

IT Training for Businesses



SOLIDARITY IT

Supporting Businesses with
Technology

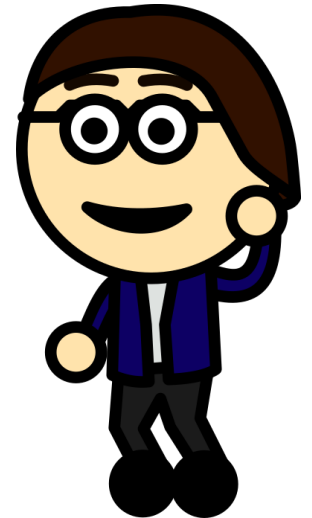
Introduction

Contents of this booklet



Table of Contents

3. Who we are
4. Initial Setup
5. Online Banking
6. Accounting
7. Customer Relationship Management
8. Event Software
9. Privacy and Security
10. Business Continuity
11. Groups
12. Office 365
13. Video Conferencing
14. Maintenance
15. Retainer and Backup
16. Contact



Who We Are

Supporting Communities with Technology



Solidarity IT is an Exeter-based small business dedicated to helping people develop their IT skills to improve their lives and the community. We support both home users and small businesses who don't have their own IT department.

Our core services are:

- **Training:** Improve your IT skills and get more out of your computer
- **Protect IT:** Backups and security to keep your business going
- **Projects:** Office and IT projects designed and setup to your needs
- **Repairs:** Fixes and maintenance to keep computers working properly

To this end, we are committed to delivering a personalised service to all customers, tailored to their individual needs and existing level of knowledge. We have four core points with which to achieve this goal.

- A friendly and helpful approach
- Clear language
- Bespoke services
- Working with you

Initial Setup

E-mail & account management



Training on how to add new employees to new or existing setups.

Subjects covered include:

- Connecting new email accounts
- Creating new Windows login accounts
- Shared folders
- Connecting and sharing calendars
- Setting up access to printers
- Expanding networks
- Configuration of team chat software
- Provision of new hardware
- Resetting old hardware for new users
- Associated company procedures
- Changing a user's roles and permissions

“Great support.”

- Devon Business & Education Centre

Online Banking

Managing money online



Manage your business accounting more efficiently and securely by using online tools.

Subjects covered include:

- Initial setup of online accounts
- Accessing your bank accounts online
- How to manage payees
- How to make payments
- How to view your transaction history
- Exporting records for external reporting
- How to keep your account safe

“Very professional and personal service-highly recommended”

- J Ransom

Accounting

Using QuickBooks to manage finances



Manage your accounting quickly and efficiently with online tools.

Subjects covered include:

- Setting up a login with QuickBooks
- Raising invoices and payments
- Tracking expenses
- Tracking multiple accounts
- Integration with online banking
- Generating reports

“Knowledgeable and friendly advice”

- A Martignetti

CRM

Customer Relationship Management



Customer Relationship Management tools allow you to manage your contacts and assign them to team members.

Subjects covered include:

- Managing contact information
- Assigning contacts to team members
- Logging customer interactions
- Tracking your deals
- Replace trawling through customer emails with client-specific records
- Exporting and importing contacts
- Integration with other software

“Great service provided by Solidarity IT. Friendly and really helpful and would recommend to anybody needing help”

- J Ward (Ward Property)

Event Software

Using the internet to facilitate meetups



If you organise events with any frequency, there are tools online to help you manage those events and the attendees. These tools are also great for finding new events that could be relevant to your business.

Subjects covered include:

- Events on Eventbrite and Meetup
- Events on social media
- Creating events online
- Tracking expected attendance
- Electronic tickets
- Making events searchable on listings

“Andy is a master communicator when it comes to translating IT in to lay mans terms, quite simply if you can’t understand IT Andy will put you at ease and ensure you are up to scratch.”

- E Akay (Star Lion Estates)

Privacy and Security

Keeping you and your customers safe



Ways to keep your business data safe and be compliant with data protection regulations.

Subjects covered include:

- GDPR: General Data Protection Regulation
- Scams
- Fraud reporting
- Dealing with viruses and malware
- Importance of updates

“Good communication, kept to schedule with friendly service.
Will use again.”

- Owner (The Sandwached Inn)

Business Continuity

Restoring your business after a disaster



Businesses rely on being able to access data at all times. Disaster could take many forms, such as hard drive failure, viruses and malware infections, or even a building flood or fire.

Being able to recover from disaster and restore data could make the difference between being able to stay in business or not.

Subjects covered include:

- Safeguarding your data
- Types of backup
- 3 Backups, 2 Locations, 1 Offline
- Recovery after a disaster

“Very accommodating and flexible service both remotely and in person.”

- G King

Groups

Communication with groups



Programs that allow for group chat can facilitate managing groups of employees. Many options are readily available and customisable for your individual needs.

Subjects covered include:

- Slack
- Office Teams
- Integration with other software

“Professional and most helpful”

- Anne and Pauline (Bodystyle)

Office 365

How to make the most of out of Office



Office 365 provides a comprehensive package of software. Knowing how to use the basic features of Word is common but there are many lesser known features and applications that can make office work significantly easier.

Subjects covered include:

- Finding the right type of Office subscription
- Managing data between applications
- Organisation using Outlook calendars

“5 Stars, quick and efficient.
Great results.”

- G Bolt (BBX UK)

Video Conferencing

Keeping in contact



Video conferencing provides an excellent way of holding meetings with people when a traditional face-to-face meeting isn't practical. Webinars can also be held online to teach and inform without needing a physical meeting room.

Subjects covered include:

- Video calling
- Voice chat (VOIP)
- Webinars

“I am now getting on very well with all the new programmes and I would recommend Solidarity IT to anyone as I don't think you could possibly be looked after any better.”

- Brenda H

Maintenance

Keeping your computers fast



Like all machines, computers require occasional maintenance to keep them running smoothly. This can range from ensuring the software still works properly, to the physical cleaning of the machine itself.

Subjects covered include:

- Updates
- Defragmentation
- Removing temporary files
- Dusting

“The appointment was quick and professional, with everything that was done checked in advance and explained in as much detail as I wanted.”

- Satisfied student

Retainer and Backup

For Peace of Mind



Retainer

From £25 per month

- A two-hour visit each month
- Two hours' phone support

Backup

From £150 per month

- Automated backup, managed for you
- Fast restoration of data
- Ransomware protection included

Complete

From £170 per month

- Retainer support and backup together
- For maximum peace of mind

Additional Support

- From £50 per hour for onsite visits
- From £35 per hour for phone support

Contact

For more training and services



Direct Contact

Email: help@solidarityit.com
Website: www.solidarityit.com
Phone: 01392 984873

Reviews



Trustpilot:

uk.trustpilot.com/review/www.solidarityit.com

Social Media



Facebook:

www.facebook.com/solidarityit/



Twitter:

https://twitter.com/solidarity_it



LinkedIn:

<https://www.linkedin.com/company/12655747>