IT Support.
Making IT easy.

Find out more →

annodata
wider choice, better advice
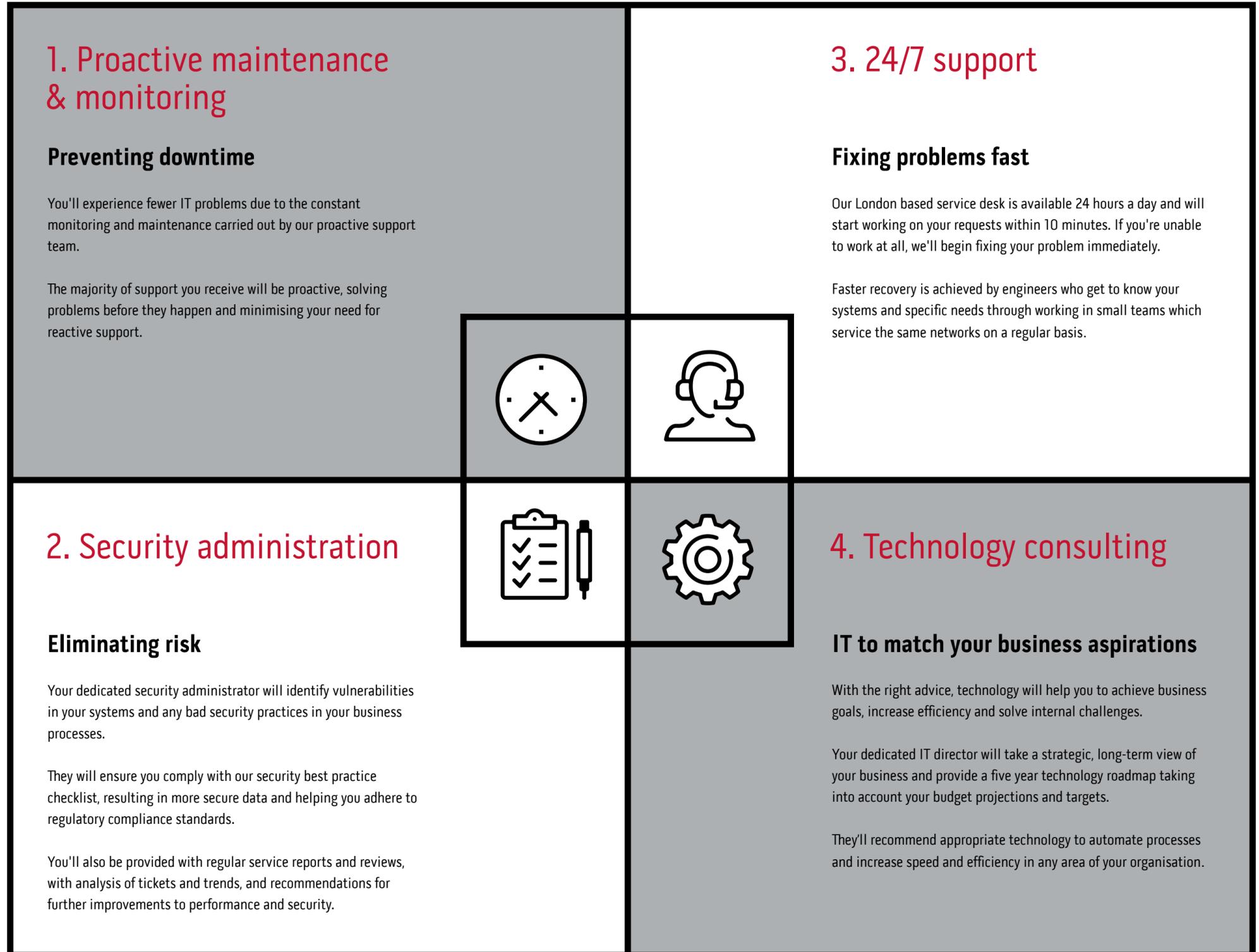A KYOCERA GROUP COMPANY

IT's what we do.

Annodata is a national award-winning IT Support and Technology Services Provider delivering outsourcing, cloud, application and consultancy services.
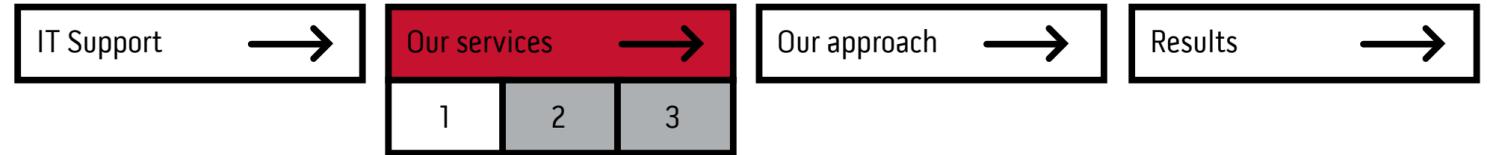
Focus on growing your business

Focus on running your business and we will take care of the rest. Don't get bogged down with the stresses of keeping your IT up and running, we will ensure everything is working and kept up to date.

What is more frustrating than IT systems that don't work? From networks to individual computers and everything in-between, when something goes down it can impact staff productivity and damage day to day business and profits. This is where our Managed IT Support comes in, we will provide your business with a personalised solution that works for you.

Our IT Support covers **four key business areas** to take away any technology concerns and allow you to concentrate on your core strengths.

1. Proactive maintenance & monitoring

Preventing downtime

You'll experience fewer IT problems due to the constant monitoring and maintenance carried out by our proactive support team.

The majority of support you receive will be proactive, solving problems before they happen and minimising your need for reactive support.

3. 24/7 support

Fixing problems fast

Our London based service desk is available 24 hours a day and will start working on your requests within 10 minutes. If you're unable to work at all, we'll begin fixing your problem immediately.

Faster recovery is achieved by engineers who get to know your systems and specific needs through working in small teams which service the same networks on a regular basis.

2. Security administration

Eliminating risk

Your dedicated security administrator will identify vulnerabilities in your systems and any bad security practices in your business processes.

They will ensure you comply with our security best practice checklist, resulting in more secure data and helping you adhere to regulatory compliance standards.

You'll also be provided with regular service reports and reviews, with analysis of tickets and trends, and recommendations for further improvements to performance and security.

4. Technology consulting

IT to match your business aspirations

With the right advice, technology will help you to achieve business goals, increase efficiency and solve internal challenges.

Your dedicated IT director will take a strategic, long-term view of your business and provide a five year technology roadmap taking into account your budget projections and targets.

They'll recommend appropriate technology to automate processes and increase speed and efficiency in any area of your organisation.

Our services.

Focused on ensuring the effectiveness and productivity of users, by elevating the efficiency of IT in the workspace. Annodata provides the same enterprise quality, 24.7 1st, 2nd and 3rd line support services to all our clients, regardless of size.

Prevention over cure is always a good best practice in an ICT environment. Resilient Network Operation Centres deliver Managed Services to not only maintain the integrity of the services but also the security. These include Monitoring, Patching, Updates, Firmware Management and Optimisation.

Our expert technical support team provides the combined benefit of over 400 years worth of IT experience. Annodata experience does not stop with the engineer, it also drives our IT services delivery. As a result, our Network Operations Centres are built with full platform resiliency, ensuring the 24.7 capability is "always on" for service and support.

How can we help?

Service desk

Annodata's extended support team of highly experienced and qualified engineers are at the disposal of your users, with a range of services up to and including full 24/7 availability.

Dedicated service desk

The flexibility of our service is designed to ensure we deliver the right level of service for your business. On request this can include a dedicated service desk function, resourced specifically for a single client, which can be provided as a white label service to your users.

Onsite / deskside support

We never underestimate the importance within organisations to deliver the personal touch. Therefore, if required, we will provide qualified specialist IT support at your location to support the end users in person.

Process management

Annodata acknowledge the importance of defined processes within any organisation, we follow Project Management Governance frameworks, such as Prince2 during our onboarding of client IT estates. This allows us to transition a service which then integrates with our ITIL processes to support best practices.

Service integration & management

Our dedicated service delivery teams ensure full transparency, assisting our clients to make the decisions which define technology road maps and adoption. Service reviews and reporting ensure service improvement programs are delivered to meet business drivers, which can all be subsequently delivered through Change Management processes.
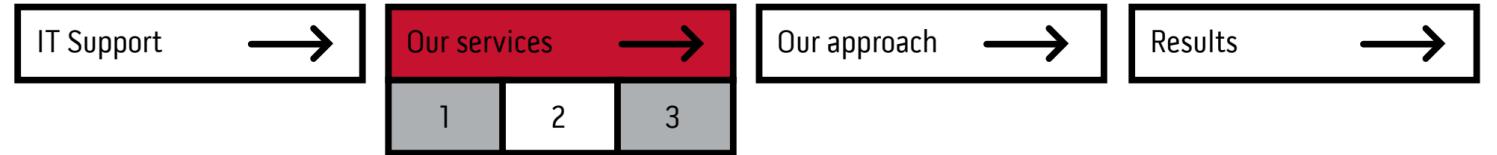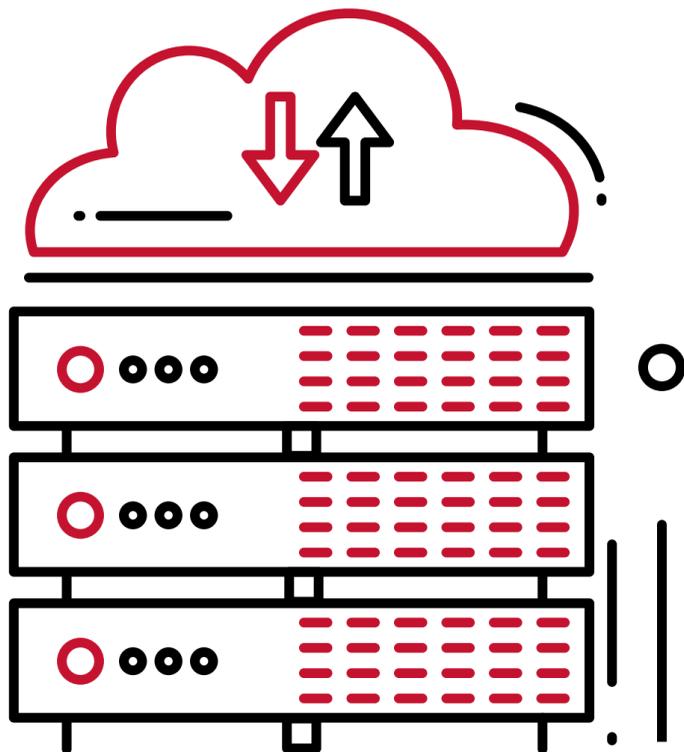
Security

We take security extremely seriously and so put it at the centre of everything we do. Our systems and processes have security and compliance inbuilt, giving you the comfort of knowing that you're protected at every step.

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Technology alignment.

IT Support is a very generic term, but nobody benefits from a generic service. Having the right support services, aligned to the technologies being utilised ensures a single, high level of service previously unavailable to the end users regardless of the issues.

The Annodata product portfolio is developed on the principle of providing end to end technology solutions, to meet the increased demand for consumption of ICT. Our ability to deliver technologies is subsequently reflected in capability to deliver support services aligned to these solutions.

Security

Security is fundamental in any workspace, in terms of IT Security, Annodata have an expansive scope of capability to enhance or improve the overall security of an IT estate. The support services offered by Annodata all work within a "security first" framework to not only prevent vulnerabilities and protect the integrity of your organisation, but also deliver regular Security Audits, provide Vulnerability Assessments and consultancy for best practice adoption

Cloud

Annodata are accredited as Cloud Service Provers, with capacity to deliver Public, Private, Community and Hybrid Cloud solutions. As a direct result of this, our IT Support specialists are not only widely experienced at supporting Cloud based solutions, but our provision of Support Tools and practices is coordinated to deliver the right service for a variety of Cloud Adoption.

Business continuity

Backup, Business Continuity and Disaster Recovery are integral components to all businesses, and form a part of Annodata's recommended technology deliverables. Our experience highlights that having the technologies is only the start of a good service. Our IT Services deliver not only Backup Management, but also Business Continuity/Disaster Recovery testing processes to validate the implemented technology. Sleep well knowing that Annodata are providing the security blanket for your IT.

Document solutions

With 30 years of experience and know-how, our range of technology capability with Document and Print Solutions is broad and deep. The support capability reflects this history with our support specialists being able to deliver high end support to end users, across a spectrum of vendor solutions. This attested know-how also results in strong relationships with many of the industry leading vendors with unparalleled escalation capability.

Mobility

The ability to deliver an effective workforce from anywhere on any device is commonly recognised as being a key IT driver. Unified Communications, Collaboration Tools and Integrated Workflows are some of the solutions we can provide, but through consultation and analysis, Annodata can provide short to long term UC strategies that will transition any business, providing the best in class business communication solutions available.

Key features of
IT Support Service.

The IT landscape has changed, mobile internet, automation, internet of things, cloud provisioning and business intelligence have all mingled to result in IT becoming more disruptive in nature. Disruptive IT is the result of intensified demands of business and users to deliver improved IT Services anywhere, at any time and to any device.

In many organisations, the focus of IT Departments has been the delivery of the technologies to provide for this enhanced demand. Not necessarily on the mechanisms and structure to support this dynamic and ever changing landscape, resulting in a perception of IT Departments failing to deliver to the end users.

Users with easy-to-use technology that are well supported tend to be happier users, more productive employees and generally more positive about engaging with work. It's time to catch up.
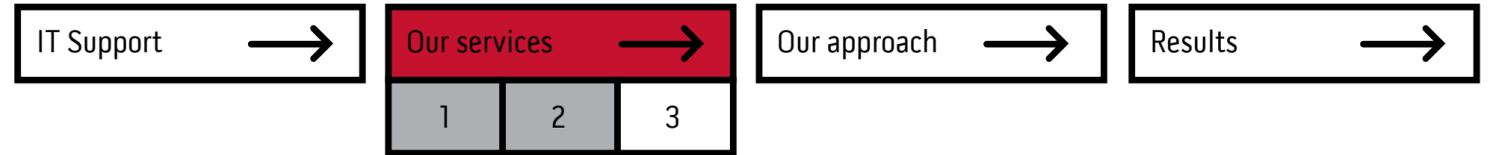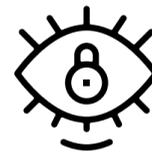
Contract flexibility

Selecting from a range of contract options, our support packages are tailorable to meet individual business requirements. These can then be scaled up or scaled out to cater for increased demand, as required.

Proactive remediation

Proactive monitoring of IT Systems and Infrastructure, delivered around the clock and combined with automated notification ensure full visibility of the system health. This level of service enables the rectification of issues before they become critical in most instances.

Guaranteed service levels

The IT Support Services are all underpinned with SLA guarantees to ensure the quality of service. From response to resolution, the expectations of service are defined, and we work diligently to ensure these. Where the issue requires this will include onsite support, with our IT technicians able to attend in a predictable time frame.

Spares and loan equipment

In many cases we maintain a stock of equipment, parts and accessories, on hand to provide immediate rectification, whether for temporary use or as an emergency swap out.

Dedicated IT guy

With an in-depth knowledge of your business and its systems your IT guy, backed up by a team of IT specialists, will proactively recommend and implement resolutions or service improvements as directed by your needs

24/7 remote support

Our IT support help desk is manned by experienced and accredited technical engineers 24 hours a day, 7 days a week. With over 90% first contact rectification rate and an average 95% of telephone support queries rectified remotely, our support services will work with IT departments to actively improve end user perception of IT.

End user support

Resolving issues for end users is only the start of the service, our IT Technicians happily go the extra mile to provide a much more rounded service, including creating templates, shortcuts or even delivering advise on using a new program or operating system. We provide your team with an IT resource on hand to help them get the job done and a dependable comfort blanket for the end users.

Testing and configuration

Our capability to deliver a broad range of technology means our engineers are experienced not only in support but also can configure all of your equipment and run it through comprehensive test cycles ensuring your equipment is not only maintained but optimised.

How we deliver, every time.

The ability to provide quality IT Support, that is agile enough to fit the rigours of the modern dynamic business, cannot be taken for granted.

The effort required to deliver consistency of service does not start when something goes wrong, it starts with investment to prevent it from going wrong.

Understanding a business, its key drivers and challenges, permits a level of understanding which can only then be transitioned into a service. This grass roots approach is at the core of our services to ensure quality and sustainability to all.

Forward thinking

Knowing the ICT environment today does not allow for the challenges of tomorrow. With a closely aligned service management and consultancy team, we deliver regular service reviews which advise on continuous service improvement programs to ensure the controlled growth of IT.

Best practice

When selecting the right partner, IT need to know that best practice adoption is in the DNA of the service provider. From accredited provisioning of services, delivered through Prince2 Project Management Methodology and supported by ITIL Framework adherence, our capability ensures we are that partner.

Global reach

The consumption of Cloud Services, combined with the general reduction in connectivity costs has resulted in businesses no longer being chained to physical locations. It is more beneficial for organisations to reside where their consumer base is located. Our ability to provide support for this "IT without borders" approach of business is delivered through our global footprint of service.

Partner of preference

With the partnerships, experience and people to deliver the full spectrum of ICT scope, blended with the drive and ambition to contribute to the accomplishment of our clients. Our goal is always to realise Partner of Preference status and achieve our success through your ICT success.

In-house

It is commonly understood that efficiency is achieved by reducing complication. This standard is no more evident than in the provision and delivery of IT Services. By having these combined solutions delivered from a supplier who provides everything from their own in-house resource pool, the complications are reduced even further for the organisation.

Partnership approach

What do we mean by this? Well, quite simply, we work with our clients. We operate best when we are collaborating and liaising with our clients to create solutions that work for them..

Transparency

We pride ourselves on providing a clear and transparent service, breaking everything down so you know exactly what you're paying for. We'll also keep you regularly informed with up to the minute status reports via our Service Desk so you're constantly in the loop and aware of exactly what's going on across your estate.

Innovation

Annodata strives to continuously improve and innovate across all of our products, processes, services, technologies. Through our innovation, our clients can leverage our solutions to not only drive operational and financial efficiencies but also differentiate from their competitors by delivering an improved customer experience.

Focus

While other providers focus on growth, we are focused on quality. We want to make sure we are a good fit for our clients, and they are a good fit for us! We are a niche operator working with carefully selected clients so that we can stay focused and dedicated to delivering an excellent service.

Happy clients!

Annodata helps clients at all stages of growth define their technology requirements.

We deliver, manage and support the infrastructure and services that drive progress towards business goals.

"Annodata managed the main pinch points across the infrastructure, before ensuring a seamless user experience, including standardised Wi-Fi shared between sites. Annodata has also implemented a 24-hour IT service desk, to resolve any ICT issues that our customers or staff are experiencing, efficiently and promptly."

Adam Cove, Head of Information Technology
UCC Coffee UK & Ireland

"We've been working with Annodata for around a decade now and they are a key, trusted partner for the college. Our account manager is very proactive, which has come as a real bonus."

Olly Rice, Infrastructure & Operations Manager
The Royal College of Paediatrics and Child Health

"When we put the initial tender out we were very clear that we wanted a partnership with our supplier; someone that could work with us to devise and implement the VDI solution, but then give us the tools and knowledge we needed to manage it ourselves. Annodata understood that immediately and their solution is incredibly user-centric."

Simon Turner, IT Manager
South Oxfordshire District Council

"No other provider on the CBC framework could offer a solution as extensive and proven as Annodata, making them the obvious choice to help us streamline our printer estate and drive down waste and energy usage."

Karen Russell-Surtees, IT Project Leader
Aylesbury Vale District Council

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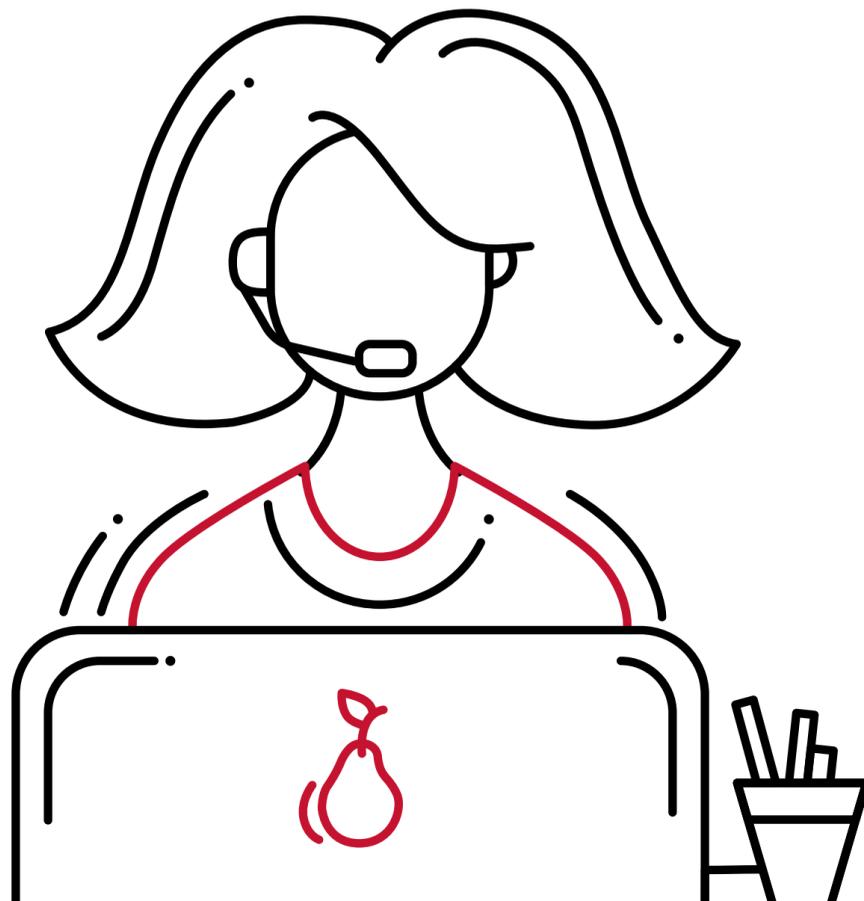
Making IT easy

Efficient and effective IT solutions are key to the success of a business.

With technology moving at a fast pace, it can sometimes be a challenge keeping up with the latest solutions and finding the most cost effective solutions for your business needs.

Ask us a question about Fully Managed IT and the support we can offer your business, or send us your requirements to find out more.

Get in touch:

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Email us: marketing@annodata.co.uk

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