



## It is Easy with Calder IT

Looking to change IT support but worried about disruption? You're not alone. Many businesses stay with underperforming IT providers because switching feels risky or time-consuming. At **Calder IT**, we specialise in making the move **simple, secure, and stress-free** — with minimal impact on your staff or systems.

Whether you're unhappy with slow response times, unclear costs, or reactive support, switching to Calder IT is far easier than you think.

## Thinking of Switching IT Providers?

Businesses across West Yorkshire and beyond come to us because they want:

- Faster, more reliable IT support
- Clear communication and accountability
- Improved cybersecurity and resilience
- Predictable monthly IT costs
- An IT partner who is proactive, not reactive

The good news? You don't need to worry about downtime, data loss, or managing a complicated handover. Calder IT manages the entire transition for you.

## An IT Provider Switch Without the Stress

Our proven onboarding process removes the common pain points associated with changing IT providers. We plan everything carefully to ensure continuity of service from day one.

## With Calder IT, you can expect:

- No unexpected downtime
- No loss of data or access
- Minimal involvement from your internal team
- Clear communication throughout the process

Most clients tell us the switch feels like a **non-event** — except support gets better immediately.

## Why Businesses Choose Calder IT

- **Responsive UK-based IT support**
- **Clear SLAs and transparent pricing**
- **Proactive monitoring and cybersecurity-first approach**
- **Friendly, plain-English communication**
- **Proven experience transitioning clients from other IT providers**

We don't lock clients into poor service — we earn long-term partnerships by doing things properly.



## How Switching to Calder IT Works

### Step one:

- ✓ Discovery & IT Audit

We start with a structured discovery process, reviewing your current IT setup including users, devices, Microsoft 365, backups, security, and critical systems. This allows us to identify risks and plan a smooth transition.

### Step two:

- ✓ Seamless Provider Handover

We take responsibility for liaising with your existing IT provider to securely obtain documentation, credentials, and system access. You don't need to manage difficult conversations or chase information.

### Step Three:

- ✓ Validation & Security Checks

Before go-live, we test and verify everything — ensuring backups, access controls, antivirus, and monitoring are all working as expected. This prevents surprises after the switch.

### Step Four:

- ✓ Go-Live with Calder IT

Once complete, Calder IT becomes your new IT support partner. Your staff receive clear instructions on how to contact our helpdesk, and we're immediately on hand to help.

### Step Five:

- ✓ Ongoing Improvement

After onboarding, we provide recommendations to improve performance, security, and reliability — helping your IT support your business as it grows.



## Frequently Asked Questions About Switching IT Providers

### Will switching IT providers cause downtime?

In the vast majority of cases, no. Our transition process is carefully planned to avoid disruption, and most clients experience no noticeable downtime at all. Any required changes are scheduled out of hours wherever possible.

### Do I need to be out of contract with my current IT provider?

Not necessarily. We're happy to review your existing contract and help you understand notice periods, termination clauses, and the best time to switch. We'll guide you so there are no surprises.

### Will you deal with my current IT provider?

Yes. Calder IT manages the full handover, including communication with your outgoing provider, requesting documentation, and securing system access. You won't be caught in the middle.

### How long does it take to switch IT providers?

Most IT provider transitions are completed within a few weeks, depending on the size and complexity of your environment. We'll confirm a clear timeline upfront during discovery.

### Is my data safe during the switch?

Absolutely. Data security is a priority throughout the process. We verify backups, access controls, and security settings before and after the transition to ensure everything is protected.

### Will our staff need training?

Very little, if any. In most cases, your systems stay the same — only the support experience improves. We simply provide clear instructions on how to contact Calder IT when support is needed.

### What types of businesses do you support?

We work with small and medium-sized organisations across a range of sectors, supporting Microsoft 365 environments, cloud services, connectivity and modern business IT systems.

### Is Now the Right Time to Switch?

You don't need to have all the answers before starting a conversation.

Calder IT is happy to:

- Review your current IT arrangement
- Explain your options clearly
- Advise on notice periods and timing
- Answer questions with no pressure or obligation