

putting technology to work



Smarter Technologies Ltd
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"The service I have received has been excellent, from the initial meeting where the process was explained to managers, right down to coming out to go through SharePoint with me."

Jane Hayward, YMCA Black Country Group

"Smarter Technologies really understand the pressure charities are under and consider this when making recommendations. They saved us so much money - I can't put a price on their help. It was invaluable."

Andrew Beeput, The Bond Board

"As a small business it's really important for us to have reliable and responsive IT support."

Lynne Sprigings, Bolton Young Person's Housing Scheme

"Smarter Technologies are like extended members of our staff and always go the extra mile. The team come in early and stay until they finish - they even lock up for us."

Tracey Peace, Ramsbottom Kitchen Company

Helping You To Grow

Your IT systems no longer just support your business – they enable your entire business to function. By choosing Smarter Technologies to provide your IT services you will have peace of mind that you are working closely with a team that is friendly, highly knowledgeable and has wide-ranging experience in all areas of IT.

We are focussed on the traditional values of good customer service and a commitment to deliver this at all times. We never make promises we can't keep, we listen to our customers, we are helpful and we add value to your business – with us it's not all about our own profit at your expense.

Our wide range of IT services for clients in, and around, Manchester helps them to implement and maintain first class IT solutions in their businesses. With over 13 years experience we know that you will be delighted with our keenly priced, friendly and efficient services.

Whether you're just starting out in Manchester or long established the right IT services can ensure that your business is a success. If you are having difficulty managing your information effectively, or just want to ensure that you are spending money on effective IT systems and support, we can assist you at every stage.

Our IT services range from IT maintenance and support, and disaster recovery to PAT testing and network cabling installation, all provided from our office near Manchester by trained and qualified technicians, who will take the time to understand your business and the way you want to work.

If you would like more information about our services or would like to discuss any special requirements please contact us by email or phone.

Smarter Technologies Ltd

Unit 1 Broadfield Industrial Estate

Seymour Street

Heywood

OL10 3AJ

01706 367036

0345 319 4887

info@smartertechnologies.co.uk

www.smartertechnologies.co.uk

Our Vision

Reliable – We always answer the phone. When you need a technician, you will speak to one. You won't be kept on hold for hours! All our contract clients have a named technician who they can contact at any time during business hours using a direct line, so that solutions are implemented as quickly as possible.

Commitment – We are your IT support team. Excellent client relationships and good customer service is no exception for us. If we say, "A technician will be with you in an hour", we make sure it happens. The same rule applies to client appointments and deadlines. We actually think before we give any promise.

Dedicated – We add value to your business. Whether it's advice, disaster recovery planning or free web hosting, we are constantly adding value to our services. And for our contract clients, if a solution can be provided within 15 minutes then we make no charge!

Approachable – We are helpful - it's not all about profit. We don't just want your business today, this month or even this year. We want a long lasting business relationship. It's not all about profit with Smarter Technologies, and when you are being supported by us you will quickly realise that. All our staff go that extra mile; your success is our success.

Knowledgeable – We support and train our staff, and they are continually updating their skills. Our technicians refresh their knowledge with annual attendance at training courses and aim to gain one technical accreditation each year. Apart from being knowledgeable as you'd expect, our staff are always courteous and helpful.

No fix, no fee – That's our guarantee. If we cannot provide the solution, or the provided solution does not satisfy you, we will make no charges for our time no matter how long we have spent. No arguments, you are the one who decides!

Technical Support Team



John Miller, our Technology Consultant, is a *Microsoft® Certified Professional in Designing, Deploying and Managing a Network Solution for the Small and Medium-sized Business*. John is a keen vegetable gardener, however he has never quite managed to successfully grow carrots.



Jake Artingstall is our Technology Technician. He has a *BTEC Level 3 Diploma in Professional Competence for IT and Telecoms Professionals (QCF)* and is now studying for a *Microsoft® Certified System Engineer* qualification. Jake is a Manchester United fan, with a love for music, but has never eaten a prawn sandwich.



Adam Snowden is our newest Apprentice Technology Technician and is studying for a *BTEC Level 3 Diploma in Professional Competence for IT and Telecoms Professionals (QCF)* at Bury College. Adam is obsessed with quirky TV series, however he doesn't like bacon at all.

Admin Team



Bev Docherty is our Office Manager, who makes sure that we have all the supplies we need, schedules our appointments and, most importantly of all, she is the reassuring and friendly voice you first hear when you phone us. Bev has three dogs which she adores, but she can never get them to stand still when she grooms them.

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