

**Kick**

SERVICE DEFINITION DOCUMENT

Managed IT 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

Our managed services team includes dedicated 1st, 2nd and 3rd line support technicians, IT consultants and cyber security experts. With inhouse expertise across all major infrastructure and software platforms, we are well-equipped to deliver the full range of services required by customers. We utilise ITIL-aligned tools and procedures, including our case management system and Remote Management & Monitoring (RMM) platform, to enable consistent incident, problem, change and release management across physical, virtual and cloud environments. As a leading multi certified Microsoft Solutions Partner with both ISO 27001 & Cyber Essentials Plus we have the breadth of skills and processes to provide a managed support and cyber security service.

Our service desk acts as the single point of contact for customers' users with cases logged via telephone, email or via our portal. Our analysts provide case resolution and escalate issues to our technical teams as per customers' SLAs. We will assign a dedicated account manager and service delivery manager to oversee support provided to customers. Our account management process ensures that you have a consistent primary point of contact from when your implementation has gone live and across the ongoing management of your relationship with Kick, including roadmap development and deployment.

Our Account Managers are in regular contact with customers, 'taking the temperature' on how we are performing, identifying trends, resolving issues and will be with you throughout your time at Kick, building trust over the long term. They will collaborate with you to work on your IT roadmap, a jointly agreed document that sets out the planned and budgeted technology enhancements that will support your organisation now and in the future.

Importantly, with an average of more than 15-20 years' experience per Account Manager within our Technical Division we are well versed in the latest technology solutions. Furthermore, we have great experience of how to deploy managed IT services and solutions across organisations of many sizes throughout a varied cross section of sectors and industries. Our support help desk, which is run by our Head of Support, Donald McKay, can be contacted through our dedicated support number and email address. All issues are assigned a unique reference number and are managed in our Microsoft Dynamics CRM case management solution. This ensures that all issues are logged, prioritised and tracked to meet our SLAs. In addition, our

call control display, with its highly visible call details, ensures that meeting response times are at the forefront of our day-to-day operations. Upon logging a call, the end user will receive an email containing a unique case number, fault description, and assigned priority level. Upon closure of the ticket, an email notification will be sent confirming closure along with a brief survey. We encourage users to complete the survey for valuable feedback

Support Details

Telephone, Email, Online & Remote Support: We offer unlimited telephone, email, online and remote support.

Onsite Support: We offer Remote Hands services to provide you on demand dispatched technical resources to perform a variety of onsite IT infrastructure-related tasks, when and where needed within the UK.

Support Hours: Our standard support hours are 08:00 to 18:00, Monday to Friday. Remote Monitoring: We monitor your environment 24/7, 365 days a year

Service Features

- Collaborative digital transformation roadmap
- Over 300 years combined experience across our managed IT team
- Options for 24/7 x 365 support
- Managed cloud services with private, public and hybrid hosting solution
- Cloud based disaster recovery planning and solutions
- Proactive, remote monitoring of your IT environment
- Threat protection with antivirus and ransomware solutions
- Maximum security/uptime within our state-of-the-art datacentre
- Microsoft Modern Workplace led digital transformation
- Extensive knowledge across the Microsoft 365 landscape

Service Benefits

- Manageable, consistent cost model
- Transparent SLAs to manage expectations and build trust
- Confidence from having a modern, compliant, secure and robust environment

- Peace of mind with proactive, accessible and experienced support team
- Assurance from accessing modern 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'

