



90 second service overview

Primo IT is a support organisation specialising in end to end IT services across the UK and Ireland. Our services portfolio is designed with our customers in mind, providing a flexible and efficient service.

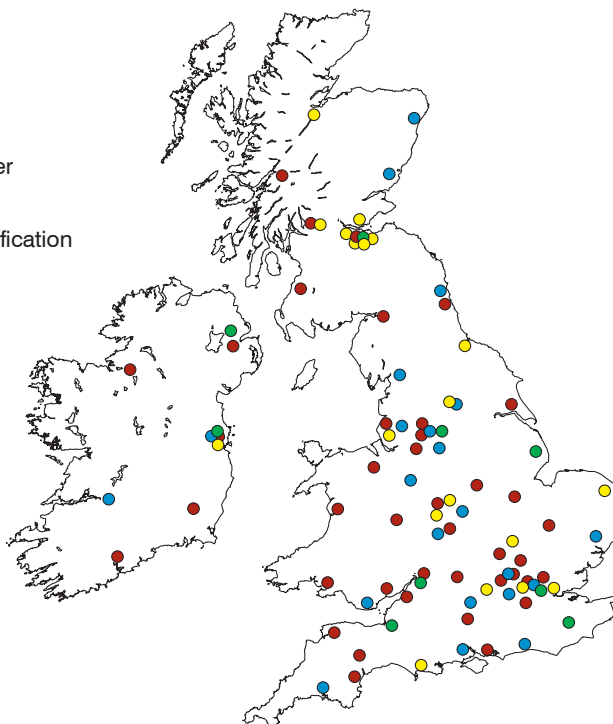


IT Support Services

Maintenance	Primo IT currently supports hardware & maintenance contracts across the UK & Ireland. We provide multi-vendor hardware support across comms, and server and desktop technologies.
Installation	Primo IT support engineers are trained and certified by market leading hardware vendors. Our engineers provide a full network installation service, diagnosing and implementing hardware and software issues across the UK and Ireland.
Service Desk	The Primo IT Service Desk provides a 24/7, single point of contact for all our customers. Customers can log all fault calls and place technical queries through the Service Desk in the knowledge that it will be dealt with promptly and efficiently from one of our technical support specialists.
Monitoring Services	Primo IT delivers a remote network monitoring solution which allows our team of technical experts to monitor our customers' networks remotely in a safe and secure environment 24/7. We monitor a wide range of complex networks and quickly alert customers of potential problems before they have a significant impact on a business.
Pre-sales Support	Pre-sales offers support across a wide range of deliverables from Senior Engineering Consultancy, Network Design and Configurations to Project Management. ITIL based service design encompassing architecture and service management are also provided.
IT Disposal	Primo IT Disposal services guarantee that all sensitive or secure items, such as hard drives, are disposed of in accordance with the Government's WEEE directive.

Engineer Locations

- Comms Engineer - 45
CCNA - CCNP level engineers
- Cross Discipline Engineer - 22
Comms Engineer + Desktop Engineer
- Desktop Engineer - 19
MCDST or other Desktop/Server certification
- Senior Engineer - 9



Engineering spread
correct at date of publication

For more information please contact us today:

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Supported Vendors

