

# Facility Services

solutions • support • management • supplies

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At Facility Professional Services our total focus is on providing our clients with great IT and Facilities services at realistic prices. Our solutions will both support and transform your organisation and free you to grow your business and concentrate on your customers.

### Support

The core area of our business is to provide the highest quality IT Support service that we possibly can. Our team of vastly skilled support analysts, not only focus on technology but have extensive experience in customer care, an area that is often over-looked within the IT Industry. We will always talk to you in plain English and not try to baffle you with Technical terms. Our primary goal is minimising your downtime, both through fixing problems in a time-effective manner and proactively monitoring your systems to detect problems before they occur. You may be surprised at how little it costs to have a team of specialists available to you whenever required.

### Consultancy

At Facility Professional Services, we are committed to helping our clients make the best decisions for their organisation. We do this by taking the time to listen, in order to gain a full and clear understanding of their business objectives, known issues, culture and people. Only when we have all the information can we provide a considered recommendation. The experience and professionalism of our Consultants will be evident from initial contact through to delivery.

Our consultancy services can be utilised for a range of activities, from health checks of the incumbent IT Infrastructure through to specific project work. When support services are provided we will own issues through to resolution, even if it sits between ourselves and another third party supplier.

### A Total Solution

We offer a complete range of IT and Facilities services, which gives our clients the benefit of having a "One Stop Shop" solution that can meet all their office needs. The advantages are endless when having one partner that can offer the complete range of IT services as well as dealing with office moves, furniture, power, structured cabling and other facilities related work.

During the past twenty years of working within the IT Industry, we have worked with a large number of organisations that supply various types of Facilities services. We have taken the very best of these and built long-term strategic relationships with them to allow us to provide our clients with these additional services. Each service is always managed by one of our in-house Consultants. This means that whether you want to order a new Laptop, have an electrical issue or even want an office move you will always deal with your account Manager here at Facility Professional Services, who will manage the task through to completion.

### IT services include

- On-site & remote support
- System design & implementation
- Health assessments
- Disaster recovery
- Anti virus & anti spam
- PC & Mac support
- IT manager support
- Technical project management
- Due-diligence projects
- Relocation services
- Hardware procurement
- Messaging solutions
- Web design
- Remote working solutions
- Virtualisation solutions
- Wireless LAN surveys & installation
- Web conferencing

### Facilities services include

- Training services
- Technical cleaning
- Telecommunication services
- Infrastructure cabling services
- Move management and delivery
- Interior design & space planning
- Furniture & storage solutions
- Partitioning ceilings & floors
- Power & lighting systems

**"A Service Provider  
for life not just for the  
length of a Project"**

### Building Relationships

We pride ourselves in putting our relationships with our clients above all else. Our ultimate aim is for our clients to consider us an extension to their organisation, albeit at a fraction of the cost and available 24 hours a day, 7 days a week. In our view a successful partnership is about giving clients the very best IT and Facilities solutions that will help them to grow. This in turn enables us to grow with them.

### Cost effective

As a growing company ourselves we understand our clients need to keep a tight rein on their budgets. That's why we offer a flexible approach to charging and work with our clients to truly understand their needs so they choose the option that is most cost effective to them. It is important to us that our clients don't view us as a cost overhead but a true cost effective addition to their organisation.

### Why Use Us

- **Culture** – small enough to care, big enough to deliver. Our whole team are stakeholders in the business and therefore have a vested interest in our success. This has bred a culture that pays attention to detail and to the needs of our clients.
- **Enthusiasm and energy** – our desire to deliver quality in everything we do is underpinned by our willingness to go that extra mile to meet our clients expectations. Our clients say it sets us apart from our peers.
- **Ownership** – we will always take ownership of a problem or request even when involving other third party suppliers. We manage the situation for our clients relieving them of the burden and worry.

“One Contact,  
A Total Solution...”

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