

Best IT Support Firm 2023 - London

Based in London, Silver Cloud Technologies is a Managed Service Provider (MSP) with a wealth of seasoned knowledge and expertise, working to provide clients with the best possible IT solutions and support. The company aims to take a weight off its clients' shoulders, enabling them to focus on their important day-to-day tasks without worrying about troublesome technical issues.

Over the years, it has become apparent that too many businesses still have a very basic IT setup that has never quite worked as expected. In a world where almost everything is online, it is essential for them to change with the times and protect their business with effective digital security, especially from a GDPR point of view. For this reason, they should invest in a secure and managed IT environment.

Striving to help its clients accomplish this, Silver Cloud Technologies delivers a range of solutions. These include secured and shared Wi-Fi systems, CCTV security, structured cabling, software licensing and management, document and file centralisation, backup solution implementation, professional and secure email systems, telephone system upgrades, internet connectivity improvement, and a ServiceDesk for any ongoing questions and queries.

Silver Cloud Technologies understands that every client will have different requirements for these solutions, so it works closely with them to ensure that their system is fully planned and correctly budgeted to suit their needs.

Moreover, since its establishment 13 years ago, Silver Cloud Technologies has been providing clients with technical support through its ServiceDesk solution. In this, the company's dedicated London-based team are always on hand to help, delivering an unmatched standard of customer service. They are equipped to help companies of all sizes, whether they are based in a central office or work remotely from home, providing them with excellent solutions and friendly advice.

Silver Cloud Technologies understands that, in the modern day, an IT system plays a crucial role in a company's ability to communicate and operate. With a highly experienced and knowledgeable team on hand to help them with their every need, clients can rest assured that their system will be up and running again in no time if anything goes wrong.

Silver Cloud Technologies supports clients from a wide range of industries, including finance, legal, real estate, arts, entertainment, retail, hospitality, education, recruitment, investment, and more. Alongside its corporate clients, the company also works with charities. Nonprofit organisations are entitled to heavily discounted pricing and, in some cases, free licensing on Microsoft cloud products. These



are some of the best solutions on the market in terms of reliability and security. Silver Cloud Technologies hopes to encourage more charities to make the most of this opportunity, which many are missing out on.

In an ever-evolving industry, Silver Cloud Technologies strives to remain at the cutting edge by regularly attending seminars, workshops, courses, and exhibitions to keep up to date with emerging technologies. Furthermore, in a world that is always facing new challenges in terms of IT security, the company must stay vigilant and proactively aim to meet the market's security requirements. Overall, Silver Cloud Technologies aims to ensure that its clients are provided with the latest innovations in IT, from hardware to software, enabling them to work more efficiently and protect their information more effectively.

Internally, the Silver Cloud Technologies team operate with a culture of support, bringing out the best in each other by collaborating closely. Based in an open plan office, they are often faced with complex and critical tasks throughout the day. In this, they constantly provide each other with help and support by communicating and exchanging ideas.

Whilst the work can be challenging, Silver Cloud Technologies is committed to maintaining a

relaxed atmosphere in the office. Kris Perbe, Managing Director, comments, "A happy team makes a happy company! Without their extensive technical knowledge and their high level of customer service and care, we realise we couldn't do it without them. Investing time in our team has helped our success."

For its unrivalled technical support services, Silver Cloud Technologies has been awarded the title of Best IT Support Firm, London, in the Technology Innovator Awards 2023. When asked about the future of the company, Adrian Brittlebank, Founder of Silver Cloud Technologies, shares, "We are always growing and investing in our team, products, services, and customer support and care. We want to continue pushing forward so that we can continue growing. Being in business for 13 years is a testament to our hard work, knowledge, and customer care."



Contact: Kris Perbe / Adrian Brittlebank
Company: Silver Cloud Technologies
Web Address: silvercloud-tech.com
Email: info@silvercloud-tech.com