Managed IT, Cybersecurity & Cloud.

Let's start with *who we are.*

We're We C2 IT, a managed IT provider based in Nottinghamshire, looking after businesses across the East Midlands and beyond, founded and run by a team who've spent thirty years building and running IT companies.

We look after the IT your business runs on: day-to-day support, cybersecurity, cloud hosting in our own UK facility, Microsoft 365, backup and connectivity — and we deliver all of it using tools we've built ourselves, designed entirely around giving our clients the best level of service and adding real value to their business, every day.

This document is a short introduction to how we work: who we are, how we operate, what we can offer, what happens when you call us, how we keep our clients secure, where your data would live, and what switching to us involves. By the time we sit down together, you'll already have a good picture of who you'd be working with.

We think the foundation of any good working relationship is taking the time to learn about each other.

Why we built *C2.*

We've spent our careers in IT support: running service desks, building infrastructure, and looking after businesses of every size. Over those years we formed a very clear picture of what great support looks like: personal, knowledgeable, and genuinely proactive. Engineers who know your name, and your systems, and what you're trying to build.

We also learned how hard that is to sustain as a company grows: attention spreads thinner, and the person who knows your systems ends up further away from you. **So when we designed this business, we made depth the whole point**: a deliberate decision to stay close to every client we look after.

> *"I just want to be able to ring someone who knows us, and know it'll get sorted."*

That thinking has shaped every choice since. Senior engineers on the phone. A platform we built ourselves, around how we look after our clients. Our own infrastructure, in our own building — everything owned outright, so every decision, from what to build next to how quickly something gets fixed, sits with the team who actually look after you. And however much we grow, the experience stays personal: you'll know the team who look after you, and they'll know your business.

The pages that follow show what that looks like in practice: a service desk that understands your ticket before an engineer opens it, a platform that spots wasted Microsoft 365 spend as it happens, a private cloud where you always know exactly where your data lives, security watched around the clock, reviews that keep the years ahead planned and budgeted, and a switch that typically takes no more than thirty days, and costs you nothing.

13	45+	30+	5.0
IN THE TEAM	CLIENTS	YEARS' EXPERIENCE	RATED ON GOOGLE

The scale *we work at.*

Words like ‘experienced’ and ‘established’ are easy to write, so here are numbers instead. This is the estate we look after today.

OVER
1,200
USERS LOOKED AFTER

OVER
1,400
DEVICES UNDER MANAGEMENT

OVER
500
SITES SUPPORTED

6
COUNTRIES ACROSS THE UK & EUROPE

OVER
350
USERS AT OUR LARGEST CLIENT

OVER
200
SITES AT ONE CLIENT ALONE

Some of our clients are single-office firms. Others are spread over hundreds of locations, with sites across multiple countries. All of them are looked after the same way, from the same desk, by the same team, with the same response times.

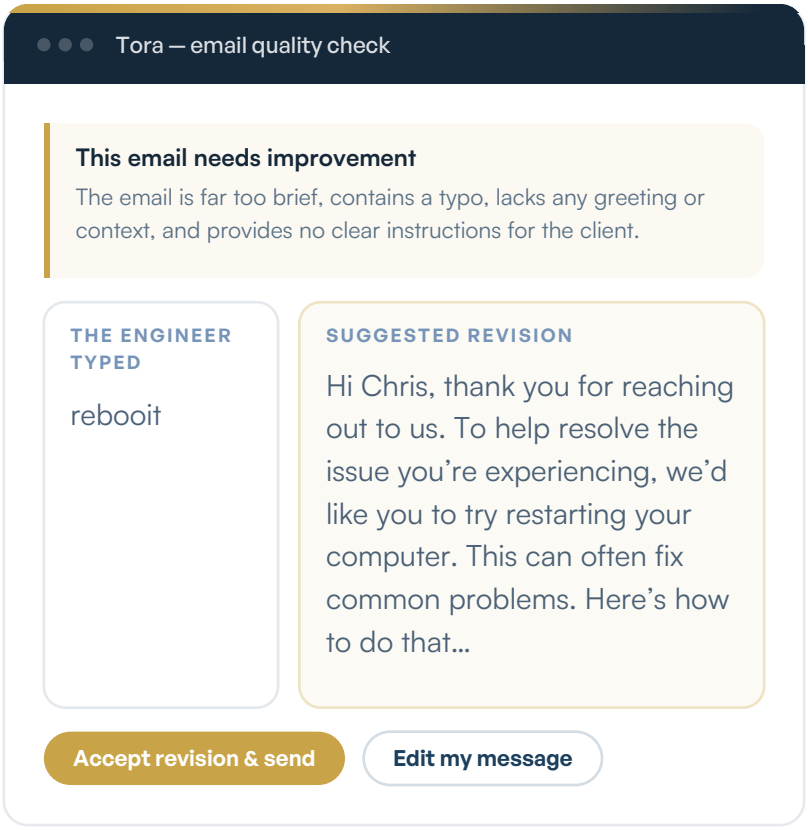
So whatever size your business is today, we’ll already be looking after one similar, and if you’d like to speak to them, ask. **We’ll arrange it.**

What makes us *different.*

Our own service desk, *built from scratch.*

An IT company is only ever as good as its service desk and the tooling around it — together they decide how quickly your problem reaches the right person, and how much that person knows when it does. Most of the industry runs on the same off-the-shelf platforms. We decided early on that if support was going to feel genuinely different, it had to start with the tools themselves.

We took a different route: we spent six years building our own platform, **Tora**, and every line of its code belongs to us. By the time one of our engineers opens your ticket, it has already been categorised, summarised and matched to your history, so the person who calls you back arrives with context, not questions. Tora even checks the quality of what we send you before it leaves the system:



All the routine admin is **done before anyone picks up the phone**, which frees our experienced engineers to be exactly where you need them: on the other end of your call.

What makes us *different.*

Keeping an eye on *your spend.*

In every busy business, IT spend quietly drifts, and the most common cause is the simplest one: someone leaves, and their accounts and licences never get shut down. HR knows they've gone, but that news doesn't always reach whoever looks after the IT, so the licence keeps billing month after month. And it isn't just money: **an account that's live but unused is a security vulnerability** — a way into your systems that nobody is watching, belonging to someone who no longer works for you.

Our platform looks, **continuously**. It watches your Microsoft 365 for licences nobody's using, accounts left open after someone's moved on, and settings that aren't right — and it flags them to us as they happen, not once a year.

The savings come straight back to you. Just as importantly, you get the reassurance that **someone is always watching the detail**, even when what we find means you spend less with us.

What makes us *different.*

What happens *when you call.*

When something breaks, what you want is simple: someone who picks up quickly, understands the problem, and fixes it. That's exactly what we've built our service desk to do — and it starts with who answers the phone.

When you call, an engineer answers — someone experienced, with your setup and your history already in front of them, who can usually put it right there and then. Our average response time is under fifteen minutes, and we're happy to be judged on it.

You decide what's urgent

If it's stopping you working, it's urgent, because you said so. Your priorities set ours.

Reach us however suits you

Phone, email, the portal or our mobile app: it all lands in one place and is handled the same way.

See everything, without asking

The portal is a window on everything with us — tickets, service requests, projects, invoices, contacts, sites, assets, ideas — live, whenever you want.

A team that knows your business

A small team looks after your account, so you're not starting from scratch with someone new each time you call.

What makes us *different.*

Where your data *lives.*

Where your data lives matters: for performance, for compliance, and for plain peace of mind. For our clients it's an easy question to answer, because the answer is: in our building.

We own and run our own private cloud facility in Nottingham. Redundant power feeds, backup generators, battery failover, and clustered hardware built so that a failure in one place never becomes an outage in yours. Any of your workloads can run on it — servers, applications, phone systems — and because the platform is ours end to end, we control the quality, the security and the cost. You're welcome to visit, and put your hand on the kit your data lives on.

And where a workload genuinely belongs on Azure or AWS, that's exactly where we'll put it: the right home for each system, chosen on merit.

And when something does go wrong

Your backups run to our facility, and we test the restores, because a backup only counts if it actually restores when you need it. If the worst ever happens, the recovery plan is already written, already rehearsed, and ours to carry out.

What makes us *different.*

When your business grows, *we grow with you.*

Sooner or later, most businesses need more than day-to-day IT support. Two systems that really ought to talk to each other. A workflow that matches how your team actually operates. A smarter way to run the building. Projects like these always go best with a team who already understand how you work.

We're part of the **C2 Technology Group**, and for you that's a practical advantage rather than a corporate fact. We C2 Software builds bespoke systems and integrations. We C2 Automation handles smart buildings and process automation. Same team, same communication channel, same understanding of how you work:

So when your needs grow, **the conversation simply continues**, with a team who already know you. You never start again from the beginning with somebody new.

MANAGED IT

We C2 IT

IT support, Microsoft 365, cybersecurity, connectivity, and systems management. The backbone of the group.

SOFTWARE

We C2 Software

Bespoke development, system integrations, and workflow tools — built around how your business actually operates.

AUTOMATION & AI

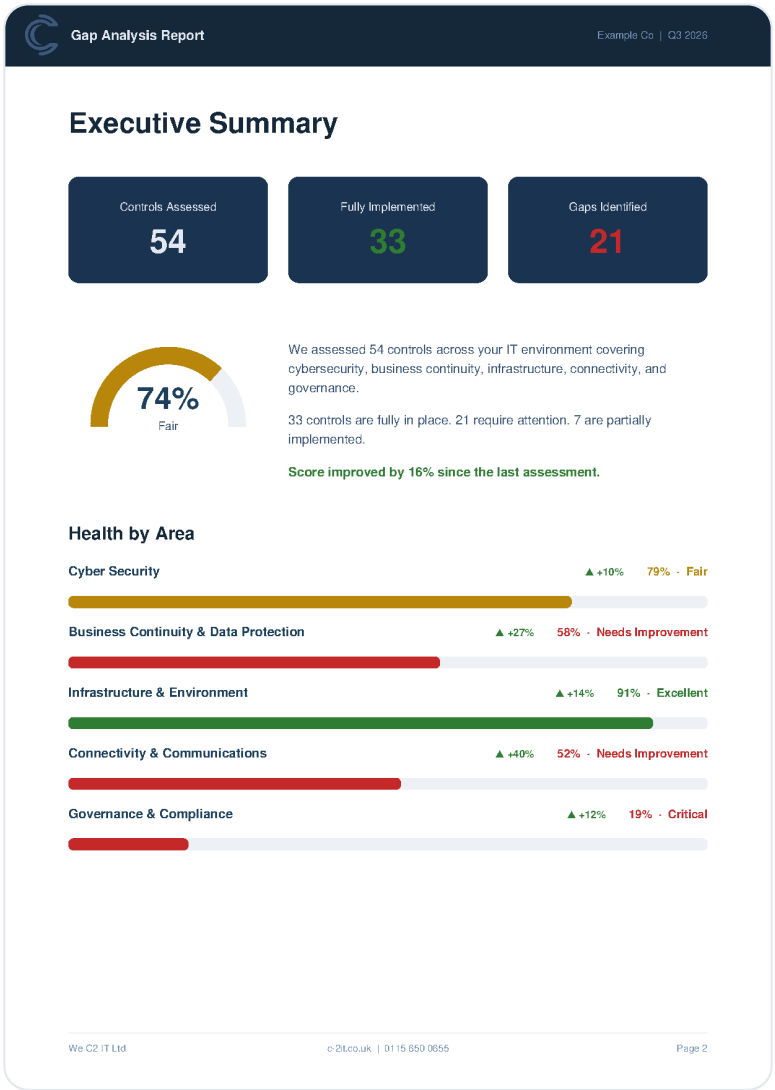
We C2 Automation

Premium automation and AI systems that make your home and business respond to the way you live and work.

Your regular *review.*

Most of what will happen to your IT over the next five years is predictable. Servers age on a schedule, warranties end on a date, licences renew like clockwork, and growth tends to announce itself. Managed properly, very little of it should ever be a surprise. **The job is making sure everything foreseeable is planned and budgeted for while it's still a decision, not an emergency.**

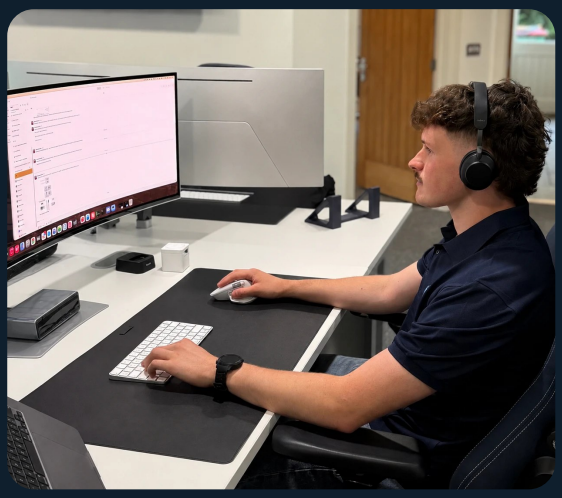
That's what our reviews are for. They're **pre-scheduled, quarterly or annually depending on your engagement**, over a video call or, the way we prefer it, in person, and they bring two things together. Our **gap analysis report** shows where you stand today: the gaps that exist right now, and what it would cost to bridge them. Alongside it, we review the **life cycle of everything you run** — PCs, operating system versions, servers, core infrastructure — and what's coming up for renewal or replacement in the years ahead. The aim is simple: no surprises, a budget that already accounts for what's coming, and everyone rowing in the same direction.



How we keep *you secure.*

Your business is a target; our job is making sure it isn't an easy one. That means **layered security**: not a single product, but endpoint protection, identity, monitoring, training and incident response working together, watched around the clock.

A solid baseline is built into every estate we manage, and on top of it sit **security bundles shaped to your business and your risk**. You choose the level of cover, from managed detection and response through to full compliance and testing.



A 24/7 security operations centre

A dedicated SOC watches around the clock: managed detection and response, threat intelligence, dark web monitoring, and real-time containment. Threats get dealt with at three in the morning, not discovered at nine.

Identity: where most attacks start

Most attacks begin with a stolen password, not a broken firewall. MFA on every account, conditional access, and 24/7 identity threat detection that flags suspicious sign-ins as they happen.

Every endpoint and inbox, hardened

Advanced endpoint protection and EDR on every device, email filtering with anti-phishing and spoofing protection, mobile device management, and continuous vulnerability scanning and patching.

Training that's tested, not assumed

Awareness programmes backed by phishing simulations, so the training is proven rather than assumed, plus Cyber Essentials, ISO 27001 and GDPR support when you need to prove it.

Penetration testing: proof, not promises

When you want certainty rather than reassurance, we arrange a penetration test: an authorised, controlled attempt to break into your systems the way a real attacker would. You get a clear report of what held, what didn't, and what to fix.

IT that pays *for itself.*

Beyond looking after your IT day to day, there's a further step we can take together: building **AI and automation into the way your business runs** — stitched into everyday workflows, doing the repetitive work, joining systems together, working quietly in the background. Done well, it's invisible. Your team may not even notice they're using it; they just notice things take less time, and cost less.

This is **an additional service rather than part of the standard bundle**, and any client can take it up. For those who do, the aim is simple: optimisation that streamlines the operation and cuts overheads, so the business does more with less. And **when the savings offset what you pay us, you could fairly argue we've become free**. For the clients we've built it into, that's exactly what happens.

LEVEL ONE

AI you chat to

Copilot, ChatGPT, Claude and the like. Helpful for drafting and answers — but only when someone asks.

LEVEL TWO

AI in your everyday tools

Working with your email, files and meetings automatically — Copilot, or the OpenAI and Anthropic equivalents, set up safely.

LEVEL THREE

AI built into your systems

Part of your processes and data — doing the repetitive work, spotting problems, fixing what it can itself, and bringing in a person when it needs to.

That third level is where we live ourselves. We didn't adopt AI — we run on it. For six years it's been reading every support ticket before an engineer opens it, reconciling the bank against the accounts, checking the backups overnight, and flagging the licences nobody was using. So we don't guess at what it could do for your business; we watch it work, every day.

Switching *to us.*

Moving to a new IT provider is a big decision. The handover is the part most businesses think hardest about, and most expect it to be far more disruptive than it turns out to be. **Done properly, switching is rarely disruptive at all.** Most of the work happens behind the scenes, planned in the open so you always know what's happening and when, and your team simply keeps working while it does.

And **onboarding is free — we don't charge you a penny for it.** You're entrusting us with the systems your business runs on; we think the right way to start is by investing in your business the way you're investing in us.

Agreement signed
The decision's made; onboarding begins.

Plan together
Milestones, dates and expectations agreed up front.

Handover
Credentials and key details from your outgoing provider.

New services in
Old versions out; ours in, configured and trained.

Service desk live
You're shown how to log a ticket, any way that suits you.

Regular reviews
Part and parcel of working with us.

From there, the journey runs to the plan above, and it typically takes **no more than thirty days**. We plan the switch with you first, agreeing dates, milestones and exactly what to expect. We take the handover from your outgoing provider: credentials and everything we need to support you. Then our services go in — EDR, cloud backup, Microsoft 365 licensing — with the old versions fully removed, the new ones configured properly, and your team trained and logging tickets from day one. After that it's simply regular reviews, part and parcel of working with us.

We C2 IT Ltd

Friendly, UK-based support tailored to your business,
no call centres, no jargon, just results.

c-2it.co.uk | 0115 650 0655