

## Your dedicated IT partner

*At last... an IT company  
that understands your business!*

Experience

## AN OVERVIEW

### 360 Degree Service

Here at Tiedata, we provide businesses with a 360° IT service. From designing and implementing infrastructure right through to holding your hand every step of the way by supporting your IT, along with bespoke software solutions and relocation services. Our 28 years in the industry has allowed us to perfect our approach and take care of the people who matter most to us – our clients.

Our service list is extensive and includes:

- **IT Support.** We act as your own outsourced IT department and can adapt completely to the requirements of your own business.
- **IT Consultancy.** We can provide advice and support about any of your IT requirements and review your existing business processes and needs, so as to show how the use of IT can save you money in all areas of your operations.
- **Virtual IT Manager.** We not only support your business, but also offer advice regarding your IT, work with third parties on your behalf and manage your IT requirements in their entirety.
- **Communications & Centralisation.** As a Microsoft Gold Partner, we recommend, support and install Small Business Server and Terminal Services to ensure that you can get the most out of your IT – ensuring that efficiency is maximised whilst spending is minimised.
- **Relocation Services.** Moving offices can be stressful enough without worrying about your computers. That's why we provide IT relocation services to ensure that we set up your server and PCs at your new location and ensure everything is running smoothly.
- **Cabling.** Without the relevant experience, IT cabling is a nightmare. Our engineers can ensure that your computers run smoothly by using our cabling services.
- **Systems Sourcing & Licensing.** Because you have more important things to be worrying about, we can provide advice and purchase systems on your behalf to enable you to get the most of out of your IT and minimise costs – whilst bearing in mind your requirements.

### Key Benefits . .

Experienced Engineers

Microsoft Gold Partner

Scalable Solutions

28 Years In Business

Friendly And Approachable  
Staff

Complete Service

For more information on any  
of our services visit:

[www.tiedata.com](http://www.tiedata.com)

To Find Out More

Contact us  
**01773 513513**

## Person-Centred & Client Led

Here at Tiedata, we spend time recruiting only experienced engineers. We purposely do not operate with a helpdesk structure, but instead have engineers pick up calls and handle the situation throughout the duration. In addition, clients are not passed between engineers due to our knowledge-sharing approach whereby all engineers share their experience in all specialities of IT. This means that you are able to receive the same level of service even if one of our engineers is unavailable.

As a person-centred business, we realise that we interact with people every minute of every day and that we need to talk their language and understand their individual business needs. We've responded to that by only employing engineers with both the right technical and personal skills.

## Knowledge & Wisdom

Because we have been trading for over 28 years, our clients can rest assured that they have the level of both experience *and* stability that is so necessary when looking for an IT partner. In addition, we strive to get the highest accreditations and levels of expertise on our core competencies, ensuring that our clients get first class service and support at all times.

## Proactive, Not Reactive

We believe in having a proactive approach, which you'll find is of paramount importance for ensuring your IT incurs minimum downtime. Our members of staff take time to understand the problems with your IT and not only what we can do to fix them, but also what we can do to prevent issues before they affect your business.

The core values of our business are that we offer only the best solutions at the best value for money, deal with clients on an honest basis and have the utmost integrity with our business partners and customers – an approach which has been proven through trusting relationships with long-standing clients.

## Open-Book Approach

To ensure that our clients' businesses operate in a robust manner, we review their existing operations and businesses aims and then use the latest technology available to large corporate clients whilst bearing in mind the budget of small -to-medium businesses.

Tiedata has a complete open-book approach, in which we are able to tailor solutions to meet your own individual business requirements.

Valuing honesty and integrity, we believe in providing only the best possible products and services at the highest value for money.