A guide to our **exceptional services**

Exceptional services that help you run your IT services in the most **cost-effective** way

Since 2003, we've been a leading provider of IT solutions and services for Education, Public Sector and Businesses. Today, we're super proud of our **220** team members and our community of long-standing customers who rely and trust us with their investment in technology.
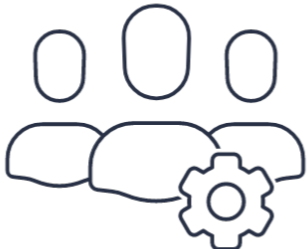
£129m turnover

Over 2,000 customers

220 team members

Over 50+ engineers

> Our growth is fuelled by customers who need a trusted partner that ensures they have the best technology and best support in place for their day-to-day operations .

Mark McCormack,

Chief Commerical Officer, ATG

The next generation of **services**

Our collection of services have been designed to either fill a gap in skills or resource, provide a solution to meet long term goals or be an extension to an existing team. All of our services overlay all platforms and devices and are available for any institution or organisations.

Whatever your service requirement, our team of experts will work with you to resolve your challenges, leaving you and your team to focus on your strategic initiatives. **It's that simple.**

The next generation of **services**

Professional Services

Consultancy & Engineering
Let us provide short or long term support to help build, deliver and maintain your Apple, Microsoft and Google environments.
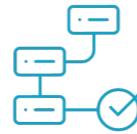
Health Checks & Audits
Perfect for organisations that need to either temperature check or receive a comprehensive audit of your estate.

Project Management
Working with you to oversee all aspects of your project - from planning to successful delivery.

Training
We can help skill and grow your team with our range of training solutions.

Managed Services

Backup Services
Leave it to Academia provide a preventative, robust and reliable backup service so you can be safe in the knowledge your devices and servers do not experience any data loss.

Comms Services
Revolutionise the way you communicate while reducing your budget with our range of bespoke cloud telephony, mobile voice and data solutions.

Cyber Security
We help organisations combat threats with managed services that prevent, monitor, responds and manages security risks.

Device Management
We specialise in managing schools right through to enterprises that have Apple or Microsoft devices (or both). Working with Jamf and Intune, our device management solutions help deliver modern workplaces.

Support Services

Warranties & Repairs
We offer our very own AcdamiaCare to cover your Apple devices and as an Apple Authorised Repair provider, we can make sure all devices are repaired too.
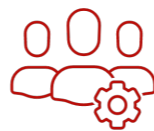
Help Desk
Great for organisations that need a focussed team to service their IT and users on a range of devices and software.

Rentals & Leasing
Finance options are available if you want to spread your payments or if you're moving to an OPEX model, we can provide leasing options.

Remote Assistance/Asset Management
If you're looking for a remote support operation, we can provide this for you or if you are looking for an external resource to manage your hardware or software assets (or both), we can assist with this too.

Lifecycle Services

Procure
A customised portal makes provisioning simple and stress free.

Deploy
Our tailored deployment methods, can deliver devices straight to door or to your office. We can roll out from 1 to 10,000+ devices to thousands of locations.

Refresh
If you are planning for a device refresh, whether it's desktop,
laptops or mobile devices, we are confident we can provide the right devices and key services at the right budget, working to the right SLAs and timescales.

Recycle
If you have devices that need recycling, we will ensure you get a fair price which can be used as a credit on your next purchase. Our service is compliant and meets best practice.

Your go-to-partner for all **your services**

We're more than a one-stop shop.

From supply to refresh through to implementations, project management and managed services, we've grown our services portfolio to help you manage, support and optimise Apple and Microsoft estates or environments that have some of both. One thing's for sure, you will receive exceptional service, all the time.

We strive to make your organisation run better.

Collaboration between our customers and Academia is key to finding the best service for your business. That's why we've adopted a consultative approach to understanding your wants and needs so we can work out the best service and price for you.

We really care about our customers.

Our customers come first – from tailored solutions to personalised support, we are dedicated to providing the best possible outcomes for our clients.

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> ...their expertise and delivery of the service has been exemplary. Staff are always well presented, friendly and flexible with an obvious thorough knowledge of their subject. Response times are excellent and nothing seems too much trouble. They provide a unique and bespoke service which can always be relied upon.
>
> "
>
> Val Atkinson,
>
> Business Manager

Take a look at our great **customers**

We're proud to support many businesses, schools, universities, charities and government sectors of all shapes and sizes.

What makes Academia Technology Group **different?**

We've got the technical expertise.

We're proud and very lucky to be supported by a team of highly accredited technical engineers and consultants, so we understand exactly what we're supporting.

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We make our services grow with you.

Our services are flexible and agile so that they can scale up/down with your business. If you're increasing your headcount, no issues, we can cost per user for most of our services.

....

We're compliant in every way.

It's imperative that we hold the necessary operational certifications such as ISO9001 and ISO27001. This means we continuously improve the efficiency and consistency of our operations to ensure you experience excellence in everything. We are also proud to have been awarded supplier status on a number of National and Regional Frameworks.

We'll help you save money and achieve a return on your investment.

Our managed services lets you bypass hardware, setup, training and maintenance costs, and puts no time demands on your team.

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We don't just sell and run.

From the outset, you will have access to a dedicated Service Delivery Manager, who will be just a call or email away for any help and assistant plus we'll provide monthly reporting and lead quarterly review sessions. Plus, you've got your Account Manager on hand to support you as usual.

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Our engaged approach to working **with you**

Discover	Assess	Propose	Launch
We'll sit you down to find more about your pains, challenges and goals. Our Discovery session really gets down to the nuts and bolts of your current landscape and we hope to understand your ambitions for the future and how you want to work with us. Our sessions are carried out by members of our infamous Technical Solutions Team.	This is where we add our real value. After digesting all the information obtained from the Discovery session, we'll think about the best services we can offer to achieve your goals and meet your budgets.	Once the team's happy with the outcomes of the assessment, we will put our pen to paper and provide you with an indepth proposal that provides costings, SLA's and contract T&C's. We will talk through the proposal with you and stakeholders to ensure you are clear that the right service has been designed for you. If you need more information, we can provide this.	The final phase is all about bringing the proposal to life and bringing in our wider team. We'll ensure the contracts are signed, a launch plan agreed and a delivery/support team in place to ensure that everyone's collaborating and communicating throughout the project.

Thank you for reading

Please feel free to speak to one of our team to see how we can progress your requirements and commence our partnership.

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