



ALTERNATIVE
MANAGED SERVICES

alternative.uk.com

Awards, accreditations and accolades are great to receive, and being one of Canon's specially selected Platinum partners is something of which we're particularly proud.

More satisfying still is what our customers say. These include global brands and large corporates, but also SMEs and local businesses. And many have been with us for over twenty-five years. Ask them about Alternative's managed services and "trust", "reliability" and "proactive approach" are recurring themes.

So, what sets us apart? Uniquely in this space we supply a combination of market leading products and services and we do it scalably, consistently and most critically, managed from one single-source. Whether it's delivery of a company-wide project to ensure GDPR compliance, or outsourced management of an organisation's entire print, document, IT and communications processes – or indeed any combination of these – we work smarter, act faster and think different.

**PLATINUM
PARTNER**
2022



Work smarter

Having an expectation of unlimited, uninterrupted access to equipment and applications has meant an increasing reliance on technology and automation. But smart systems are only as smart as the people that develop, install and, crucially, support them.

We benefit from the full support of an international brand with a global presence, delivering market penetration and world-class R & D. Our clients choose to work with us as a professional independent national business. We operate UK-wide with hands-on management and a personal commitment to customer satisfaction. This perfect combination ensures; -

- An affinity with customers and their day-to-day challenges
- A collaborative, long-term, mutually beneficial relationship
- 1:1 account management, regular reviews and service improvement

- Skilled, accredited technicians with unrivalled product knowledge
- A pre-emptive, uniquely preventative approach to service issues
- Commitment to “review and improve” efficiencies, cut costs and wastage, and reduce environmental impact
- A willingness to think beyond the contract and “outside the box”

Complex, demanding environments call for agility, flexibility and a tailored service. It's how we work smarter with our customers.



OUR PEOPLE MAKE THE DIFFERENCE

Some businesses have a “Director of Customer Happiness”. Instead, we have Shirley.
#WeAreAlternative

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Agile



Collaborative



Pre-emptive

Act faster

Responding quickly to a service issue is critical. That's a given.
We use a combination of; -

- usage monitoring and analysis
- user-profiling
- active reporting
- equipment re-siting
- fleet optimisation
- preventative, pre-empting of issues

All combined with healthy doses of common sense and experience to reduce instances of break/fix. This, in turn, limits disruption, service interruption and down-time.

Our technical specialists work geographically and are never far away. And, while Service Level Agreements (SLAs) provide a level of comfort, these act as the customer's safety-net rather than our driving force.

Technicians and engineers aren't allocated a narrow window of time. Encouraged to go "above and beyond the call of duty", they're measured on job completion, first time problem resolution and, critically, customer satisfaction. In an industry where that's rapidly becoming a lost art, we're taking a pride in keeping it alive.



OUR PEOPLE MAKE THE DIFFERENCE

No customer really wants to see an engineer on site. When they do, they're glad it's Stellios
#WeAreAlternative

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Monitor



Report



Optimise

Think different

A wise man once said, “If you always do what you’ve always done, you’ll always get what you’ve always got.” In business today when timescales are tight and margins tighter, standing still is simply not an option.

Alternative’s highly skilled consultants engage with your business at all levels. They work to fully understand your requirements and bring a huge wealth of experience to deliver market leading solutions to everyday problems. Proactive management ensures these are maintained and continually improved.

Keeping pace with technology and ensuring compliance and security, while still remaining effective, means extracting maximum value from data and documents at every touch-point. Of course, that includes provision of state-of-the-art equipment but also workable solutions for:-

- Remote working, cloud delivery, virtual offices and employees’ own devices
- The optimisation of on-site assets
- Finance products which flex and grow to reflect the changing nature of your business needs
- Outsourcing for specialist projects and demand “peaks and troughs”

With a challenge to always add value, and think creatively and different, our team is rarely found wanting.



OUR PEOPLE MAKE THE DIFFERENCE

Kamran heads up our IT & MSP services - technology, infrastructure and projects. He doesn't play games.
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Monitor



Report



Optimise

Always on

Great IT isn't just about the technology - it's about the people behind it and the service wrapped around it. That's Nasser's world.

Nasser heads up Alternative's IT Services and is the face customers see when they need a hand. He leads a growing team with deep expertise across hardware, software, networking, telephony and systems architecture.

Whether it's the day-to-day or a major project, he makes sure client technology keeps working - and keeps moving forward.

His real skill is pairing serious technical know-how with genuine customer care: pre-empting issues, resolving them fast, and making every interaction easy and stress-free.

Because for Nasser, great IT support isn't just measured in uptime - it's measured in happy customers.



OUR PEOPLE MAKE THE DIFFERENCE

Nasser is the face of our IT Services - always on, and always on your side.
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Monitor



Report



Optimise

Sound bites

With a library of testimonials, this is just a snapshot of what our customers say. **Alternative...**

“is our supplier of choice for our managed document services for very good reason. Quite simply we have found in Alternative a level of trust that we haven’t had before.”

Director, global document services business

“helped us fully understand our print infrastructure and workflow. We rely on the total peace of mind they offer.”

IT Manager, global sports brand

“the IT services team has proven to be excellent technically, very approachable and extremely pro-active.”

IT Support Lead, ecommerce fashion retailer

“fits magnificently into the role of trusted adviser. Their solution has revolutionised and simplified our printing and scanning.”

IT Director, multi-disciplinary chartered surveyors

“really does add value with their customer-focused approach. We have come to expect a high level of professionalism and customer service, not matched by their competitors.”

IT Manager, Chartered Institute



OUR PEOPLE MAKE THE DIFFERENCE

There's no substitute for experience and, with a tenure that spans more than twenty years, technicians like Danny have it in spades!

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We are Alternative

Our service is wholly scalable and we tailor our delivery to the client’s individual needs. ISO 9001 and ISO27001 accreditations shore-up our commitment to best practice and industry standards. We can advise on all aspects of compliance, GDPR and security. This may be on a long-term contract, as consultants on a specific issue, or as specialists on a one-off project.

Managed Document Services

End-to-end management of documents – printed and digital – which includes capture, scanning, storage, archiving and retrieval

Devising workflows to overcome everyday business bottlenecks

Compliance, GDPR and security auditing

Remote or on-site delivery

Managed Print Services

Supply and servicing of print fleets and print rooms, large and small

Fleet auditing, optimisation and re-siting

Software solutions to manage document flows that deliver reporting and transparency of use

Colour and corporate identity management

Provision of on-site staff to manage fleet and processes

Strategic and day-to-day IT services

Network installation and support

Data and security solutions

IT support and helpdesk services

Cloud consultancy

Project management

We keep good company. This is a selection of the partners we work hand-in-hand with to deliver our market-leading service.

Canon

Therefore

PlanetPress Suite

NTware

IRIS
Document to Knowledge™

eCopy™

Alternative Managed Services

Phone: **020 8498 4100**

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