



Grow Your Business with Better IT Support & Cybersecurity

A step-by-step guide for business
decision-makers in Kent.

Speed Matters - Every Minute on Site Counts



What to check:

- Average response time from a support ticket being raised.
- Average fix-time (time to resolve, not just acknowledge).
- Service-level tiers – does the provider guarantee uptime and rapid recovery?

Quick tip:

Track your IT outages vs. project or process delays and see where your pitfalls are.

Not Just a Break - Fix Provider



What to check:

- Proactive monitoring & helpdesk.
- Disaster recovery (DR) – can your business get back online after an outage, breach, or hardware failure?
- Scalability and coverage across multiple sites, subcontractors and remote teams.

Ask your provider:

“What’s our guaranteed recovery time if we lose access to critical files and data?”

Cybersecurity at the Centre



What to check:

- Managed cyber security, proactive monitoring, and detection response services.
- ISO 27001 certification (information security management).
- Cyber Essentials Plus accreditation – are they practicing what they preach?

Quick tip:

You are more likely to win public sector tenders if you can prove your cybersecurity posture.

Site-to-Server Protection



What to check:

- Endpoint security across mobile devices, computers and physical servers.
- Secure file sharing between different teams and levels of the business.
- Supply-chain security - are your partners protected?

Ask your provider:

"Are we protected internally if a third-party suffers from a data breach?"

Support When You Need It



What to check:

- Local presence – can engineers be dispatched to your construction sites quickly?
- Are they available for site audits and equipment setups.
- Do they offer 24/7 support options, or have limits on support hours?

Ask your provider:

"What's your average out-of-hours response time for urgent issues?"

Smooth Handover, Zero Disruption



What to check:

- Defined schedule for transition to minimise downtime and productivity losses.
- Staff training and support during onboarding.
- Hidden labour costs for implementation and snagging.

Quick tip:

Clearly outlined onboarding and offboarding plans are essential for compliance.



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