Kick

IT Service Provider Guide

About Kick

Kick ICT Group is one of the fastest growing providers of IT Services in the UK, with a talented and highly skilled team that provide outstanding service and value to our customers.

Founded in 2015, we have enjoyed significant expansion through a combination of organic growth and a successful M&A strategy.

Combining over 40 years of expertise and service from respected industry players, Castle and Talon, our five divisions, Technical, Dynamics, Infor, Communications and KickSecure allow us to deliver tailored expertise to each customer.

We pride ourselves on our commitment to providing outstanding IT solutions, services and support. Yet we believe that it's how we work with people that is most important to us.

You can trust in our expertise.

Why do you need an IT service provider?

Harnessing the power of technology is a great way to improve the efficiency, productivity and connectivity of your business.

However, it can be overwhelming to manage your IT systems while trying to run a successful business. This is where IT service providers come in. Outsourcing your IT saves you time and money, enhances your service delivery and gives you access to specialist technological expertise.

But how can you choose the right IT service provider for your business? Our guide will reveal all the features you should look for in an effective IT service provider.

IT Service Provider Guide

What should an IT service provider deliver?

Efficient Remediation

When an IT issue occurs, you should feel confident that your IT service provider will be able to fix it quickly, minimising expensive downtime. You should look for an IT service provider that will proactively monitor your IT infrastructure to catch and solve problems before they become major disturbances.

Superior Security

As cyber attacks become more frequent and sophisticated, it is vital that you choose an IT service provider that can effectively protect your business. In order to defend your data, your IT service provider should have expert knowledge of the best cyber security products, solutions and strategies. They should also train their team regularly so they are always prepared for the latest technological threats and can share their expertise with your employees.

Dynamic Services

Your IT service provider should offer you a wide variety of IT services and solutions that will boost your business' efficiency and effectiveness. As a minimum, they should provide cloud management, patch management, data backup and disaster recovery, SaaS support, and complementary layers of security. Your IT service provider should also support your business through migrating to and using productivity platforms such as Microsoft 365 and Azure.

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What should an IT service provider deliver?

Access to Experts

Working with an IT service provider means that you have access to the varied knowledge of an entire team of technological experts. Your in-house team is unlikely to have the support, resources and regular training that your IT service provider can deliver. Therefore, when you work with an IT service provider, you can decrease the likelihood of encountering an issue that no one knows how to solve.

Custom Support

Your business is unique and has specific goals and needs. Your IT service provider should offer support plans tailored to your business' specific requirements and targets to help your company become as successful as possible.

Cost-Effective Solutions

While you might think that IT service providers are too expensive, the support and solutions they deliver actually save your business money in the long run. IT service providers help you implement technology solutions intelligently to optimise your business' productivity. Plus, you avoid the additional expense of maintaining your internal IT team.

Managed IT Services

Discovery

- We will consult with your business to devise a tailored IT strategy based on your specific needs. First we asses your current IT infrastructure before recommending appropriate services with the assistance of our industry-leading partners. We implement solutions that will optimise and secure your business operations.

Cloud

- Cloud computing is a great way to make your business more efficient and secure. We provide a range of scalable cloud services. We provide cloud deployment services across leading platforms including Microsoft Office 365, Azure, Amazon and Google. We can also support your business through cloud migration.

Support

- We can offer your business 24/7 support if needed. We provide a wide range of IT support services in line with your specific requirements. We will proactively monitor your IT infrastructure.

Security

- As cyber attacks become more mature, there has never been a more important time to secure your business. We have a bank of expertise in complex security issues. We work with industry leading partners to help protect your business from malware, ransomware and direct cyber attacks. We specialise in the use of application controls, and examination of SaaS services to potential data threats.

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Everything you should ask an IT service provider

What is your average response time?
Unexpected downtime costs your business money so you want to be sure that when an issue occurs your IT service provider can solve it efficiently. Laying out your expectations in Service Level Agreements is vital as it ensures that you can hold your IT service provider accountable after you begin working together.

Who will I be working with?
The question is a great place to start when selecting an IT service provider, Find out who makes up the team you will be working with and evaluate if their expertise and credentials are right for your business' specific needs.

Can I hear client testimonials?
Hearing from your potential IT service provider's existing clients is a great way to understand what it will be like to work with them. Client testimonials and case studies provide you with an unbiased view of your IT provider's support and services.

What is your payment plan like?
A key question to ask any IT service provider is how they expect you to pay for the services they offer, Discover if they offer a flexible payment plan, ideally on a fixed monthly basis, that will ensure that you are never faced with a surprise cost when you have an IT issue.

Who are your partners?
The vendors, distributors and companies that your IT service provider is partnered provide them with additional expertise that allow them to deliver superior IT support. If your IT service provider work with reputable, accredited partners then they should be able to offer better-informed, quality services and solutions

How will you secure my business?
Your company's data is an extremely valuable asset. As the digital threat landscape develops, you need to ensure that your IT service provider has premium cybersecurity provisions and processes in place to protect your business.

Why should I work with you?
This question provides your IT service provider with an excellent opportunity to sell themselves to you, and mention any unique business processes, services and products they offer that you may not have thought to ask about.

Thank you.

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