

**Kick**

SERVICE DEFINITION DOCUMENT

Datacentre hosting services

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

A Microsoft Solutions Partner for datacentre services, delivering a state of the art, fully managed Nutanix hyperconverged infrastructure hosting solution for our customers with all the security and accessibility benefit this brings.

Service Features

- 99.982% uptime customer guarantee (Tier 3)
- Highly secure ISO27001 accredited environment
- Cloud services with private, public and hybrid hosting solution
- Over 300 years combined experience across our managed IT team
- Options for 24/7 x 365 support
- Proactive, remote monitoring of the datacentre environment

Service Benefits

- Improved resilience to cope with the upsurge in remote working
- Scalable environment to meet your business demand
- 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'