Your **end-to-end** IT services provider

WICRESOFT
●●● Managed IT Services

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About us

We are your trusted local IT partner

Wicresoft UK boasts a team of expert technologists deeply rooted in the North of England; our reach extends across the nation, serving a diverse clientele with unwavering commitment. Established on the principles of trust and customer-centricity, our journey reflects a relentless pursuit of excellence in IT management.

Your end-to-end technology **partner**

As an end-to-end technology partner for IT services, solutions, and support, Wicresoft offers advice, transformational technology, and services together with full operational support capabilities. Supporting a full spectrum of IT needs all under one banner enables our clients to optimise productivity, build business resilience, and enhance cyber security posture, allowing them to move forward faster.

Our values

At the core of our operations lies a steadfast dedication to our customers, shaping an ethos where trust, integrity, and innovation converge. Our values are the compass that guides us towards delivering bespoke IT solutions, fostering a culture of continuous improvement and ethical practices. We are committed to empowering our clients, communities, and team through responsible and forward-thinking IT stewardship.

What we do

We specialise in fortifying businesses with cutting-edge Modern Workplace enhancements, robust Cybersecurity defences, and comprehensive Managed IT Services. Our holistic approach ensures seamless integration of hardware and software, simplifying IT complexities with our partnerships with industry-leading brands. We provide a one-stop solution, allowing our clients to navigate the digital landscape with confidence and ease.

365 MODERN WORKPLACE

IT SECURITY

IT SUPPORT SERVICES

365 modern workplace

INNOVATION & OPTIMISATION

Many organisations recognise that transformation is essential to advance their business rapidly, often spurred by specific catalysts demanding change.

We understand that the pace of both business and technological transformation is accelerating, with technology evolution increasingly dependent on cultural shifts within the business. We're also aware that change, while daunting and occasionally uncomfortable, is an unavoidable aspect of progress.

Our team is committed to collaborating with individuals at every level of your organisation, addressing your unique catalysts for transformation, fostering change, and supporting you in elevating your business to new heights.

Our Services

- Microsoft 365 Services
- Microsoft Teams Modern Work Practices
- Microsoft 365 Health Check Report & Maintenance
- Copilot - AI Integration
- Cloud Telephony Modernisation
- File Migration to the Microsoft Portfolio
- Cloud Desktop Solutions

IT security

MAKING DIGITAL DEFENCE A PRIORITY

With our extensive cyber security services, we offer an array of tools and state-of-the-art expertise to effectively protect your business against the ever-changing threats in the digital world. By choosing to partner with us, you'll have access to a team of adept professionals who will evaluate your specific requirements, carefully develop a bespoke security strategy for your business, and deploy strong safeguards to markedly lessen any unnecessary risks.

Utilising everything from sophisticated intrusion detection systems to advanced data encryption methods, we take a comprehensive, multi-layered approach to bolster your cyber security measures, offering you reassurance and protection.

Our Services

- Cyber Essentials
- Modern EDR & XDR Solutions -SOC
- Security Awareness Training
- Latest Email Protection - DMARC
- Cyber Incident Response Management
- Device and End Point Management
- Backup and Disaster Recovery

IT support services

A TRUSTED TEAM TO HELP YOU IN MANAGING IT INFRASTRUCTURE

Wicresoft provides a range of IT service and support options to suit the specific needs of your organisation. This could mean fully managing your IT environment and acting as your IT department or collaborating with you to work as an extension of your in-house team, providing additional capacity, greater flexibility or additional knowledge, skills and experience.

The benefits of working with us

- Outsourced IT Support
- Access to our team of experts
- Cloud Services
- IT Consultancy
- Hybrid working support
- Onsite Engineering
- Remote Engineering
- Liaise with 3rd parties on your behalf

We also offer additional add-on services to support your IT strategy and goals

CHOOSE A PLAN THAT WORKS FOR YOUR ORGANISATION

BASIC	STANDARD	PREMIUM
FROM	FROM	FROM
£15*	£20*	£25*
PER USER PER MONTH	PER USER PER MONTH	PER USER PER MONTH

* Excludes infrastructure components such as servers, firewalls, and SANs, as support for these assets will be costed separately.

See wicresoftnternational.com for more details.

IT support packages

A COMPLETE PORTFOLIO ADDRESSING PROACTIVE AND REACTIVE IT SUPPORT

Feature	BASIC	STANDARD	PREMIUM
Service Desk Support	✅	✅	✅
Infrastructure Management	✅	✅	✅
Security Management	STANDARD SECURITY MANAGEMENT	STANDARD SECURITY MANAGEMENT	ENHANCED SECURITY MANAGEMENT
Monitoring	⛔	✅	✅
Backup Management	⛔	✅	✅
Disaster Recovery Management	⛔	✅	✅
Patch Management	⛔	⛔	✅
Azure Managed Service	⛔	⛔	✅

While most of our packages work well for a majority of our clients, we can customise a package that meets you needs. Contact us to discuss your specific needs.

SERVICE LEVEL AGREEMENTS TO ENSURE UPTIME

We prioritise support tickets based on urgency, importance, and impact to address critical issues efficiently.

SLA: MEDIUM
4 HRS.

SLA: HIGH
2 HRS.

SLA: LOW
8 HRS.

Response Target Time

SLA: CRITICAL
30 MINUTES

HELP DESK HOURS 8.30 – 17.30 (M-F)

Additional Services

- Annual Health Check
- M365 Productivity Analysis
- Microsoft Teams Training & Education
- SSL Management

A complete portfolio

A COMPLETE PORTFOLIO ADDRESSING PROACTIVE AND REACTIVE IT SUPPORT

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Our
partners

PARTNERSHIPS WITH INDUSTRY LEADERS

We partner with industry leaders to provide innovative solutions, ensuring high-quality services and products tailored to our customers' needs.

DELL	Hewlett Packard Enterprise	cisco Meraki
HPE aruba networking	SentinelOne	Microsoft Azure
mimecast	Microsoft	Acronis
VEEAM	KnowBe4 — Human error. Conquered.	LastPass •••
Lenovo	zepko	SONICWALL
	FORTINET	

Why clients choose us

Clients across the country choose Wicresoft Managed IT Services for our proven track record of delivering reliable and innovative IT solutions. Our bespoke service model, coupled with our strategic partnerships, offers an unparalleled convenience of working with a single vendor. We pride ourselves on being not just a service provider, but a true technology partner invested in our clients' growth and success.

Our team

Dedicated technologists form our customer-centric team. Specialising in IT services, digital business transformation, and cyber security, our average team member tenure stands at 7 years. We provide dedicated teams to assist you in optimising, innovating, and maintaining security.

OUR LEADERSHIP TEAM

An experienced leadership helps to ensure that we deliver at the highest level for our clients.

Janie Hobson
COO
Wicresoft UK

Paul Wike
Head of Sales
Wicresoft UK

As a comprehensive IT partner, Wicresoft offers advice, transformative technology, and full operational support to optimise productivity, enhance business resilience, and strengthen cyber security posture for our clients.

Contact us

Please do not hesitate to contact us if you would like to know more about our services or would like a free consultation.

# We look forward to working with you

We have a team of certified and experienced IT professionals dedicated to providing you with the best service possible.

We also have a proactive approach to IT management, which means that we not only fix problems when they occur, but we also prevent them from happening in the first place.

We do this by performing regular maintenance checks, applying patches and updates, and implementing best practices and policies.
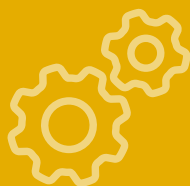
We use the latest tools and technologies to ensure that your IT systems are always running smoothly and securely.

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