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[IT SUPPORT EDINBURGH \(HTTPS://WWW.CONSIDERIT.CO.UK/IT-SUPPORT-EDINBURGH/\)](https://www.considerit.co.uk/it-support-edinburgh/)

IT Support Edinburgh

We're not the cheapest business IT support company in Edinburgh.

But we might be the least expensive.

That's because IT support is expensive when it lets you down. Whether it's...

- **Lost productivity and missed deadlines** – because your IT provider has a slow response time, or because they didn't fix the problem right the first time.
- **Frustrated staff struggling** with slow computers, slow servers or slow internet.
- **Losing your data** and having to start again from scratch.
- **Being hacked and having to explain** to your clients that their personal information is now in the hands of criminals. (Or being forced to pay thousands to ransomware crooks.)

- **Having to pay for additional support** because your main provider doesn't have the know-how to support some of your systems.

If you're the sort of person who's willing to pay a little extra to have the job done properly, then we might be the IT Support company for you.

Like to know more?

If you'd like to know more, we'd be happy to visit you at your premises. We can answer any questions you have, talk about your requirements, and give you an idea of what we could do for you.

Interested? Just click the button below and we'll contact you to arrange a time that suits you.

[CONTACT US \(HTTPS://WWW.CONSIDERIT.CO.UK/CONTACT/\)](https://www.considerit.co.uk/contact/)

Frequently asked questions

1: Who are Consider IT?

We're a team of dedicated, knowledgeable Edinburgh IT professionals that will bend over backwards to make sure your business operates efficiently, reliably and securely.

We're the ideal size to support your business. Consider IT isn't just one technician working out his spare room, but we're also not a massive, faceless corporation that doesn't care.

Our friendly technicians will get to know you, your business, and your staff like no other IT company.

2: What do you charge, and what extra fees are there?

We charge a fixed-fee for our Unlimited IT Support. You might opt for other services, such as our Disaster Recovery Suite, or our VOIP Telephone System. But we'll discuss this with you in advance.

3: How quickly do you respond to, and solve problems?

We operate a 4 Hour SLA as standard. We'll generally solve your problem at the time of calling, or within an hour of raising the issue.

4: What do you do to prevent problems from arising?

We monitor your IT infrastructure **24 hours a day, 7 days a week** to make sure that it's working as expected. We're alerted when things start going wrong and take action immediately to rectify the problems – usually before you're even aware!

5: What steps do you take to protect our business data?

We regularly do internal vulnerability scanning and proactively resolve any issues. We manage and maintain your server and endpoint patching and updates on a weekly basis.

We ourselves are ISO27001, ISO9001 and Cyber Essentials Plus. We get all our clients up to the Cyber Essential requirements as standard (although actually getting certified under the scheme is an additional cost).

6: What can you do to help us better benefit from IT in the future?

We're always on the lookout for new ways of working. From accounting software to other new solutions, we advise and suggest on alternative better ways to operate your business IT.

7: How would you manage the handover from our current provider?

We've got a well-honed on-boarding process. It's tried and tested, and reviewed (under our ISO 9001) to make sure disruption is almost zero. We work with the current provider to make the transition seamless.

8: What sort of clients do you work with?

We work with a huge range of organisations... public sector, private sector... from household names to SMEs.

Basically, if you're in Edinburgh and have between 10 and 300 staff, we're probably a good fit.

9: This sounds great, how do we get started?

Whether you want to arrange a visit from us, or if you have questions, just click the button below.

[CONTACT US \(HTTPS://WWW.CONSIDERIT.CO.UK/CONTACT/\)](https://www.considerit.co.uk/contact/)



TALK TO AN ADVISER

One of our expert advisers is on hand between 9:00 – 17:00, Monday – Friday.

[GET IN TOUCH \(HTTPS://WWW.CONSIDERIT.CO.UK/CONTACT/\)](https://www.considerit.co.uk/contact/)

Testimonial

“ConsiderIT have been like an extension of the team here at QueryClick. We rely on them absolutely and have never been let down. I'd be happy to

recommend them to any business tired of poor service or excuses from their IT provider.”

Chris Liversidge

Managing Director

Query Click

OUR LOCATIONS

- Edinburgh
- London
- Glasgow

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ABOUT US

Our vision is to provide unrivalled IT services and solutions to our clients with fantastic customer service.

We're about keeping you up and running, 24/7/365.

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