Progression Through IT

We believe in building collaborative, trusted partnerships with our clients as well as nurturing and valuing our own team.

COMPUTER GEEKS ®

Gold
Microsoft
Partner

Microsoft

10
Celebrating 10 years
of Computer Geeks

OUR VALUES

1.

Strategic

We believe in clear communication in order to be efficient and productive. We will always keep in mind the bigger picture, offering a professional solution to a problem.

2.

Human

We believe in fairness to all. We are approachable and respectful to clients and co-workers. We take pride in being trustworthy. We believe in the power of teamwork.

3.

Innovative

We are problem solvers, enabling success with our forward-thinking approach. We believe in completing tasks quickly and effectively.

4.

Purposeful

We believe in being ambitious. We are passionate about technology. We believe in growing long-term client relationships and providing cost-effective solutions.

Computer Geeks specialises in IT consultancy for small to medium sized businesses.

In 2008 we started with a mission to provide truly professional high-quality IT services. By deeply understanding and aligning to the goals, values and ambitions of our clients, we always provide a human, friendly and professional service. At the heart of our business is a deeply ingrained skill and enthusiasm for technology that everyone at Computer Geeks shares. We are experts in IT and our total commitment to our customers, our integrity, and our passion for IT is the driving ethos behind our company.

Everything that we do for our clients adds real value to their business. We believe in building collaborative, trusted partnerships with our clients as well as nurturing and valuing our own team.

We look forward to working with you and helping you realise your IT goals and ambitions. We'll enable your business to develop, grow, and keep pace with the ever-changing technological demands of the digital age.

**Nick Richards,
Managing Director,
Computer Geeks**

"Technology is a core business pillar; we enable, enhance and protect it for our customers' success"

OUR TEAM

Consultancy

Our IT consultancy team delivers transformative solutions for our clients.

We'll work in partnership with you to determine, plan and execute a bespoke IT strategy tailored to your business.

The Computer Geeks team is committed to staying up to date with the latest technology. We work collaboratively in order to share our knowledge and deliver best-of-breed IT solutions for our clients.

Service Desk

Our service desk team delivers proactive managed services and support for our clients.

Our aim is to ensure systems are maintained correctly and first-rate support is available when you need it.

If you need help and contact us, you'll always be connected to a skilled, knowledgeable, support engineer. We guarantee an SLA resolution of 95%.

We've invested in a highly skilled team and we give them the best training possible, ensuring that we deliver the best IT support experience possible for our clients.

Procurement

Our procurement team expertly matches the correct solutions to your requirements.

Your business can take advantage of the strong supplier and partner relationships that we've developed over the years with vendors such as Microsoft and HP. This helps us guarantee competitive pricing on IT hardware, software and services.
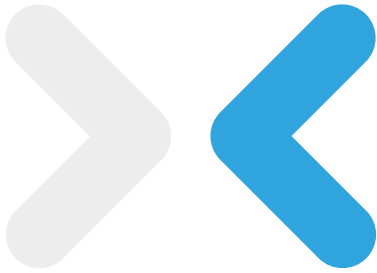
We act as a single point of contact for all vendors and suppliers ensuring that we deliver maximum value for our clients.

"Fantastic, friendly, helpful and efficient team who speak a language you understand. Computer Geeks have gone several steps beyond the contract in supporting us as a charity. We would highly recommend them."

CEO, FareShare Southwest

OUR SERVICES

CONSULTANCY

> Strategic Planning

> Digital Transformation

> Network and
Cloud Design

> Server Storage
& Virtualisation

> Backups &
Disaster Recovery

SUPPORT

> Service Desk

> Network and Cloud
Management

> System Monitoring
and Performance

> IT Purchasing

SOLUTIONS

> Remote Unlimited R+

> Geeks Cloud C+

> Internet Connectivity

> Telephony

> Microsoft Office 365

OUR CLIENTS

As a professional consultancy providing a range of value-added services to our clients, we will support you through a bespoke service adapted to the needs and nature of your business. We take responsibility for part, or all, of your business IT requirements, from the design and build of complex solutions to the day-to-day management of services.

98%
Client retention rate

95%
Support response within SLA

selo ™

Our partnership has helped create peace of mind for our client, Selo, knowing that their IT systems are safely monitored 24 hours a day. Our Remote Unlimited managed service means that we proactively detect and prevent any serious IT problems from happening, saving our client both money and inconvenience. On the occasion that any IT issues have arisen, we've responded fast to deliver exceptional customer service and deployed solutions that have ensured their IT systems remain resilient and fit for purpose.

"Computer Geeks have never let us down. When our server failed we had a technician on the phone within 3 minutes and it was repaired within 4 hours"

Hans Purdom, Managing Director, Selo

PENSTRIPE

We've provided many of our managed IT services to Penstripe over a number of years. Helping them with everything from website builds, server virtualisation, remote IT support and migration to the cloud. Our IT solutions have enabled them to move away from a single-server environment to a fault tolerant, high availability, managed server infrastructure and we've helped create their peace of mind with our remote IT support and end point monitoring.

"When we had a disaster at Christmas and were flooded out, the Geeks were one of the first people we contacted and, although it was the holidays, they supported us immediately and enabled us to have all of our phones and servers up and running again within hours"

Robert Anderson, Director, Penstripe

THE YOGSCAST

The Yogscast produce video game related content. They've had billions of views, making them one of the most popular British-based YouTube channels. Our IT consultancy, development and network design services provide them with the necessary bandwidth they require to allow 4K streaming, recording and editing. Our wireless solution has also ensured that regardless of whether a device is wired or wireless, the coverage and speed are flawless. Our IT solutions have allowed The Yogscast to gain a business advantage by being able to produce next-generation quality content.

"Computer Geeks have helped us to perform consistently and efficiently for years. Our business is only possible with the strong backbone that Computer Geeks maintain."
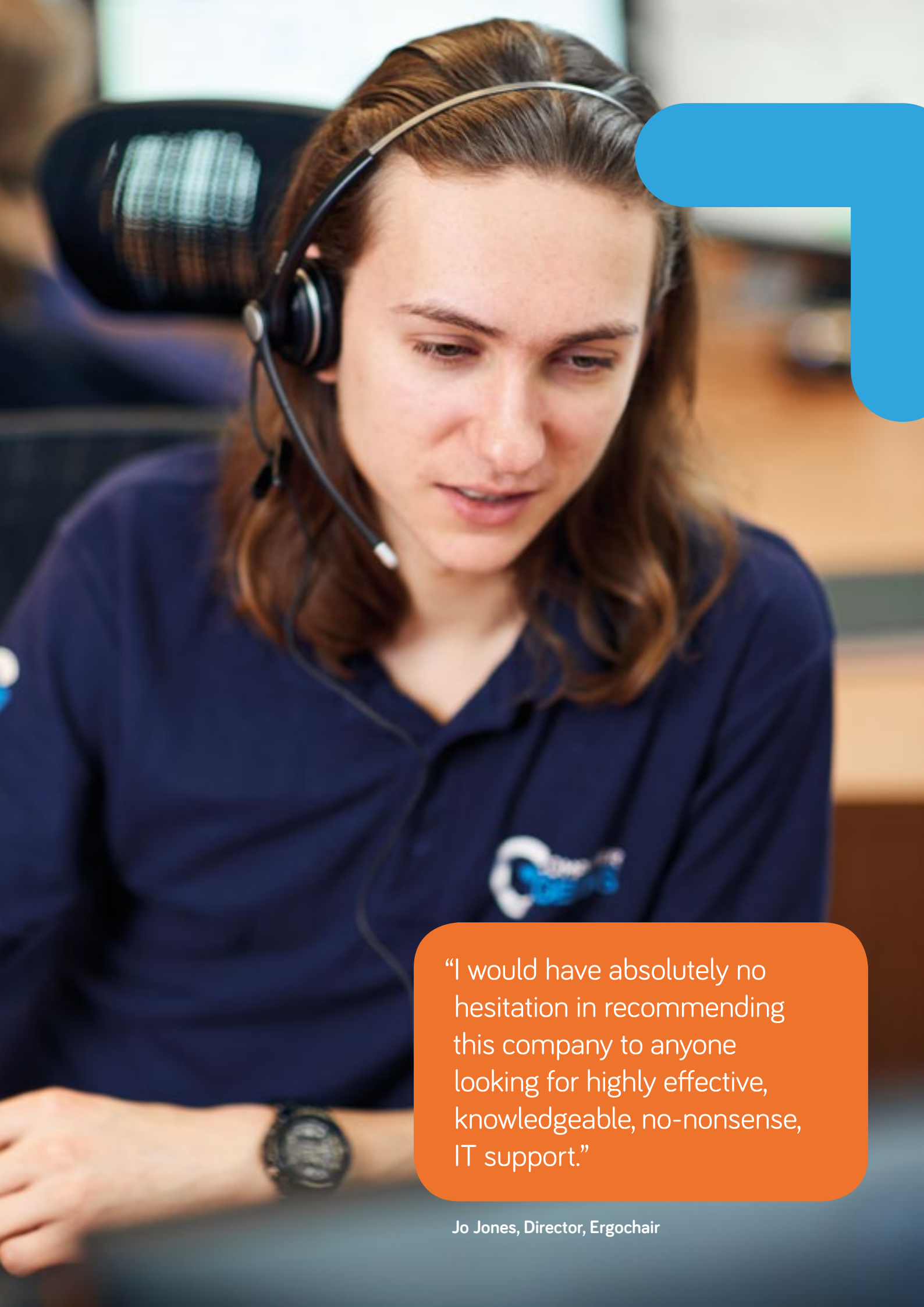
Mark Turpin, CEO, The Yogscast

AWW

AWW were facing a series of potential infrastructure issues. With interdependent legacy systems, network issues can arise. A major failure in the mail server had already prompted our client to move across to Office 365, but this had to be done very quickly. As a result, there were certain leftover issues that needed to be addressed. As a result of our work together, AWW has a more robust in-house backup regime. This enabled the IT Manager to focus on the most important aspects of his job.

"We've been delighted with the progress Geeks made. We're seeing benefits in speed enhancements, stability and less crisis management. It gives everyone more time to be strategic and plan for the future."

Charles Jordan, Director, AWW

"I would have absolutely no hesitation in recommending this company to anyone looking for highly effective, knowledgeable, no-nonsense, IT support."

Jo Jones, Director, Ergochair

OUR APPROACH

What makes Computer Geeks truly different is that our commitment lies in delivering exceptional client service throughout the whole consultation, proposal and implementation journey.

Consult
Understanding your business
We get to know your business first. Finding out what you do and who your clients are. We meet staff and see how they work, and combine this with what you want to achieve.

Analyse
Looking at your needs
We analyse your existing IT structure, including hardware, software, programs and servers. This shows us what needs to happen to improve your productivity.

Create
Finding the right solution
Next, we create a package of IT services tailored to your business. You'll get a full breakdown of costs and understand the reasoning behind your proposal.

Implement
Putting it all in place
When you're happy to move forward, we handle the whole process. If you need new equipment or software, we can offer you a competitive and comprehensive package of services through our network of vendors, partners and IT suppliers.

Manage
Staying with you throughout
We actively manage and monitor your IT systems, reviewing regularly and changing things when required.

10 YEARS OF COMPUTER GEEKS

For over 10 years, Computer Geeks have implemented hundreds of successful IT projects across the UK.

With our office in Bristol city centre, we're proud to be part of this vibrant, technologically savvy, business community.

Computer Geeks is a company built upon a passion for installing and supporting IT systems designed to run businesses successfully.

Our intention is always to stay true to our original mission of providing quality, reliability and maximum value for our clients.

"Always a pleasure to speak to, always very helpful and professional and the problem is fixed almost instantly. Couldn't recommend Computer Geeks highly enough."

Jade Oliver, Finance and Operations Executive, DrinksWorks

HOW WE CAN HELP YOU

Transforming businesses for tomorrow

Our experience and knowledge will help if you're looking to grow and scale-up. We know what works and the pitfalls to avoid. We will deliver transformative, adaptable IT solutions for your business.

Professional expertise

IT is a complex area. We're here to make it easy for you. What makes Computer Geeks truly different is our commitment to customer success through delivering IT consultancy, services and support. We never lose sight of the unique needs of every individual client.

Proactive service

We use best-in-class software tools to deliver proactive managed services. This enables us to predict and prevent critical IT failures. We'll establish clearly defined and agreed SLAs for your peace of mind.

Clear partnership benefits:

Technical expertise – with in-depth knowledge of your system and services.

Proactive detection and resolution of faults – resolved before you even notice.

Increased productivity – freeing up your IT staff to focus on core business activities.

Superior network performance – we ensure the absolute security of your network.

Minimising downtime – reducing IT risk through strategic guidance.

Peace of mind – we monitor and protect your IT infrastructure every minute of every day, all year round.

Geeks Cloud C⁺

Our flagship Serverless IT solution for your business

In this solution, all your services and data are moved to the cloud. Remove the need for servers in the office, plus our Remote Unlimited R+ all-inclusive support included. For a per user fee, we'll move you to the cloud, take care of data security and provide a future-thinking IT solution that lasts.

Best-in-class IT that won't let you down.

Includes Windows 10 upgrade and installation license, and all the features included within Microsoft's new platform – Microsoft 365. Microsoft 365 is Office 365 with added Enterprise features like Windows 10, Mobile Device Control (GDPR + data controls), offline Microsoft Office Apps (Word, Excel, Outlook), and much more.

To protect you fully this license also includes Computer Geeks IT Support, Antivirus, Management and Support for PCs, proactive security and backups.
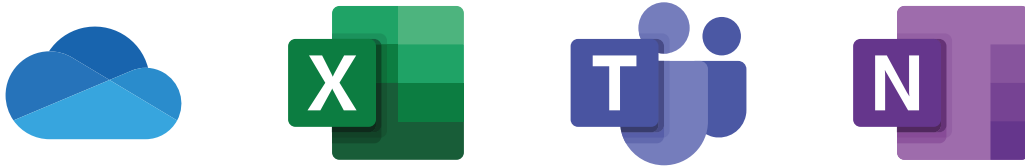
Features:

- ⊙ De-commissioning (and removal if appropriate) of on-premise servers, UPS and on-site backup
- ⊙ Your routers take up more networking responsibility
- ⊙ Microsoft online services and offline apps, without ever worrying about hardware failure
- ⊙ Template-based standardised experience for all current and future users
- ⊙ Work-anywhere focus

Ready to talk about your options? Get in touch today on 0117 325 0370

Future-thinking Cloud and Microsoft 365-focused solution

Your business focuses on a "cloud-first" strategy which means ideally all future software choices should follow a Software-As-A-Service model. All these features and services will be wrapped into an easy, single monthly fee, per user.

Cloud Services:

- Microsoft Cloud Collaboration Bundle – Office 365, Enterprise and Mobility Suite, Windows 10, GDPR tools – Work from anywhere, on any device, in a secure and simple way
- Backup for Office 365
- Cloud-Hosted Email signatures
- Domain name hosting of up to 3 domain names

Device Protection:

- Antivirus
- 247 Monitoring and Security Updates for PCs
- Connection of all your PCs to cloud-controlled Microsoft Security

IT Management & Support:

- Remote Unlimited Support (Service Desk between 8am 6pm all working days of the year)
- 30 minute Service-Level-Agreement for any critical incidents
- Maintenance and management of Geeks Cloud solutions
- Management and support of routers, switches and WiFi access points (up to 3 of each)

To find out more about our Geeks Cloud C+ service, contact us on 0117 325 0370

Remote Unlimited R+

Unlimited support, so your IT issues stay resolved.

Let us take full responsibility for the maintenance of your IT systems. We'll minimise the occurrence of IT incidents through the successful delivery of Proactive Managed Services.

Remote Unlimited R+includes:

- Unlimited remote support – our fully-manned IT department is open for you in UK business hours, ready to take your call
- 30 minute Service-Level-Agreement for any critical incidents
- 24/7 365 Monitoring for all of your IT infrastructure
- Real-time support and servicing for all your IT infrastructure, including Managed
- Threat Protection (Antivirus cover and Endpoint Management)
- Unlimited backup licenses for your virtualized servers
- Fully-automated backup strategy and alerting any failures or warnings
- Regular executive summary reports, giving you peace of mind that your investment is resulting in healthy systems and happy users

Tailored to you

Our Managed Services Agreement is tailored to your business needs. We construct a suitable IT support service level to support you. This includes support for incidents, proactive management and ongoing support for IT managers. We can also provide an IT procurement service, obtaining hardware, software, warranties or 3rd party IT service agreements, cloud platforms and web products and services on your behalf.

To find out more about our Remote Unlimited R+ service, contact us on 0117 325 0370

"When you need them, they're there.

Robert Anderson, CEO, Penstripe

GET IN TOUCH

computergeeksbristol

@cgeeks

computer-geeks

0117 325 0370

Computer Geeks, 7 Thomas Lane, Bristol BS1 6JG

info@geeks.co.uk

www.geeks.co.uk

CYBER
ESSENTIALS
PLUS

Microsoft
Partner

Gold Datacenter
Silver Cloud Productivity
Gold Small and Midmarket Cloud Solutions

Microsoft