

**Kick**

SERVICE DEFINITION DOCUMENT

Consultancy as a Service

About Kick

Kick ICT Group are one of the UK's leading independent ICT services businesses, with a talented and highly skilled team that provide outstanding service and value to our clients. Our four divisions, Technical, Dynamics, Infor and Communications allow us to deliver tailored expertise to each client.

Founded in 2015, we've grown rapidly with **nine** acquisitions, combining over **40 years** of expertise and service from respected industry players Castle and Talon.

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. *We're here to help.*

About the service

Kick's Consultancy as a Service offers a bespoke, strategic approach designed to significantly enhance your business operations through expert guidance and sophisticated technical solutions. This comprehensive service is positioned at the forefront of our offerings, augmented by an advanced escalation support system to ensure thorough service coverage and unparalleled client satisfaction.

Service Features

Extensive Technology Expertise: Kick's Consultancy as a Service harnesses a wide-ranging suite of solutions in key areas including desktop virtualisation, cloud services, and network security, supported by leading vendors such as Citrix, Microsoft, VMware, and Fortinet.

Strategic IT Consultancy: Emphasises strategic planning and customised solution crafting. Our adaptable, credit-based approach is designed to align seamlessly with your specific business requirements, facilitating both immediate enhancements and ongoing technological advancement.

Integrated Solutions: We seamlessly integrate technologies across different vendors, delivering a unified IT strategy tailored to your unique requirements, optimising performance, and enhancing security.

Supported Vendors and Products

Citrix: Includes expertise in Desktop Virtualisation and NetScaler solutions.

Microsoft: Comprehensive coverage of Azure Services including Infrastructure as a Service and Azure Virtual Desktop, Microsoft 365, Windows Server & Endpoint, Intune, and Microsoft Endpoint Manager.

VMware: Specialisation in vSphere environments.

Fortinet: Deployment and management of FortiGate Firewalls.

Key Features

Priority Access to Consultants: Provides your business with immediate access to our expert consultants, ensuring that your IT strategy and problem resolution processes are streamlined for maximum efficiency.

Flexible Time Increments: Offers consultancy time in adjustable increments, which can be utilised for either remote support or on-site assistance, tailored to accommodate your specific operational needs and scheduling requirements.

Versatile Application of Consultancy Time: Our consultancy hours are designed to be flexible, applicable towards a diverse array of tasks ranging from routine maintenance and system health checks to strategic project engagements and specialised attention for complex issues.

Advanced Support Issue Escalation: Facilitates a smooth escalation of support issues, ensuring rapid resolutions and minimising downtime for critical IT systems and processes.

Comprehensive Project Management: For extensive projects, we provide dedicated project management which utilises approximately 20% of the project duration, aimed at ensuring thorough organisation and successful delivery through precise coordination and oversight.

Why choose Consultancy as a Service?

Kick's Consultancy as a Service is strategically designed to elevate and transform your IT strategies through our Technical division's bespoke consultancy and robust support services, uniquely tailored to meet the distinct needs of your enterprise. Ideal for organisations transitioning from other IT providers or engaging in outsourcing for the first time, we provide unparalleled advantages that streamline your operations, promoting growth and ensuring a robust, secure IT infrastructure. Entrust us with the task of enhancing your IT capabilities, guiding your business towards a prosperous and secure future.

Contact us

For more detailed information or to commence your IT transformation journey with Kick, visit our website at kickict.co.uk, email us at ask@kickict.co.uk, or contact us directly at 01698 844 600. Engage with KickSecure for comprehensive technology solutions and expert consultancy, ensuring a seamless and strategic IT management experience tailored specifically for your business needs.

Delivering a strong, sustainable financial performance

The efforts of our highly skilled and talented team have been demonstrated through our continued year-on-year growth. We are transparent in sharing our financial performance, detailed below, to provide customers and stakeholders with the continued assurance in the strength and sustainability of our business model and suitability of Kick as your IT partner of choice.

2024/2025 Financials



Why Kick for Managed IT & Support?

45+

Skilled
Specialists

300 years

Combined
experience

4.9/5

for customer
support

24/7

Support

Expertise

We are experts. Add over 300 years of combined experience across our managed IT team into your business, rated 4.9/5 for customer support from thousands of customer reviews.

Solutions

We work with the best. From support to datacentre to virtualisation to digital transformation within the modern workplace, we provide solutions from the world's leading technology vendors.

Innovation

We provide next-generation services. With leading solutions backed by our in-house team of experts from Microsoft Azure through to the latest vulnerability scanning functionality included within our standard Managed Services offering.

Accreditations

We have the badges. With Microsoft Solutions Partner, N-Able Elite, Citrix and Cyber Essentials accreditations, we ensure our people have the specialist skills to provide outstanding support and products to our customers.

Strategy

We are here to help. Alongside your appointed account manager, we will work collaboratively to implement the technology that will secure and modernise your IT environment today and set in place your roadmap for the future.

Find out more by searching
'Kick Managed IT'