



IT Support with a human touch



Real people. Dynamic support.

In an industry that is often remote or automated, we place human connection at the core of our service. We are a dedicated team with the expertise you need to navigate the digital world.



We are located within The Dock, Leicester's hub for high tech, low carbon and innovative businesses.

"I've been part of Somerbys IT since day one when I started as an IT Support Engineer. Over 20 years on, I take great pride in leading a team that not only provides a wealth of experience, but also demonstrates dedication to providing IT support with a human touch."

Allan Page
Managing Director

IT support made easy.

We provide expert consultancy and dedicated support. Our friendly and highly capable team removes the complexity that can surround IT projects to give you the greatest confidence in your digital infrastructure.



Our Process



Advice

With our wealth of experience managing IT across a range of sectors, we're perfectly placed to help you make the right decisions for your business. We can investigate a single element of your digital infrastructure, or carry out a full audit to put the right system in place for your business.

- ⚙️ **Systems review**
- ⚙️ **Consulting**
- ⚙️ **Strategy**



Support

Our highly trained and dedicated team goes above and beyond to provide unparalleled managed services for our clients. Fast and friendly support in a language you can understand.

- ⚙️ **Fully managed IT support**
- ⚙️ **Tailored IT support**
- ⚙️ **Preventative maintenance**
- ⚙️ **Proactive monitoring**
- ⚙️ **Asset and licensing management**



Implementation

When it comes to constructing robust technology solutions, it can be easier said than done. We're here to design and install software and systems that are right for you and your needs. We can even handle Microsoft Office 365 licensing, billing and support – so that's one less thing for you to manage as well.

- ⚙️ **IT project delivery**
- ⚙️ **Microsoft 365 services**
- ⚙️ **Cyber security**
- ⚙️ **Connectivity and internet**
- ⚙️ **Cloud technology**

Through fast, friendly and expert support, we help businesses work smarter and more securely, utilising the very best of modern technology.



Our Services



IT Support

Our dedicated team goes the extra mile to deliver seamless managed services to our clients.



Cyber Security

We can monitor networks and assess potential threats to keep your systems secure and prevent disruptions. Firewall capabilities, advanced email protection or multi-factor authentication make sure your data is protected.

We offer a selection of pay monthly plans so you can choose the right level of support to safeguard your business.



Backup and Recovery

Put the right systems in place to give your people the consistency and reliability needed for them to work effectively. Make sure online operations and standard practices are structured, connected and shielded from ransomware. In the event things do go wrong, we've got you covered – our disaster recovery service will get you back up-and-running fast.



Cloud Computing

Cloud services can help you streamline workflows or communications and find efficiencies. Give your people the tools to become a dynamic and adaptable team with access to resources from anywhere, at any time. Plan for growth with scalable solutions and better manage costs. Have confidence that your digital infrastructure remains protected through timely automatic updates.

Our experts will be able to advise you on the right solution for your business.

Managed Support Bundles

First choose your level of Support

Service	CORE	Enhanced	Premium
Who is it for?	5+ employees. Internal IT, limited support cover*	10 or more employees	25 or more employees

Features and benefits

Reactive support	CORE	Enhanced	Premium
*Finite/limited remote support hours for desktops/laptops	✓ ⁽¹⁾		
Unlimited remote and on-site support (desktops/laptops and servers)		✓	✓
Emergency out-of-hours support (critical issues)			✓
Experienced support team with 1-hour response time	✓	✓	
Experienced support team with 30-minute response time			✓
IT manager holiday cover	Option	Not applicable	Not applicable
Proactive support	CORE	Enhanced	Premium
Unlimited proactive support (preventative measures)	✓	✓	✓
Proactive monitoring and issue resolution		✓	✓
24/7 automated server monitoring and management		✓	✓
Automated patch management for Microsoft and select brands	✓	✓	✓
Backup monitoring and remediation	✓	✓	✓
Network monitoring		✓	✓

Service	CORE	Enhanced	Premium
Additional benefits	CORE	Enhanced	Premium
Vendor management (liaising with third parties like Sage and Microsoft on your behalf where applicable)	✓	✓	✓
Account management with half-yearly IT strategy meetings	✓	✓	
Account management with (up to) four IT strategy meetings		✓	✓
Monthly reporting	✓	✓	✓
IT management toolkit	Option	✓	✓

(1) SITsupport CORE – Time-limited inclusive hours

“Somerbys have been providing IT support and services to my Companies for 20 years unbroken. Throughout this period, they have provided responsive and quality support and have taken on bespoke projects and adapted their service to meet our requirements. They are an important and reliable part of our infrastructure”

Paul Stanley,
360 Globalnet Ltd



Call our experts for advice, or to arrange a consultation and tailor a package to suit your needs.

0333 456 4431

Security Bundles

Second choose your level of Security Protection

Service	CORE	Enhanced	Premium
Who is it for?	For CORE or Enhanced Support Clients	For Enhanced or Premium Support Clients	For Premium Support Clients only
Antivirus software	✓	✓	✓
Incident response	✓		
Endpoint detection and response (with SOC)		✓	✓
Cloud Backup (O365/M365)	✓	✓	✓
Email filtering/Anti-spam protection	✓	✓	✓
Multi-factor authentication setup for M365 services	✓	✓	✓
Web content filtering	Option	✓	✓
Dark web monitoring	Option	Option	✓
Half-yearly audit/security review (Fortify assessment)	Option	Option	✓
Cyber awareness training	Option	Option	✓
Security incident and event management (SIEM)			Option

Optional Bolt-on Services available for all Security Bundles

Multi-factor authentication (2FA/MFA) – Powered by Cisco Duo

Email encryption

Password manager

Cyber essentials tools and certification

Application whitelisting

Pricing Examples

We offer flexible pricing plans to suit every budget. Here are a couple of examples. For exact prices, call our expert team and secure your IT.

CORE Support and Security Bundles

With 5 employees

from **£225 per month**

Enhanced Support and Security Bundles

With 15 employees

from **£785 per month**

“One of the key reasons why Somerbys IT stands out is their personal touch and attention to detail. They care about Yew Lodge Hotel’s business, tech and people, and are always willing to go the extra mile to ensure all systems are working correctly.”

Yvonne Hyde
General Manager – Yew Lodge Hotel



Our 4-step onboarding process

Moving IT Provider is easier than you think



1. Meeting us

We arrange a chat, so you get a better understanding of our team and business. Once you're happy, we book in a brief system overview, so we can recommend the correct support package for your needs.



2. Getting to know you

One of our experienced engineers comes to visit your business. This allows us not only to understand your IT system, but also to find out exactly how your business works. We'll then be able to highlight tailored software or practices that will ensure we provide the best ongoing support.

We use comprehensive onboarding documentation, along with IT tools that probe your system, to give us a full understanding of your IT infrastructure. Don't worry, this is easy – we're IT nerds, after all!

After we've audited your system in detail, we can finalise and agree on pricing. We then get you all signed up and decide on an appropriate start date, checking when you're able to exit your existing contract.



3. Understanding your business

With your permission, we contact your existing IT support provider and ask them to complete a simple takeover document. This gives us any final bits of information we may need.

With the onboarding visit and documentation from your existing provider, we now have a full understanding of your IT systems and business process. All of this is documented using our industry-recognised secure IT support software.



4. Moving and supporting

Before the agreed move date, we go through everything we've discovered during our onboarding process with the Somerbys IT team, so they are prepped and ready to go.

We then install any appropriate remote monitoring tools, introduce you to your support team, and add you to the support portal. Finally, we send an introduction email to you and the rest of your team, welcoming you aboard and providing any useful information you will need to get the full benefits of Somerbys IT support.

And that's it, you're all set up!

Our Values

Your friendly team of experts, we're on hand for all your IT support requirements, keeping your business running smoothly.

Authentic

Although we're technology experts, our strongest asset is our people. Customers love speaking to us because we provide a friendly, honest and personal service.

Approachable

We're friendly and personable, and don't take ourselves too seriously. We're patient when dealing with difficult concepts and work hard to help clients understand so that they can make the right decisions to suit their needs.

Dedicated

We're dedicated to ensuring every business we work with receives an exceptional service at all times. We regularly go above and beyond to exceed expectations and help our clients succeed.



Why Somerbys IT?



Your trusted partner

Technology is the beating heart of your business, so when it comes to choosing an IT partner you can trust, look no further. Somerbys IT has been supporting businesses like yours for over 20 years. We take pride in building close relationships with our clients to understand their needs and offer a service that works for them.



Driven by service excellence

We may be experts in all things IT, but that doesn't mean you have to be too. We're here to offer useful advice no matter how large or small your issue – just leave the heavy lifting to us. Ours is a fast and capable support service that you'll be happy to call on.



Manage people, not machines

We help businesses build, operate and maintain a fast and secure IT environment, ensuring your teams have everything they need to get the job done. Taking care of all your hardware and software needs, we remove the burden of managing your technology so you can focus on running your business.



Expertise on a personal level

We are always looking ahead for our customers. With technology developing at a breakneck pace, we continually develop our systems and services to offer reliability and best practice. You can rest assured in the knowledge that our expert team has got your back, helping you succeed, become more productive and stay secure.



The technology team you can rely on.

Get in touch with one of our experts today:
0333 456 4431 | info@somerbysit.co.uk

The Dock
75 Exploration Drive
Leicester, LE4 5NU

