

**Kick**

SERVICE DEFINITION DOCUMENT

Microsoft 365

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

Take advantage of our Microsoft 365 managed service to deploy and support the full range of Microsoft 365 apps across your organisation. Benefit from Teams, SharePoint, OneDrive, Outlook and more, all hosted within a robust, secure and compliant cloud-based environment.

Service Features

- Key collaborative applications including Outlook, Teams, OneDrive, SharePoint
- Latest versions of Word, Excel, OneNote and PowerPoint
- Compatible across PC, Mac, iPad, Android, mobile and Windows tablets
- 1TB of personal cloud storage and sharing
- Fully supported migration to cloud services
- Go live and ongoing Microsoft 365 training and support
- Microsoft Modern Workplace led digital transformation – roadmap services
- Extensive knowledge across the Microsoft 365 landscape

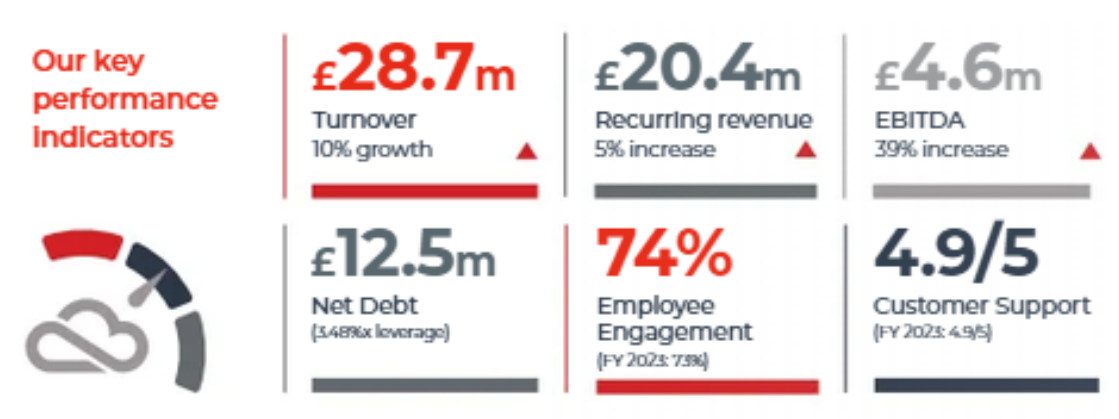
Service Benefits

- Use apps you've used for years, with added cloud security
- Confidence from having a modern, compliant, secure and robust environment
- Safeguard your data with Microsoft 365 privacy and compliance tools
- Peace of mind with proactive, accessible, and experienced support team
- Assurance from utilising modern Microsoft technology solutions
- Improved team working with collaboration tools
- Bolster efficiency with more productive employees

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'