academia
the technology group

Academia Services

A guide to our **exceptional services**

About Academia

Since 2003, we've been a leading provider of IT solutions and services for Education, Public Sector and Businesses. Today, we're proud of our 220 team members and our community of long-standing customers who rely and trust us with their investment in technology.

We're on a mission – to change the way customers procure their technology and services. But, we take it up a level by putting the customer first – prioritising value for money, service excellence and sustainability. We believe in the power of **making a difference.**

Key Facts

✓	✓	✓
Established in 2003	**5 UK offices**	**50+ engineers**
✓	✓	✓
Thousands of customers	**220+ dedicated professionals**	**£129 million turnover**

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> **Our growth is fuelled by customers who need a trusted partner who ensures they have the best technology and best support in place for their day-to-day operations.**
>
> Mark McCormack | Managing Director | Academia

Your IT. Our Expertise.

Our comprehensive range of services is designed to streamline your IT operations, making them more efficient, cost-effective and hassle-free. You'll not only save time, resources and effort but also cut down on costs for hardware, training and ongoing support.

	Engineering excellence	We ensure we work to timescales, to budget and with a smile

	The extra mile	We're proud of the fact that we go the extra mile to help our customers

	Outstanding service delivery	We're stacked full of exceptionally great technical talent

The next generation of services

Let's discover how we can resolve your challenges.

Our suite of services is tailored to meet your unique needs—whether it's filling a skills gap, supporting long-term goals, or extending the capabilities of your existing team. We cover all platforms and devices, whatever your challenge, our team of experts will work closely with you to solve it, allowing you and your team to stay focused on your strategic initiatives. **It's really that simple.**


Professional Services
- Consultancy & Engineering
- Health Checks & Audits
- Project Management
- Training

Managed Services
- Backup Services
- Comms Services
- Cyber Security
- Device Management

Support Services
- Warranties & Repairs
- Help Desk
- Rentals & Leasing
- Remote Assistance Asset Management

Lifecycle Services
- Procure
- Deploy
- Refresh
- Recycle

Professional Services

Consultancy & Engineering – We provide the guidance to build, deliver and maintain your environment. **Health Checks & Audits –** Perfect for organisations that need to either temperature check or receive a comprehensive audit of your estate. **Project Management –** Working with you to oversee all aspects of your project, from planning to successful delivery. **Training –** We can help skill and grow your team with our range of training solutions.

Managed Services

Backup Services – Our backup service gives you the peace of mind that your devices and servers do not experience any data loss. **Telecoms Services –** Improve your communications while reducing your budget with our range of bespoke cloud telephony, mobile voice and data solutions. **Cyber Security –** We help combat threats with managed services that prevent, monitor and respond to security risks. **Device Management –** End-to-end device management service for Apple and Microsoft devices (or both). Working with leading MDM providers, our managed services offer a range of solutions to meet your requirements.
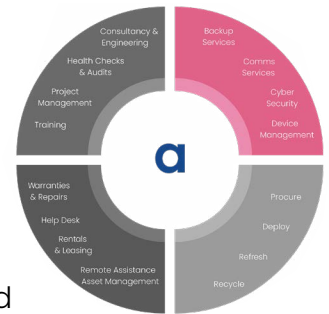
Support Services

Warranties & Repairs – As an ASP (Authorised Service Provider), we offer extended warranties and repairs. **Support & Help Desk –** Our support offerings give you the peace of mind that your technology, IT teams and users are as productive as possible. **Rentals & Leasing –** Finance and leasing options are available if you want to spread your payments or if you're moving to an OpEx model. **Remote Assistance/Asset Management –** If you're looking for a remote support operation or an external resource to manage your hardware or software assets (or both), we can assist with this too.

Lifecycle Services

Procure – Customised portals that make procurement easy and stress-free. **Deploy –** Deliver work-ready devices that are configured to your requirements anywhere. We can roll out from 1 to 10,000+ devices to thousands of locations. **Refresh –** For device refresh, we offer trade-ins, config and fair market value for your old kit. **Recycle –** Our in-house Lifecycle Services Division wipes data and recycles equipment in a secure, safe, and responsible manner, providing you with certifications and reports to prove it.

Our engaged approach to working with you

1. Discover

We'll sit you down to find out more about your pains, challenges and goals.

Our Discovery session really gets down to the nuts and bolts of your current landscape and we hope to understand your ambitions for the future and how you want to work with us.

Our sessions are carried out by members of our Technical Solutions Team.

2. Assess

This is where we add our real value.

After digesting all the information obtained from the Discovery session, we'll think about the best services we can offer to achieve your goals and meet your budgets.

3. Propose

Once the team is happy with the outcomes of the assessment, we will put our pen to paper and provide you with an in-depth proposal that provides costings, SLA's and contract T&C's.

We will talk through the proposal with you and your stakeholders to ensure you are clear that the right service has been designed for you. If you need more information, we can provide this.

4. Launch

The final phase is all about bringing the proposal to life and bringing in our wider team.

We'll ensure the contracts are signed, a launch plan agreed and a delivery/ support team in place so that everyone's collaborating and communicating throughout the project.

Take a look at our great customers

The FA

teamitg

Grazebrook School

Oasis Community Learning

LONDON STUDIO CENTRE

LUMESCA GROUP

Google

NHS Kent Community Health NHS Foundation Trust

Amplience

tme

Jet2.com

Heronsgate PRIMARY SCHOOL

Coleg Gŵyr Abertawe Gower College Swansea

SOUTHAMPTON FC

BNP PARIBAS LEASING SOLUTIONS

christians against poverty CAP

Close Brothers Modern Merchant Banking

metfilm

SPIRIT STUDIOS.

LSTM LIVERPOOL SCHOOL OF TROPICAL MEDICINE

DERBYSHIRE County Council

UNIVERSITY OF CAMBRIDGE

BSW GROUP member of binderholz

HARPUR TRUST

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