

7 Simple Steps

...that make switching your IT Support to Netstar a breeze!

New customers often worry that switching their IT Support Provider means they will have to deal with a period of downtime, disruption or various negative side effects while the new team “beds in”. With us, everything will continue to work while we make the switch.

We make switching your IT Support Provider, a swift and painless experience.

Our dedicated onboarding team will manage all aspects of the process, including contacting and liaising with your old IT Support Provider, gathering all of the required technical information and migrating all of your systems over to us.

Read our 7 Simple Steps to find out just how quick and easy it can be.



We Make Switching IT Providers Easy

We often come across a perception that switching IT Support Providers is a difficult, painful process – leading to a drawn out period of frustration and disruption while the changeover takes place.

What if we told you that you can make the switch to a new IT support provider without *ANY* disruption and your business can carry on as normal during the switchover?

We can even get you switched over, hassle free, within just 4 days.

7 Simple Steps

Once you have decided to outsource your IT support to us, there are 7 simple steps to go through before the transition to Netstar is complete. We will manage this entire process, with little to no effort required on your part.

1. We will set up a call with you, where you will be introduced to your dedicated onboarding specialist who will be managing the process of switching over your IT Support to us.
2. We'll send you a technical information form to gather the minimum technical details we need to get the ball rolling. This can be completed by your inhouse IT manager or your old IT support company (we can liaise your old IT support company – so you don't have to.)
3. Your Netstar onboarding specialist will agree a time with you for an IT audit visit where he will come to your offices, introduce himself and Netstar to all of your employees, and explain the various ways of notifying Netstar when you are having IT problems.

During the visit he will do a thorough inspection of all your IT infrastructure and explain some of the other ways in which Netstar work with our clients. He will also leave a welcome pack with all the details and information that you may need, and install our monitoring software on all of your machines.

4. After the audit visit, our Helpdesk will come into the process to perform any required set-ups, migrations, or changes. We will also gather information such as who your broadband provider is and who your line rental is with, and liaise with these companies if necessary. At this point, we can begin supporting your infrastructure and providing Helpdesk support to your users.
5. Our Network Operations Centre engineers will remotely use the monitoring software installed on your machines to find out more detailed information about your IT infrastructure.

6. Your dedicated onboarding specialist will use this information, as well as the information gathered during the audit visit to produce a technical summary. This will show a detailed overview of your systems, alongside our best-practice recommendations for each point.
7. Once all of the changes and migrations have taken place, we will meet up with you again to provide you with our recommendations for your IT infrastructure. We will also answer any questions you may have, set up your technology consulting and budget planning meetings if you would like them, and introduce you to your main point of contact at Netstar now that you have been onboarded.

Congratulations – You've switched your IT Support with no hassle, and no headaches!

Now you can start experiencing the benefits of having an IT Support Partner that you can get hold of easily, is proactive and provides you with excellent value through technology consulting and budget planning.

How we add more value

- We'll provide continuous updates to IT issues so you're always in the loop.
- When there is an emergency, we'll start working on it immediately.
- We will come onsite if there is a problem that can't be sorted out remotely.
- Our main helpdesk is in London, so we're just round the corner if we need to come onsite, or you want to drop in.
- Support and configuration of mobile devices is included.
- All of our engineers have a clear training path – we care about development of our staff. Employee morale and retention is high.
- More than 50% of our employees have been here for more than 3 years – so you know you'll get to keep speaking to the same person.
- All of your software, anti-virus, and systems will be updated in the background so you don't get endless annoying notifications.
- We'll provide regular reports so you know what actions have been carried out.
- We're ISO 27001 certified, so you can be sure that your sensitive information will be safe.