



**GREAVES**  
WEST&AYRE  
CHARTERED ACCOUNTANTS

Quality Advice • Quality Service

Berwick-Upon-Tweed • Haddington

T 01289 306688 E [IT@gwayre.co.uk](mailto:IT@gwayre.co.uk)

 [@GreavesWestAyre](#)

[greaveswestayre.co.uk](http://greaveswestayre.co.uk)



**GREAVES**  
WEST&AYRE  
COMPUTER SERVICES

**IT Support  
You Can Rely On**



Greaves West & Ayre installed its first computer over 50 years ago. Now, like most businesses, we are completely reliant on IT. Maintaining a fully operational, efficient and secure system is fundamental to the success of our own operations and we understand that when something goes wrong the impact on productivity can be disastrous.

Our solution was to establish our own in-house IT department. Soon we found ourselves giving advice to clients and so Greaves West & Ayre Computer Services, a division of Greaves West & Ayre Chartered Accountants, came into being.

## GWA Computer Services

We have a dedicated team of full time engineers who between them look after more than 500 computers in over 30 locations nationwide.

## Why Choose GWA Computer Services?

**Single point of contact:** Each client is assigned a network manager. This allows us to build a good working relationship as well as gaining an in depth knowledge of your business needs and IT infrastructure. It also means that you can speak to someone directly rather than a call handler who takes details and arranges for someone to ring you back.

**24/7 monitoring:** Computer systems are complex. Our 24 hour monitoring software will highlight any issues to an engineer so if things do go wrong you can rely on us to resolve your problem quickly and efficiently, and minimise disruption to your business.

**Proactive support:** We offer a free IT MOT in which one of our engineers looks at your system and recommends changes that may improve productivity, reliability and security of your network.

**Tailored Solutions:** We have a range of packages that provides ad hoc to tiered support that covers everything from a single computer to multiple servers, workstations and printers across multiple locations.



*Let us take the responsibility for the smooth running of your IT, leaving you and your staff free to concentrate on your business.*

## What We Provide

- Network support and maintenance
- On-site and remote IT support
- Hardware and software supply
- Business IT MOTs
- IT Security
- Business Continuity Solutions
- A range of support packages tailored to your needs and budget
- Easy to understand advice

## What You Will Gain

### IMPROVED PRODUCTIVITY

Well maintained machines and systems will reduce downtime and make sure that you get the most out of your resources.

### THE HELP YOU NEED WHEN YOU NEED IT

Regular onsite visits as well as 24 hour monitoring and a designated point of contact who knows your business and your systems.

### PEACE OF MIND

You can sleep safe in the knowledge that not only are we looking after your day to day IT needs and dealing with providers on your behalf, we will also make sure that your IT security is up to date and your vital data is protected.

## Cyber Security

Falling victim to cyber crime is potentially devastating for any business. A 2017 report by The Department for Digital, Culture, Media and Sport states that 46% of businesses experienced a cyber attack in the preceding 12 month period. Furthermore the new GDPR requirements mean it is essential that all businesses put systems in place to protect their data, assets and most importantly, their reputation. GWA's engineers are trained in ethical hacking. They can advise you on how to improve your IT security quickly and easily including the use of firewalls and antivirus controls, network security, data back-up, keeping your devices safe and avoiding phishing attacks. They can also provide training to your staff, help you set up a risk management strategy and carry out periodic reviews of your security.

*Quality Advice and Quality Service so that your IT works for your business, not against it*