



Your Strategic Technology & Cybersecurity Specialists

ACUTEC is a team of highly qualified experts with over two decades experience

Message from our Founder



For more than a quarter of a century, ACUTEC have been responsible for the management of the IT systems of over 400 clients in the West Midlands, enabling them to concentrate on their core operations. We are an essential component of your organisation.

Our core objective entails the cultivation of our staff's expertise, ensuring that our team of accomplished IT engineers is constantly available to serve you.

Our pledge to delivering outstanding IT services is embodied in our mission statement, which motivates and empowers you to reach new heights every day.

I've always loved technology and wanted it to be a part of my career



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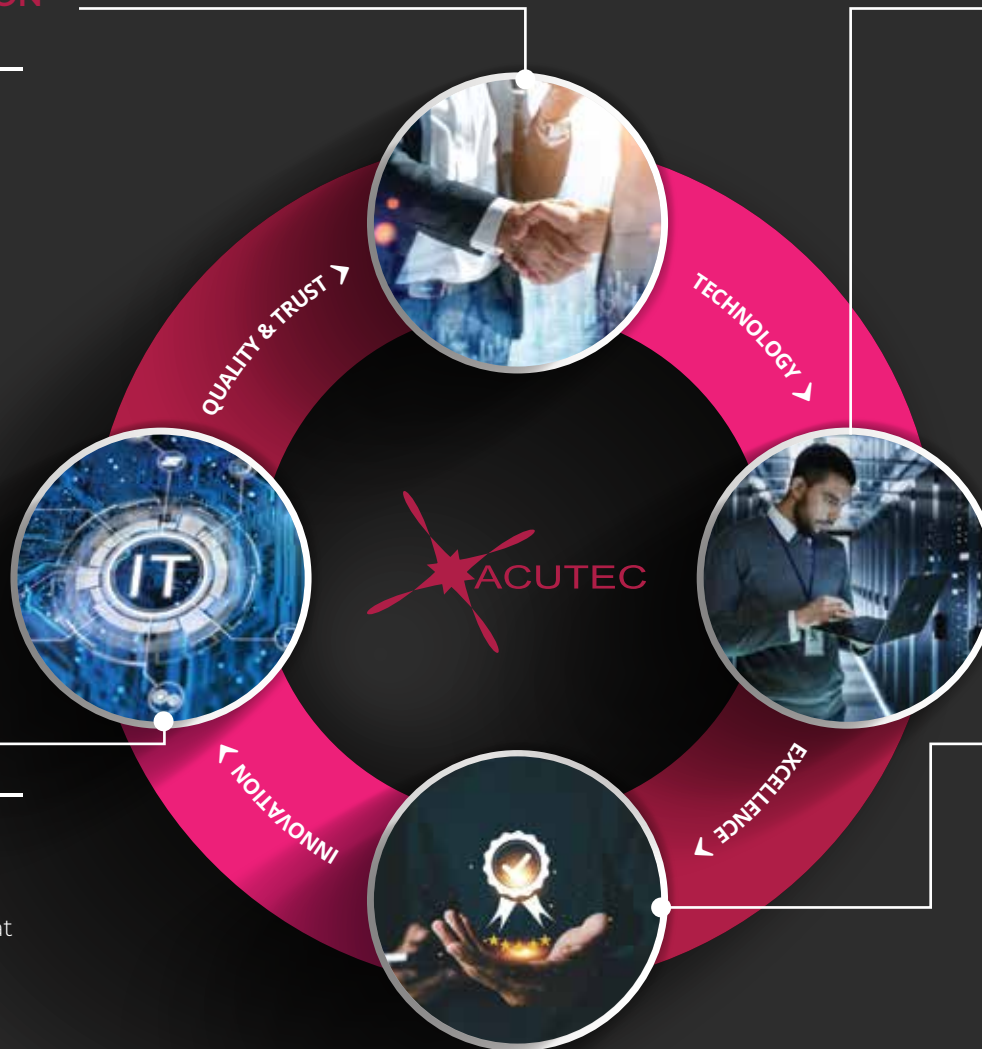
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01 PARTNERSHIP BUILT ON QUALITY AND TRUST

At ACUTEC, our success story spans decades of unwavering commitment to delivering world class Managed IT Support to West Midlands businesses for over two decades. Just as technology continually advances, the world of business never stands still. That's why we are dedicated to remaining at the forefront of the industry, fostering strategic partnerships with industry leaders such as Microsoft to ensure we stay ahead on innovations. This continuous evolution allows us to ensure we can offer the best systems on the market.

03 BUILT ON INNOVATION

The effectiveness of an IT solution hinges on the quality of its components. We partner with technology pioneers to guarantee that the solutions we deliver are the best the industry has to offer, robust enough to ensure security, reliability and scalability to keep pace with your business demands.



02 TECHNOLOGY AT THE HEART

Our approach to developing new IT system solutions commences with a deep understanding of our customers' unique needs and objectives. We then create a bespoke package drawing on expertise across the business. To underpin the design, we collaborate with leading industry vendors, ensuring the foundation of your IT solution is built upon trusted systems. Through this collaborative effort, we fashion an IT solution tailor-made to meet your specific business requirements.

04 CERTIFICATE OF EXCELLENCE

Our systems and support packages are backed by the strongest portfolio of vendors. We also work with you to implement key criteria for your network and intellectual property required by government backed Cyber Essentials Certification helping your business to achieve certification, giving your customers peace of mind that their data is in safe hands.

With you every
step of the
way

Strategic Technology Road Map

Strategic planning for your IT project

Engaging at the planning stage, we work closely with you and your team to ensure you get the right solution for your IT project. Our dedicated team of technology specialists collaborates with precision, ensuring that the solutions we propose are perfectly aligned with your unique requirements and objectives. We are committed to empowering your business with precisely the level of IT support that suits your needs.

Communication consistency

Your dedicated Account Manager will work to bring to life the project specifications, ensuring a collaborative partnership. They'll work closely with you every step of the way, ensuring that you're actively engaged, and that all decisions align with your investment goals. Once the individual components and support packages are mutually agreed upon and perfected, we will craft a tailored, personalised proposal document, outlining our recommended solutions designed to meet your specific needs.

Welcome aboard

As part of our onboarding process, your dedicated Account Manager will take the lead in ensuring that your infrastructure, technology, and user setup and training aligns precisely with your specifications and the agreed-upon project is seamlessly implemented. We'll see to it that all necessary hardware and software, are in position and functioning optimally with minimal disruption to your business operations. Additionally, we'll diligently uphold the continuity of any pre-existing services integrated into the agreed project structure.

Delivering **world class service**, enabling you to **achieve more** every day

Supporting through partnership

Working with ACUTEC is an ongoing partnership, Your Account Manager works with you on an ongoing basis with regular reviews and visits to ensure that your IT infrastructure, software development, security solutions or cloud services are working effectively, still fit your business needs.

Sustaining Your Success through Partnership

Collaborating with ACUTEC represents an ongoing partnership. Your dedicated Account Manager works with you conducting regular reviews and making on-site visits to guarantee the continued effectiveness of your IT infrastructure, software, security solutions, or cloud services. This proactive approach ensures that these critical components consistently meet your evolving business requirements.

Solving problems

As we all know from experience, despite best efforts, things can occasionally go wrong. Our team of exceptionally skilled technology experts is at your service, delivering around-the-clock world-class support with a commitment to resolving issues promptly. Our aim is to ensure the uninterrupted operation of your IT systems.



ACUTEC Services

As an established West Midlands IT Managed Services Provider, supporting businesses for over two decades with a wealth of expertise, delivering exceptional support in Cybersecurity, IT Support Desk, Cloud Computing, and Software Development. Our tailored partnered solutions cater to your diverse business requirements.



IT SUPPORT DESK

Our team are focused on proactive 5 star IT support.



CYBERSECURITY

We protect your network and can support to achieve Cyber Essentials certification.



COMMUNICATION SOLUTIONS

Tailored Business Communication Solutions from VoIP to Leased Lines and Broadband.



CLOUD MANAGEMENT

Azure Cloud Services for business scalability.



BUSINESS BROADBAND & LEASED LINE

Dedicated business Connectivity with Uninterrupted High-Speed Internet



SOFTWARE DEVELOPMENT

Our team crafts bespoke software solutions.

Worldclass IT Support and service enabling you to achieve more every day



IT SERVICES

We go beyond issue-fixing, aiming to be trusted tech advisors. Our adaptable support spans on-premises, cloud, or SaaS systems, detailed in a comprehensive Service Level Agreement.

Collaborating directly with software providers, we ensure your core business applications function optimally, allowing you to utilise tools best suited for your team, irrespective of ease of management. Partnering with and manage reputable vendors, our commitment to supplier management assures you receive the best solutions, from daily applications to robust security systems. Employ 24/7 network scanning tools to proactively identify and resolve issues, often rectifying concerns unbeknownst to our clients.

No IT issue is too challenging for our experienced engineers. We believe in investment for our employee giving you the reassurance that our team are trained and up to date with the latest technology enabling them to deliver world-class service.

Offering nationwide remote IT services, our local West Midlands engineers are available for on-site assistance, catering to businesses across the UK. Whether remotely or in person, our team is dedicated to resolving your technical concerns effectively and efficiently.

Our skilled technical engineers ensure quick IT issue resolution managing your IT network so you don't have to.



Cyber Security is crucial for organisations amid rising threats

As a West Midlands MSP, we fortify networks with tailored measures and cutting-edge tools, offering Cyber Essentials certification support and fostering a cyber-aware culture.



**CYBER
SECURITY**

In today's environment, cybersecurity stands as a critical concern for all organisations. Recent years have seen a notable uptick in businesses grappling with substantial financial losses and data breaches.

As an established MSP rooted in the West Midlands, we specialise in bolstering organisations against the ever-evolving realm of cybersecurity threats. Our expertise lies in implementing tailored measures to shield your network. Ranging from industry-leading Anti-Virus and Firewall systems to robust Anti-Spam solutions, Backup, Disaster Recovery, Data Loss Protection, and vigilant 24/7 monitoring, we deploy cutting-edge tools to safeguard your digital assets.

Collaborating closely with your team, our approach extends beyond mere protection. We craft a robust cybersecurity framework precisely aligned with your organisational needs. Additionally, we extend our support to guide your business toward achieving Cyber Essentials certification. This certification not only strengthens your bids but also reassures your clients that your IT network serves as a secure bastion in the supply chain, enhancing trust and credibility.

Recognising that the ultimate responsibility for cybersecurity rests within your organisation, we actively partner with you to cultivate a culture of cyber awareness. Our joint efforts aim to proactively minimise the risk of costly cyber-attacks by embedding a heightened sense of cybersecurity within your company's culture.



Bespoke
Tech
Solutions

ACUTEC advocates Cloud Services for business scalability



As a Microsoft Solutions Partner, we customise solutions in Microsoft 365, Azure, and Enterprise Mobility + Security, prioritising flexibility, productivity, and user-centric experiences.

At ACUTEC, we recognise the significance of Cloud Services in empowering businesses to scale effectively. Our specialised teams are adept at providing solutions that grow in tandem with your business expansion. As a Microsoft Solutions Partner, we excel in three key areas of Cloud computing: Microsoft 365, Microsoft Azure, and Enterprise Mobility + Security.

Understanding that a one-size-fits-all approach rarely aligns with diverse business needs, we're with you every step of the way. Beginning with meticulous planning of your IT network framework, we craft tailored solutions to meet your unique requirements. Our approach extends beyond implementation; we maintain consistent communication to ensure your network not only meets but exceeds your business needs.

Our primary focus centres on delivering IT solutions that are both flexible and productive. By partnering with us and embracing a Cloud solution, organisations gain the freedom to concentrate on a user-centric experience without the burden of concerns about costly on-site infrastructure upgrades or extensive training.



Committed to tailored **Business Communication Solutions** designed to optimise connectivity.

As a best in class IT Solutions provider we strive to deliver tailored solutions for your business communication needs, from VOIP to Mobile internet keeping your staff connected.



BUSINESS COMMUNICATION SOLUTIONS

Our VOIP solution redefines business telephony, moving beyond traditional phone systems to a more flexible, scalable, and cost-effective approach. By utilising internet connectivity for voice communication, our VOIP service ensures high-quality audio and robust reliable features that can adapt to the evolving needs of your business.

We understand that not all business is restricted to the office, that's why our mobile internet services provide the ultimate solution for staying connected on the go. Ideal for businesses whose operations extend beyond the traditional office, our mobile internet ensures that your team has access to reliable and fast internet connectivity, no matter where their work takes them.

As a Microsoft Solutions Partner we offer a hybrid VOIP/ Microsoft Teams solution. This innovative solution merges the reliability and familiarity of traditional VOIP systems with the advanced collaborative features of Microsoft Teams. It's a versatile approach that provides your organisation with a comprehensive communication system, ensuring flexibility and efficiency across all levels of operation.



Redefine
Business
Connectivity



Whether you're a solopreneur working from your kitchen table or a business with a growing team, staying connected with your customers is the key to success. Fibre Broadband is the UK's most reliable broadband technology and is the perfect choice for any business that needs a fast and resilient internet connection.

Make glitchy video calls, laggy cloud services and slow uploads a thing of the past with a fast and reliable connection. Offering downloads at up to 1Gbps and uploads at up to 220Mbps, it's the best business fibre broadband you can get.

Rest assured that your confidential business information is protected, because it's transmitted using light through fibre optic cables, rather than electricity through copper, making it impossible for unwanted eyes to intercept.

From the second you sign up, our dedicated account managers are all over your switch making the process hassle free every step of the way.

Fibre Broadband Is The UK's Most Reliable Broadband Technology

Experience lightning-fast business fibre broadband with dedicated speeds, enhanced security, reliable connectivity, and tailored solutions to support your business growth and productivity.



We understand off-the-shelf software limitations

Our team crafts bespoke solutions, intricately tailored to your business needs. Using industry standards and innovative tech, we create functional software for seamless integration and business efficiency.



SOFTWARE DEVELOPMENT

Recognising the constraints of off-the-shelf software, we understand its limitations in meeting the unique demands of your business. The inherent issue with such software lies in its inability to cater specifically to your organisational needs.

Our specialised team of developers are dedicated to crafting bespoke software solutions. We collaborate closely with you, delving deep into the intricacies of your business processes to offer meticulously customised solutions that align precisely with your requirements. Why adapt to software when software can adapt to you? We firmly believe in this principle, ensuring that the solutions we provide are tailored to seamlessly integrate with your operations.

Utilising industry-standard languages and frameworks, coupled with avant-garde technologies, our approach is centred on delivering solutions that are not just functional but impeccably built to your exact specifications. This amalgamation of established industry practices and cutting-edge innovations ensures that the software we develop isn't just a product but an enabler for your business's growth and efficiency.

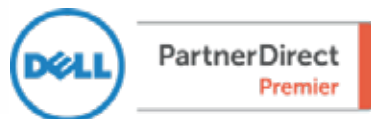
A background image showing several people in a modern office environment working at computers. The image is partially obscured by a large, diagonal red overlay that covers the left and bottom portions of the page. The text 'Industry Leading Technology' is written in white over the red area.

Industry
Leading
Technology

Our partners and accreditations

We pride ourselves on the relationships that we have with our Technology Partners. ACUTEC are one of only 300 Managed Microsoft Gold Partners in the UK, meaning that we have our own dedicated contact within the organisation always on hand. We are a Dell Premier Partner and also have partnerships with vendors such as Webroot, Arcserve and SonicWall.

ACUTEC is proud to be a member of the Trust X Alliance, a selected group of technology providers brought together by distributor Ingram Micro. The group work together to share ideas and bring the best solutions to their clients.



What our clients say **feefo**

Efficiency

ACUTEC Client ★★★★★

"All I can say what a knowledgeable engineer identified and resolved the issue in no time."

Nice Group of Humans!

Steve Blood ★★★★★

"They are very professional, extremely knowledgeable and helpful and just a nice friendly group of IT Technicians"

Polite, Professional and Informative

Phil Popple ★★★★★

"Polite, professional, accommodating, explains whats going on with the IT issues and how they are attempting to solve the problem."

Effective problem solving with the minimum of fuss

Roy Massey ★★★★★

"Communication between a totally non-tech client explained evrything simply and clearly."

Very helpful

Sam Cooper ★★★★★

"Always super helpful and manage to fix the issue."

Fantastic and resolved the issue

Kishan in Leicester ★★★★★

"Thank you for all your help and as a direct result of my first experience with Acutec, i'd absolutely recommend them again"

Delivering
world class
support

Our Corporate Values



World Class Service

We want you to feel like you are in safe hands. We use the best technologies and our staff are always being invested in to ensure they are the cutting edge of the industry. We fix things before you know they have happened.



Love What You Do

Our team is obsessed with technology. We all Love what we do, whether we are on the helpdesk, coding applications or growing the business in sales or marketing. We love technology and how it helps our clients.



Clients Achieving More

We believe that when technology is used to its full potential you can achieve more. Whether that's deploying a solution to help achieve an objective or an end-user getting more out of their working day. Technology makes us smarter.



Keep a Positive Attitude

Even when the going gets tough, a positive attitude to the task at hand can make a world of difference. At ACUTEC we approach everything with an open mind and optimistic outlook.



Your Voice, Your Company

We believe that if you're part of the ACUTEC team then you should be able to voice your opinions and ideas. We welcome suggestions from our staff and have an open-door policy. We value everyone's input.



Deliver on What You Say

We believe if you commit to a promise then you should aim to deliver it to the best of your ability. Our team is dedicated to helping each other and our clients to achieve more.



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