



POWERING ORGANISATIONS
ACROSS THE MIDLANDS WITH
IT SOLUTIONS
THAT SIMPLY DELIVER

OUR BUSINESS IN FOCUS

Kuiper Technology is the Midlands' go-to IT partner.

We deliver IT solutions, managed services, cloud, telephony, and professional services that make a difference.

You Lead the Business.
We Keep Your IT Agile, Reliable,
and Ready for What's Next.

NPS score
+60

8+
years of trusted
expertise

An IML Group
Company,
£100M+
turnover

24
accredited vendor
partners

Customer Satisfaction
Score (CSAT)
99%

Average
response time
5
Minutes

Average
1st time fix
90.89%

SLA's achieved
99.3%



WHY CHOOSE KUIPER?

LOCAL EXPERTISE

Birmingham-based IT experts with in-depth knowledge of Midlands business needs.

SCALABLE AND FLEXIBLE SOLUTIONS

Services tailored to your organisation's size, structure, and evolving requirements.

PROACTIVE MONITORING AND SUPPORT

Advanced monitoring to detect and resolve issues before they disrupt your operations.

STRATEGIC FOCUS

Tailored IT strategies that align with your business objectives, driving efficiency and supporting long-term growth.

CYBERSECURITY LEADERSHIP

Comprehensive security solutions, including assessments, automated patching, and compliance support, to protect your organisation.

ENHANCED IT CAPABILITIES

Extend your IT team with expert managed support, ensuring no request goes unanswered and every user feels supported.

SIMPLIFIED IT MANAGEMENT

Comprehensive services wrapped into a single agreement, reducing complexity and delivering cost-effective, reliable support.

OPTIMISED RESOURCE ALLOCATION

Relieve your team of daily IT burdens, enabling them to focus on strategic priorities and core business needs.



MANAGED IT SERVICES

Effective, straightforward, IT support to keep your systems secure, efficient, and future-ready.

Common Challenges We Solve

OVERWHELMED IT TEAMS

Balancing daily support demands with long-term strategic goals.

BUDGET CONSTRAINTS

Difficulty hiring and retaining full-time IT professionals.

CYBERSECURITY THREATS

Growing risks from data breaches, ransomware, and phishing attacks.

COMPLEX ENVIRONMENTS

Managing multiple vendors, platforms, and tools cohesively.

UNPLANNED DOWNTIME

Minimising disruptions caused by system failures.

TRANSITIONING TECHNOLOGY

Moving to cloud-based and SaaS solutions without operational disruption.

MANAGED IT SERVICES

What We Provide

PROACTIVE IT SUPPORT

Preventing issues with advanced monitoring and maintenance.

TAILORED SOLUTIONS

Scalable services for businesses of all sizes, from start-ups to enterprises.

CERTIFIED EXPERTISE

Accredited engineers ensuring top first-time fix rates.

COMPREHENSIVE COVERAGE

Support for hardware, software, cloud, telephony, and more.

COST EFFICIENCY

Extend IT lifespan and reduce ownership costs.

24/7 AVAILABILITY

Round-the-clock support to keep your business running smoothly.



MANAGED IT SERVICES

FLEXIBLE SUPPORT PACKAGES

KUIPERCARE CORE

Ideal for day-to-day IT management and robust system protection.

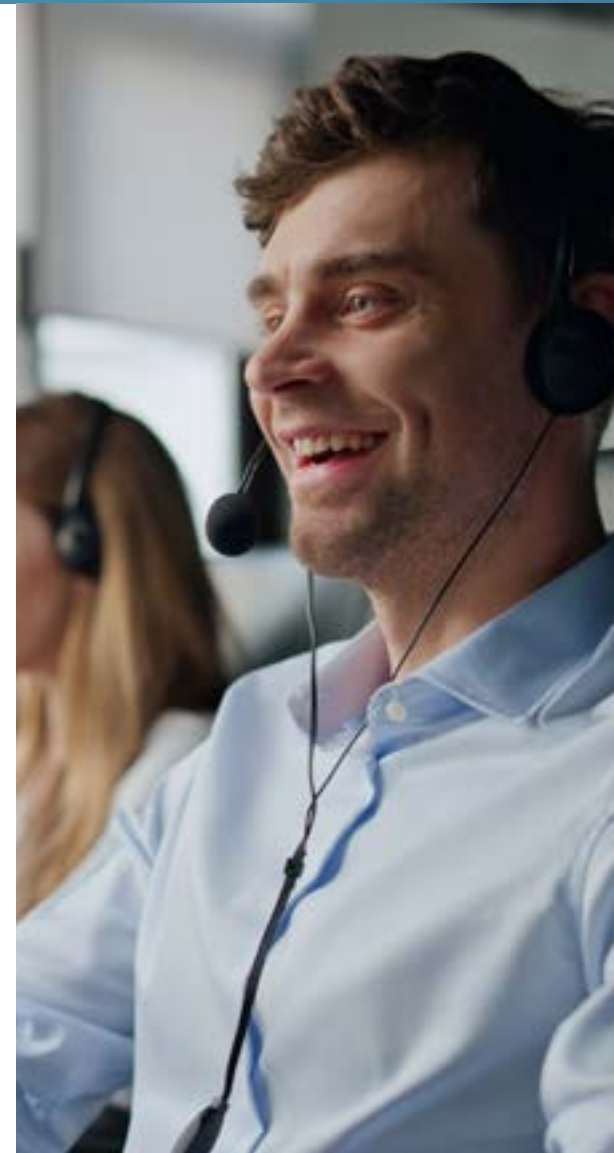
- Remote IT Support
- Proactive Infrastructure support
- Managed Endpoint Detection and Response
- Advanced Email Security
- Microsoft 365 Backup
- Multi-factor authentication for Microsoft 365
- Managed Windows & 3rd Party Application Patching
- Security Awareness Training

KUIPERCARE ADVANCED

Enhanced support with advanced security and strategic IT guidance.

- Remote IT Support
- Proactive Infrastructure support
- Managed Endpoint Protection Detection and Response
- Advanced Email Security
- Collaboration app security for Microsoft 365
- Microsoft 365 Backup
- Email Archiving for Microsoft 365
- Multi-factor authentication for Microsoft 365
- Advanced Management and Monitoring for Microsoft 365
- Managed Windows & 3rd Party Application Patching
- Advanced Data loss prevention
- DMARC Domain Protection
- Advanced Security Awareness Training

*extended hours available



MANAGED IT SERVICES

TECHNICAL SKILLS MATRIX

ENDPOINT PROTECTION

Acronis
Trend Micro
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 Workspace
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
Samsung Knox

NETWORKING

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

NETWORK SECURITY

HPE Aruba
WatchGuard
SonicWALL
Netgear
Ubiquiti
Zyxel Networks

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.

PROFESSIONAL SERVICES

Kuiper Technology provides tailored support for every stage of your IT infrastructure lifecycle, from planning to optimisation.

OUR SERVICES INCLUDE



Consultation & Planning

Align IT strategies with business goals.



Project Management

Certified experts ensuring timely, on-budget delivery.



Solution Design

Custom implementations for your unique.



System Optimisation

Ongoing reviews to improve performance and scalability.



Migration & Deployment

Seamless transitions with minimal disruption.

With proven results, including reduced downtime and high first-time fix rates, we deliver reliable, no-nonsense IT solutions trusted by businesses across the Midlands.

PROFESSIONAL SERVICES

SMART HANDS – REMOTE



Remote Engineer Credits

Kuiper Technology offers Remote Engineer Credits for organisations needing flexible, multi-vendor IT support without committing to a full managed service desk. This service provides reactive, on-demand technical assistance to complement your internal IT team.

HOW IT WORKS

Pre-purchase support in hourly units (minimum of 10). Each service desk ticket is charged in 30-minute increments, and credits can be used as needed within 12 months.

WHO IT'S FOR

Ideal for organisations that need specialised technical expertise, or additional support during staff holidays, leave, illness, or busy periods.

EXAMPLE 1

**10 CREDITS PURCHASED =
10HRS
REMOTE ENGINEER TIME**

1 Ticket Raised.

Engineer resolves the issue in 25 Minutes
= 0.5 credits consumed (30 minutes).
This leaves **9.5 credits** remaining to use
(9 hours 30 minutes).

EXAMPLE 2

**10 CREDITS PURCHASED =
10HRS
REMOTE ENGINEER TIME**

8 Tickets Raised.

Engineer resolves the issue(s) in
45 minutes per ticket = 8 credits
consumed (8 hours).
This leaves **2 credits** remaining to use
(2 hours).



PROFESSIONAL SERVICES

SMART HANDS – ON-SITE

Our On-Site Smart Hands service provides in-person engineering support at your location, offering hands-on technical expertise to handle installations, troubleshooting, maintenance, and more. This service is designed to complement your IT team with reliable, professional assistance when and where you need it.

HOW IT WORKS

Book an on-site engineer for specific tasks or ongoing support needs.

Engineers arrive at your location to perform physical installations, repairs, or other technical duties.

Flexible scheduling ensures support is available when required, whether for planned projects or urgent needs.

WHO IT'S FOR

Organisations needing on-site support for tasks that cannot be performed remotely.

Teams requiring extra expertise or capacity during peak periods, staff absences, or complex installations.

Businesses seeking a dependable, scalable solution for physical IT tasks without adding permanent staff.

On-Site Smart Hands ensures your IT operations run smoothly with expert help at the ready.

PROFESSIONAL SERVICES

SMART HANDS – ON-SITE

Engineer Resource

LEVEL 1

Field Engineer

PN: ENGINEER-L1

Installation of pre-configured devices and basic hardware support, Break Fix and basic IMAC.

LEVEL 2

Senior Field Engineer

PN: ENGINEER-L2

Ability to pre-configure and install devices to desk and carry out specific desk side configurations. Able to carry out fault finding on a wider range of equipment, installation and configuration of applications and operating systems.

LEVEL 3

Systems Engineer

PN: ENGINEER-L3

Ability to carry out complex hardware fault finding and installation of Server based equipment into existing rack solutions / DC's.

LEVEL 4

Technical Engineer

PN: ENGINEER-L4

Typically a minimum of 4 year's experience with at least one core industry such as Cisco, Microsoft, VMware and Citrix. Individuals that have the ability to carry out implementations to Mid Market clients.

LEVEL 5

Solutions Architect

PN: ENGINEER-L5

Highly Accredited. Proven track record of complex design and implementation projects. Manages integrated solutions from a technical and strategic aspect. Typically 10 years' experience.

LEVEL 6

Director/Project Manager

PN: ENGINEER-L6

Same as Solutions Architect including a proven track record of Project Management - ITIL & PRINCE2 practitioner.

WHO WE WORK WITH

OUR VENDOR PARTNERS

Acronis

Adobe

APC

Barracuda

DELL
Technologies

docuSign

hp

Hewlett Packard
Enterprise

Lenovo

Microsoft

poly

SAMSUNG

U

veeam

vmware

WatchGuard

XELION

ZEBRA

AWARDS & ACCREDITATIONS



WHO WE WORK WITH

OUR CUSTOMERS

Transportation
and Logistics



Leisure and
Entertainment



Food and
Beverage



Medical and
Healthcare



Technology and
Gaming



Automotive



Finance and
Insurance



Education



Manufacturing
and Industrial



WHAT OUR CUSTOMERS SAY



"I have no hesitation in saying the attention to detail, quality of service and overall capability of Kuiper is second to none."

Stephen Walters, IT Director



"We have leaned upon Kuiper's resources a lot over the years and they are always very knowledgeable and able to service our requirements."

Paul Leonard, IT Infrastructure Manager



"I have been using Kuiper for over 10 years and trust their approach and service. When I moved to Build A Rocket Boy, I knew that I needed to keep the supplier relationship. Finding a partner you can rely on is paramount when working in any fast paced business especially when they always do the research and give their best every time."

Cris Maiden, IT Director



"Kuiper has been a reliable partner throughout our transition to a paperless system. Their expertise and support ensured a seamless rollout, equipping our engineers with the right tools to improve efficiency and reduce downtime. A trusted supplier we can depend on."

Nick Jenkin, Application Support Specialist, Volvo Trucks and Buses UK



"It is great to know that we now have a provider that's not only managing our IT support function but excels in account management. Keep it up, I would have no hesitation in recommending Kuiper."

Martin Scholes, Managing Director



"The College has been working with the Sales and Technical team at Kuiper for a number of years and they have consistently provided the college with great advice, technical resource and competitive pricing."

James Meenaghan, CCSS Manager



Call **0330 058 4684**

Email **contactus@kuipertech.co.uk**

Visit **kuipertech.co.uk**