



Support you can trust





Welcome to Solved IT

Solved IT is recognised as one of the leading IT support services providers across the UK and Ireland. Solved IT provides customers with a complete IT support solution delivering around the clock maintenance, installation and integration support across a wide range of data systems.

As an IT support services provider Solved IT understands the growing demands of their customers. Equipped with an experienced technical support team and a thorough understanding of the IT support market, Solved IT is able to offer customers a competitive pricing model, a highly qualified technical team and an unrivalled level of service. Supporting industry leading vendors including Cisco, Dell, HP, IBM, Juniper and Nortel means Solved IT are vendor independent and are continually investing in training their technical teams to the highest standards.

Constantly at the forefront of emerging technologies Solved IT offer reputable, flexible IT support through our 'Advanced Technology Services' portfolio across technology areas that include IP Telephony, Wireless, Unified Communications, Security and Enterprise Server. Couple this with our established IT support services comprising of Maintenance, Installation and Network Monitoring and you can be sure Solved IT is able to provide a suitable IT support solution.

Already established across the UK and Ireland Solved IT have more recently expanded into mainland Europe which has opened up opportunities for customers who require a dedicated support resource across Europe but still wish to retain a single point of contact in the UK.

“The ideal support partner is one who is flexible and meets the IT support needs of their customers.”





Our commitment to you. Support you can trust

At Solved IT we are committed to providing our customers with all the necessary tools through our IT support services portfolio. Benefitting from years of IT support experience and most importantly listening to the needs of the client, Solved IT are ideally positioned to assist all customers regardless the technology platform or business requirement.

Customers are increasingly calling upon IT support companies to use their specialist technical skills, geographic coverage, short response times and spares resource.

Solved IT takes great pride in assisting their customers and go to great lengths in providing all the areas of support you would come to expect from a leading IT support services provider. Solved IT provide everything from technical advice to dedicated project managers to fulfil your support needs.

To completely understand our customers' support requirements, Solved IT work closely with our customers to fully understand what they are trying to achieve. Due to our flexible and responsive approach Solved IT are able to listen to the needs of our customers and tailor a working IT solution in a quick and efficient manner.

Building long term relationships with our customers is very important to Solved IT as it allows for a greater understanding of their business objectives. More importantly, it allows the chance to utilise the vast technical knowledge and expertise that is constantly available once they are a valued Solved IT partner.

- > Short response times
- > Geographical coverage
- > Long term relationships
- > Pre-sales technical support
- > Specialist technical skills

“IT support services have been, and still are, a massive opportunity for customers.”





Technical assurance



Solved IT provides professional IT support services to over 500 customers across the UK and Ireland. With an extensive number of experienced engineers all trained in maintaining and installing a wide range of networking equipment, Solved IT's customers can be assured of receiving the necessary support to meet their demands.

As an IT support services provider, Solved IT provides support to customers across a wide range of vertical markets from finance, legal, construction, retail, government and leisure. Solved IT deliver the latest resource, skills, insight and innovation to customers' whatever their business.

Working closely with leading vendors enables Solved IT to specifically cater for customers' IT support requirements. Industry accreditations and a competitive pricing model allow us to deliver enhanced IT support services without compromising on quality whilst providing our customers with a single point of contact.

Certified engineers

All Solved IT engineers are periodically provided with training on all the leading vendors' products. Solved IT's network of engineers are made up of Field Engineers, Network Engineers and Senior Consultants offering a wide range of skill sets to cater for a variety of networking scenarios from a simple router install to a complex multi-site network audit.

Working around the clock

No matter which technology, vendor or location the Solved IT Service Desk is always ready to process customer requests. This single point of contact approach provides customers with a simple and efficient method of logging their call or email, making sure that all issues are resolved in a prompt and professional manner.

Equipment spares

Another fundamental element in the successful implementation of a support contract has to be a dedicated spares resource. In order to meet stringent SLAs, Solved IT has access to a comprehensive network of spares warehouses so field engineers have the ability to respond quickly and effectively to any fault call or incident.

Location, location, location

The footprint of Solved IT's engineers spans an area that includes the UK, Ireland and parts of mainland Europe. This is one of the main reasons why Solved IT is able to accommodate very short SLAs and is recognised as the premier choice IT support company for customers. Most support companies cannot provide the levels of geographic coverage that Solved IT can and that is why more and more of them are looking towards trusted, reliable and experienced IT support providers such as Solved IT.

- > Experienced and highly qualified engineers
- > Vendor independent support
- > Guaranteed fix
- > Comprehensive Sparesinfrastructure
- > European support coverage
- > Short response times



From Manchester to Milan

As businesses become increasingly global, we see new technologies playing a major factor in making the world a smaller place. The demands on customers to provide IT support services on these technologies, not only on a national level, but across many continents, are becoming ever more present. This is why Solved IT has installed a network of dedicated technical resources across the UK, Ireland and mainland Europe.

The IT support infrastructure put in place across Europe by Solved IT has opened up new revenue opportunities for customers. As long as a support requirement is within Europe, all Solved IT customers can receive pricing on maintenance, installation and other bespoke engineering projects, with the back office support still being provided by the Solved IT Service Desk back in the UK. A Service Delivery Manager provides a single point of contact monitoring compliance with the Service Level Agreement (SLA). Through Solved IT's Service Desk contracts can be managed, incidents raised and technical advice given irrespective of the location within Europe.

Solved IT is able to scale their business very quickly in response to any demands from their customers. This approach has enabled Solved IT to forge long lasting relationships, increase customer retention and provide dedicated resource. Realising the high level of support Solved IT can provide across Europe has seen dialogue open with customers on addressing opportunities further afield in areas that include North America, Asia and Australia.



Support infrastructure

Another major addition to the Solved IT service portfolio is the ability to provide European cover for all our customers. Coupled with our UK, Ireland and mainland Europe coverage, Solved IT now have one of the most extensive IT support packages available.

As companies are working in a WAN environment across geographic borders with regional offices, European support is becoming more and more relevant and it is important that we can support these requirements.

This move from Solved IT illustrates our continuous development of the services we provide and is just one area where we have acted on customer demands.



“Solved IT worked closely with us to understand our problem and provided us with a solution that immediately addressed our needs.”



Why partner with Solved IT?

Through partnering with Solved IT you can be assured that you will be receiving the very best in IT support services. As a valued IT support services provider Solved IT are committed to working to your IT support requirements.

With a purpose built Network Operations Centre, Solved IT are able to provide a 24/7 Service Desk facility to all our customers. From here we can proactively monitor networks in real-time, provide technical assistance, process fault calls and provide a 'single point of contact' for all our service contracts.

As well as the UK, Solved IT also provide our customers with the same high levels of support in Ireland and across mainland Europe. This is once again evidence of how Solved IT has reacted positively to the needs of those customers who require multi-vendor IT support services across multi-site locations throughout Europe.

We have built our business around the needs of the customer, constantly reviewing our service portfolio and ensuring we continue to meet and exceed the requirements outlined by our customers.

It is no coincidence that a major factor in Solved IT's success has been the support received from all our customers. We understand the importance of this support and work very hard in maintaining customer confidence, loyalty and satisfaction and believe this is why Solved IT is continuing to become the number one choice for customers.

Contact us today to find out how Solved IT can add real value to your business.

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