



Xperience Assist

Managed IT Support,
Built for you and with you.



What is Xperience Assist?

Xperience Assist is a small business managed support service that combines essential IT services with the flexibility and affordability that organisations need to grow.

Dedicated to providing reliable, scalable, and proactive Managed IT Support, it ensures that your technology infrastructure remains stable, secure, and efficient.

With a comprehensive support service accessible via telephone, email, and an online portal you'll have a team of technical experts at your fingertips.



Why use Small Business Support Services?

Single Point of Contact

Remove the headache of being supported by multiple vendors by having one single point of contact for all IT support requirements.

Quick Resolution

Minimise the disruption to your business with access to a comprehensive range of Managed IT support services and engineers from 1st through to 3rd line support.

Budgetary Control

With a flat per-user per-month fee license, you have complete visibility and control over your IT cost line.

Strategic Partner

It is difficult for any organisation, whether they have an internal IT team or not, to stay on top of their own development and skills. Through a strategic IT partner, you're gaining access to IT industry experts at no extra cost.



Why choose Xperience Assist?



Client Centric Approach

We understand our clients' unique needs and provide IT solutions that meet their goals. We also provide an IT expert to talk to on the phone.

Scalable and Flexible

Small businesses evolve rapidly. We design an IT Infrastructure that adapts and scales with your business through growth, seasonal demand, and market changes.

Cost-Effective Solutions

We provide a cost-effective IT service that optimises your technology investments, minimises unnecessary expenses, and delivers value.

Proactive Maintenance

We work to prevent IT issues before they impact your business. Regular system maintenance, updates, and security patches are delivered proactively.

Cyber Security Excellence

We help our customers stay ahead of cyber threats by supporting the implementation of robust security measures and educating their users on best practices.

What is included in Xperience Assist?



Features	
Number of Devices	0-25
Levels of Support	1st - 3rd Line
Core Support Hours	Monday - Friday 8.30am - 5.30pm
Service Level Agreements	Response Only
Support Tickets	Unlimited
Support Methods	Phone, Email, Portal & Chat
Vendor Management	Limited: XP Services & Connectivity
Device Management	Yes (exc. Mobile Device Management)
Anti-Virus	Microsoft Defender
Asset Reporting	Static - if devices are enrolled within Microsoft InTune Portal
Service Reporting	Static Monthly Report
Account Management	Dedicated point of contact



What does onboarding look like?



Cost It Up!

Onboarding

Up and running and fully supported
on our Assist program for

£3,700

Monthly Device Pricing

£25.00

Per device per month

Optional NOC Services and Bolt Ons are
available.

**Not sure if Assist
is the right choice
for you?**

Speak to our expert team of
IT consultants and allow
them to recommend the
best Managed IT Services
solution for your business
needs.

Our Xperience with Managed IT Services

Why Choose us for IT Support?

- Seamless, friendly Managed IT Services, focused on your needs
- Access to skilled technicians who understand your business
- Cost-effective service that extends your team and capabilities
- Commitment to customer experience and continual improvement
- Flexible and scalable with per-device-based pricing

“ We moved to Xperience after a year long tendering exercise having been with our previous IT support team for over 12 years. We have not looked back since and we are 100% convinced we have made the right move. Xperience are a breath of fresh air; their pool of talented engineers is second to none and everyone works with a smile. **”**

Bashir Dikko – Head of Service, BMS Ltd



For More Information

We are ready and waiting to support your Managed IT Services needs!
To find out more and to speak to a dedicated IT consultant, please get in touch via
enquiries@xperience-group.com