# Managed IT Services by Prime ICT

## Powerful, Worry Free IT That Lets You Focus On What Matters

At PrimeICT, we take the stress out of your IT. Our Managed IT Services give you a reliable, secure, and scalable technology foundation so your team can focus on running your business—not putting out tech fires.

## Why Choose PrimeICT Managed IT Services

**Proactive approach — Monitoring, maintenance, and problem detection before issues impact your operations.**

### Security first mindset

Defence in depth: firewalls, endpoint protection,

threat detection, regular audits.

### Cost predictability

Fixed monthly plans to avoid surprise costs;

lower capital investment; less time wasted.

### Scalability & flexibility

Easily adjust services as your business grows

or your needs shift.

### Local support, global best practices

Responsive help desk, on site when needed,

with modern tools and ITIL style discipline.

# What We Offer (What's Included)

Our Managed IT Services cover everything you need to have reliable, secure, and efficient IT systems. Here's what's on the table:

## 24/7 Monitoring & Maintenance

Continuous oversight of servers, networks, endpoints, cloud systems; patching, updates, performance tuning.

## Help Desk & Support

Fast, friendly support for your staff. Remote first, with on site support when needed. Clear SLAs.

## IT Infrastructure Management

Management of your hardware & software stack: servers, storage, networking, WiFi, backups.

## Cloud Services & Migration

Assistance with moving to cloud (or hybrid), managing cloud environments (Azure, AWS, etc.), optimizing cost & performance.

## Data Backup & Disaster Recovery

Regular backups, offsite or cloud storage, tested recovery plans to minimise downtime.

## Endpoint & Network Security

Antivirus/anti malware, firewalls, secure configurations, vulnerability scanning, encryption, intrusion detection.

## Device & User Management

Tracking, securing, and managing laptops, phones, tablets; controlling access; applying policies.

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## Compliance & Reporting

Helping you meet relevant industry/regulatory standards,
and giving you visibility through regular reports and dashboards.

## Vendor & Licensing Management

Dealing with your software vendors, renewing licenses,
ensuring legal, cost efficient arrangements.

## Strategic IT Consulting

Planning, roadmap development, future proofing,
advising on new technologies, budgeting for growth.