIES INVESTMENTS

Headcount 162

Offices London, Dubai, Sri Lanka



The CISI is the largest and most widely respected professional body for those who work in the securities and investment industry in the UK and in a growing number of major financial centres around the world. Formed in 1992 by London Stock Exchange practitioners, CISI now have more than 40,000 members in 89 countries. In the past year, CISI set almost 40,000 examinations in over 70 countries, covering a range of vocational qualifications.

CHALLENGES

- CISI came to Knowall IT with the need for high quality 24/7 support with rapid response times for their Swyx based telephony.
- CISI Required needed a knowledgeable VoIP partner to help implement reporting and wallboards that would be help management have a clear and digestible overview of the activities in the call center environment

SOLUTIONS

- 24/7 365 Helpdesk Support
- Monthly call reporting of call and support activities
- VoIP call system monitoring and maintenance

PAY OFF

Our implementation of monthly call reporting and wallboard has helped the organisation manage their internal KPI's and increase call center efficiency as we have put in place call groups and call routing ensuring the caller on the other end speaks to a representative of CISI without much delay. Our 24/7 365 helpdesk has been of great value to end users working abroad as they are able to contact our engineer at moment's notice to resolve issues if required.

IT Support Case Studies

WEST COUNTRY FRUIT SALES

Headcount 138

Offices Devon & Falmouth



WestCountry is the oldest and largest specialist wholesaler of fresh produce in the south west. From our humble beginnings provisioning ships in the port of Falmouth, we have grown progressively over recent decades adding product ranges to complement our core fresh produce heritage and meet the ever-evolving needs of our customers. We now distribute thousands of products every day through a stable of trusted brands, with a market leading seven day a week delivery service that makes us the one-stop shop for foodservice and high-quality independent retailers across the south west.

CHALLENGES

- Managed Microsoft Office 365 Services
- High bandwidth internet connection to offices
- Line of Business Cloud Hosting Solution
- West Country Fruits provides a 24/7 service to its customer and needed a IT partner that would also provide 24/7 helpdesk support to its end users

SOLUTIONS

- Fibre to premise internet connection
- 24/7 Network and systems monitoring, with pro-active team of engineers available to resolve issues with urgency
- 24/7 365 helpdesk support, leveraging our technical expertise.

PAY OFF

We implemented enterprise fibre to the premise connection to all buildings with backup connection ensuring uptime for to the offices. Knowall's helpdesk provided 24/7 365 support to end users which included creation and removal of users as well as hardware configuration. Knowall also provided hosting for West Country's line of business applications, removing single point of failure from maintaining an on-premise server with the added redundancy from Knowall's multi data center sites.