

SERVICES



We offer a wide range of IT services from our field-based consulting, design, and professional services teams and our 24/7/365 dual UK-based support centres. Our portfolio covers a range of service types. Whatever your need, we are on hand to act as an extension to your IT team to help you deliver the IT service your organisation needs. Our long-term commitment to investment in brilliant people means that we have an extensive team of IT services professionals and partners, which, coupled with our commitment to providing outstanding customer service, and the industry-recognised standards we adhere to means that our IT services are sure to deliver you great value.

<p>Consulting and Design Services</p> <p>We offer bespoke consulting and design services to ensure that your solution is tailored to the needs of your organisation. We have a range of teams with specific expertise who will work alongside you to ensure that the process and service is right for your organisation, from the outset through to completion.</p>	<p>IT Asset Intelligence Services</p> <p>Our IT Asset Intelligence Services offer ongoing support from our dual UK-based operations centres to ensure you're making the most of your organisation's IT assets in the long-term. We hold service accreditations with vendors such as Microsoft and Snow, as well as highly experienced teams, to ensure your licences are being used efficiently.</p>	<p>Managed Services</p> <p>Our Managed Services make life easier for you. We take on the complete management of various areas of your IT, leaving you more time to focus on your business objectives. We work alongside you to keep you informed as our experts ensure your devices are being used efficiently.</p>	<p>Professional Services</p> <p>Our Professional Services go beyond support, to offer specific technical capability to provide ongoing advice and guidance. Our status as a Microsoft Gold Cloud Platform Partner means you can trust that our team of certified professionals have all the tools to help and advice on a smooth and effective cloud deployment.</p>	<p>Support Services</p> <p>We offer 24/7/365 support across a range of vendors, from our dual UK-based operations centres, providing assistance with your existing IT – no matter the size of the problem. Dedicated teams are available when you need them most, solving issues within industry-leading resolution times.</p>
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Why Softcat for Services?





With 99% customer satisfaction across all our services, Softcat's approach to providing the right solution keeps services easy to access, flexible and not aligned to a single vendor. We will always keep your organisation's business objectives at the core of our solutions, with some offerings providing the option to create bespoke services with you to align to your requirements. We're available 24/7/365 from our dual UK-based operations centres, where our dedicated experts utilise their experience to resolve issues – no matter how big or small - and build solutions. We also hold a range of ISO accreditations, which gives us a strong foundation from which to work to provide the best services for you.

ISO 27001 accredited – Information Security Management	24/7/365 dual UK Operations Centres Industry-leading resolution times	ISO 20000 accredited – International IT Service Management	Flexible SLAs available Microsoft Gold Cloud Platform Partner	ISO 9001 accredited – Quality Management	Multi-vendor support 25 years of Software Lifecycle Management	Flexible, bespoke solutions	Impartial advice Cisco Gold Partner	Specialist skills & expertise
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Our Service Partners

Check Point	CISCO	CITRIX	DELLEMC	Hewlett Packard Enterprise	hp
Lenovo	Microsoft	mimecast	NetApp	snow	

Our Service Awards

 <p>VMWARE Global VMware Partner Innovation Award - 2018</p>	 <p>HEWLETT PACKARD ENTERPRISE Financial Services Partner of the Year - 2018</p>	 <p>HEWLETT PACKARD ENTERPRISE UK & Ireland Hybrid IT Partner of the Year - 2018</p>	 <p>REDHAT Red Hat Partner of the Year - 2017</p>
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