kuiper

GOING ABOVE AND BEYOND FOR YOU.

Managed IT Support

MANAGED IT SUPPORT

Get An Above And Beyond IT Experience With Streamlined Managed IT Support

Simplifying IT Solutions, Empowering Your Organisation

Kuiper Technology offers our valued clients accessible, solution-oriented Managed IT Support, meticulously designed to guard your users, preserve your IT systems, and shield your invaluable resources. We recognise that there are moments when an organisation's internal IT Department could be stretched thin or even temporarily diminished. Perhaps budget constraints prevent the hiring of full-time IT expertise. Nonetheless, the obligation to protect your IT systems and ensure their optimal functioning remains paramount, especially in this era where technology is gracefully transitioning from tangible devices to cloud and software-based applications.

Seamless Integration With Your Operational Demands

In scenarios where your IT personnel are expected to juggle daily user issues while simultaneously maintaining servers and networking, rest assured: you are not alone. We've served a myriad of organisations, both large and small, who have adopted a "Do It Yourself" strategy to restrain operating costs. What often transpires is a scenario wherein IT professionals are flooded with simple user requests, leaving them without the bandwidth to address all of them promptly. This can spiral into an accumulation of issues, diverting their attention away from critical IT tasks, and potentially resulting in substantial downtime due to crucial IT matters going unnoticed.

OUR SKILLS MATRIX

It is our mission to provide a first class service to our customers.

Kuiper Technology aims to offer you an outstanding and reliable IT function, giving your staff a great deal of confidence in all areas of your IT. Our focus is on understanding what matters to your business. We believe that every organisation is different and the way to manage IT systems will be dependent on the people who use them.

We offer you vital support that will complement your current IT management, or if you are still evolving as a business and currently do not have your own in-house IT professionals, we can offer you a tailored solution.

All our managed support is wrapped into one simple agreement with the sole aim of delivering the most cost-effective solution and deliver the very best user experience.

We will work with you to increase productivity and keep downtime to an absolute minimum should any issues arise.

Our Managed IT Support **excludes** hardware Break Fix maintenance. Break Fix maintenance is available for hardware devices via our eCarePlus warranty support service. Contact us for more details.

Anti-Virus

- Microsoft Security
- Trend
- Sophos
- Symantec
- Webroot
- WatchGuard EPDR
- Microsoft Defender for Business

Backup

- Acronis Cyber Protect
- Azure
- Unitrends
- Veeam Suite
- Veritas Backup Exec
- Veritas NetBackup

Cloud

- Adobe
- Google G Suite
- Microsoft 365
- Microsoft Office 365
- Microsoft Azure

Microsoft

- Active Directory
- DirectAccess
- Distributed File Systems (DFS)
- Exchange Server
- Hyper-V
- Microsoft DAG Clusters
- Microsoft Failover Clustering
- Microsoft Server Hardening
- Remote Desktop Services
- SQL Server / SQL Clustering
- Windows Server

Mobility

- Apple iPhone / iPad Connectivity
- Google Android Connectivity
- Mobile Device Management

Networking

- HPE Aruba
- WatchGuard
- Dell / Dell EMC
- Netgear
- Zyxel
- Ubiquiti
- Extreme Networks

Network Security

- HPE Aruba
- WatchGuard
- SonicWALL
- Netgear
- Zyxel

Operating Systems

- Windows 10 +
- Windows 2016 +

For other operating systems, please contact us.

Servers & Storage

- Dell
- HPE
- IBM / Lenovo

Virtualisation

- VMware
- Microsoft Hyper-V
- Parallels
- Scale Computing

3rd Party Applications

Kuiper Technology can service your third-party applications but require customer to have a support contract with the vendor of the application in place. This is an add on service and quoted upon request.

WHY ORGANISATIONS CHOOSE KUIPER'S MANAGED IT SUPPORT?

- **Local Expertise:** Our Birmingham-based IT Team comprises of certified IT professionals who go above and beyond to understand the unique challenges of your business.
- **Scalable Solutions:** From start-ups to enterprises, our managed IT support flexes according to your business size and requirements.
- **Remote Monitoring and Management (RMM):** With proactive monitoring, we identify and tackle issues before they impact your business operations.
- **Bespoke IT Strategies:** More than just problem solvers, our team crafts IT strategies keeping your businesses ecosystem in mind.
- **Cybersecurity Focus:** The digital landscape is ever evolving. Stay protected with our rigorous security assessments and patches.

Join fellow successful organisations experiencing IT support that goes above and beyond. Reach out to us today for a free, no obligation consultation and propel your IT function to new heights.

OUR MANAGED IT SUPPORT PACKAGES

KUIPERCARE Core
£35 per user per month

- Remote IT Support 8:30am-5:30pm Mon to Fri (Excluding Bank Holidays)
- Proactive Infrastructure Support
- Managed Endpoint, Detection and Response Software
- Advanced Threat Protection for Microsoft 365
- Microsoft 365 Backup (Unlimited Storage)
- Managed Windows and 3rd Party Patching
- Multi-Factor Authentication for Microsoft 365
- Security Awareness Training Core
- IT Documentation
- Asset Management
- Quarterly Strategy Meetings

KUIPERCARE Advanced
£50 per user per month

- Remote IT Support 8:30am-5:30pm Mon to Fri (Excluding Bank Holidays)
- Proactive Infrastructure Support
- Managed Endpoint, Detection and Response Software
- Advanced Threat Protection for Microsoft 365
- Microsoft 365 Backup (Unlimited Storage)
- Managed Windows and 3rd Party Patching
- Multi-Factor Authentication for Microsoft 365
- Security Awareness Training Advanced
- Advanced Impersonation Protection for Microsoft 365
- Connect to my Office (iQuila) Secure VPN
- Advanced Data Loss Prevention
- IT Documentation
- Asset Management
- Quarterly Strategy Meetings
- Virtual Head of IT

Tel: 0330 058 4684
Email: contactus@kuipertech.co.uk
Web: www.kuipertech.co.uk