



PRIME POTENTIAL
PEOPLE. IT. BUSINESS.

**Your Trusted Technology
Partner. Providing all the
support you need in one place.**



01946 389957



prime-potential.co.uk

Welcome to Prime Potential

Our Mission as a firm is to enhance your business by using the best in class technology and software. This means that your free of the stress in running your IT.

Our business is an authorised partner of a range of different suppliers and vendors like ESET and Microsoft. This enables us to provide you with the top notch service and support that your business requires.

Having a complete IT department is not a viable solution for many businesses, yet it is crucial to find a cost-effective way to manage and maintain your IT infrastructure, because if things go wrong, it could infact have a huge operational impact on your business. We ensure that your IT is fully operational by our 24/7 monitoring.

Working with Prime Potential and you being onboard as our client is a partnership. We will work very closely with you and all of your team to ensure you business is meetings its goals and targets whilst finding the most cost efficient way to manage your IT infrastructure.

We take the time to get to know you, your business and how you operate, something which not all IT companies will offer to their clients.

Our Corporate Values & Vision



Prime Potential will provide our clients with the upmost **Professionalism** in everything that we do for you.



Our team are **Reliable** and will always attend and carry out work as arranged and within time.



Prime Potential are expert IT Engineers and we all have the **Intuitive** mindset in every job and task that's carried out.



We are dedicated to your business and to **Make a Difference** to your business, we ensure your peace of mind.



Prime Potential is an **Eco-Friendly** company that puts the environment first, meaning we source ethically and recycle.

'THE **PRIME** POTENTIAL WAY'

'Let Prime Potential transform your business' IT infrastructure and use it to drive the business success'

Let us be your IT Department

As your IT Department, Prime Potential will provide a full comprehensive IT service from our business to yours. This will reduce the stress and work that it can cause your organisation, instead let us worry about that. We will support you with everything. This will give you the time to focus on what matters, meeting your business goals and targets.

Our clients are put at the front line of the work that we carry out for them, getting to know you and your business is an important factor to us. We make it a crucial task before any work is carried out. We ensure that we meet all your business values. We review where you are at present, then setting a plan and also keeping the main focus which is where you want to be in the future.

Our IT Support Packages Include:

- IT Strategy, Roadmap and Planning for the future.
- Dedicated Support Inbox
- Phone Support
- Microsoft Support
- Connectivity Issues
- Onsite Support as required
- Proactive Maintenance of Workstations, Laptops and Hardware
- Out of Hours Support



In addition, we will carry out work for you as your trusted partner for Deployment, Projects, Consulting, and Training. Delivering bespoke packages to suite your needs in the following.

- IT Equipment Deployment and Configuration
- Business Telephony Systems
- Business Leased Line and Fibre Connectivity via our Trusted Partner
- Maximising the use of your Microsoft Applications
- Software Sourcing and Deployment
- Network Installations and Wi-Fi
- Infrastructure Changes and Adjustments
- Delivery of all IT Projects, Office Moves, Restructures and Upgrades
- Data Protection - Regulation, Guidance & Compliance
- EPOS System Supply & Deployment
- Equipment Deployment & Recycling
- Business Telephony Migration and VoIP Installation
- Microsoft Exchange Migration

Not only do we offer these services but we have built up solid relationships with other businesses to assist with certain types of projects. We ensure that these business carry the same values as we do in all of their work.

Do you have an Internal IT Department?

Great we can support you too!

We can work with your own IT Team to drive your business success, we can assist with a wide range of different products from additional support, quoting for IT equipment, software and provide where you require it.



Our Products & Services

Microsoft 365

Microsoft 365 is a market leading, cloud based productivity suite for a wide range of different customers from SMEs to larger scale organisations providing the fundamentals to the business' operations. The integrated solution brings together the productivity of Microsoft 365 Business Standard (formerly Office 365) with advanced security, protection and device management capabilities. The team at Prime Potential will support your business in identifying the best Microsoft 365 solution to support your goals, choosing the best value licensing, and configuring the optimal settings for your organisations needs and requirements.

Business Support

Here at Prime Potential we thrive on giving back to other like minded businesses and business owners. For all new startup business and SMEs, you can benefit from our business support package to fully equip your idea and make into a reality. Let us help and take care of your IT, Website, or even support and guidance with business registration or business plans.

And More!

Security & Protection

Prime Potential is committed to ensure that the security and protection of your organisations data, equipment and information is kept safe at all times. We have partnered with a market leading Security and Protection Vendor - ESET. Our Authorised Partner status' ensure that we can keep a watchful eye over the ESET applications at work on your organisations devices to ensure a full robust security regime.

Digital & Media

At Prime Potential we have the idea of 'one company fits all' approach with our service offering, we offer a wide range of Digital and Media Services to our clients from Website Design to Communications. Have a specific requirement? We can help with full plans put in place to best suit your needs.

Private Client Services

Not only do we have a large comprehensive services to offer business, we also offer services to Private Clients and Domestic Customers. From Basic ad-hoc IT Support, CCTV Installation, Mentoring, Support and Computer Repairs.

Managed IT Services

Letting Prime Potential take over your IT is a simple and pain free process. We manage the whole process from initial consultation to the 'go live' date agreed and set out with you and your organisation.

1

IT Health Check Audit

We will carry out an initial IT Health Check Audit to help us determine your bespoke IT Strategy Plan, this is an essential step to our process of onboarding to ensure that we provide the right service to you, and also meet your goals for the business.

2

IT Strategy Plan

We will produce an IT Strategy Plan bespoke to your requirements and needs for your organisation, we tailor this to ensure it is meeting targets set by you. We will take a deeper look into where you are now and where you want to be at the contract renewal.

3

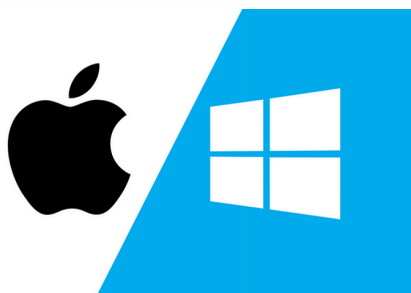
Onboarding Process

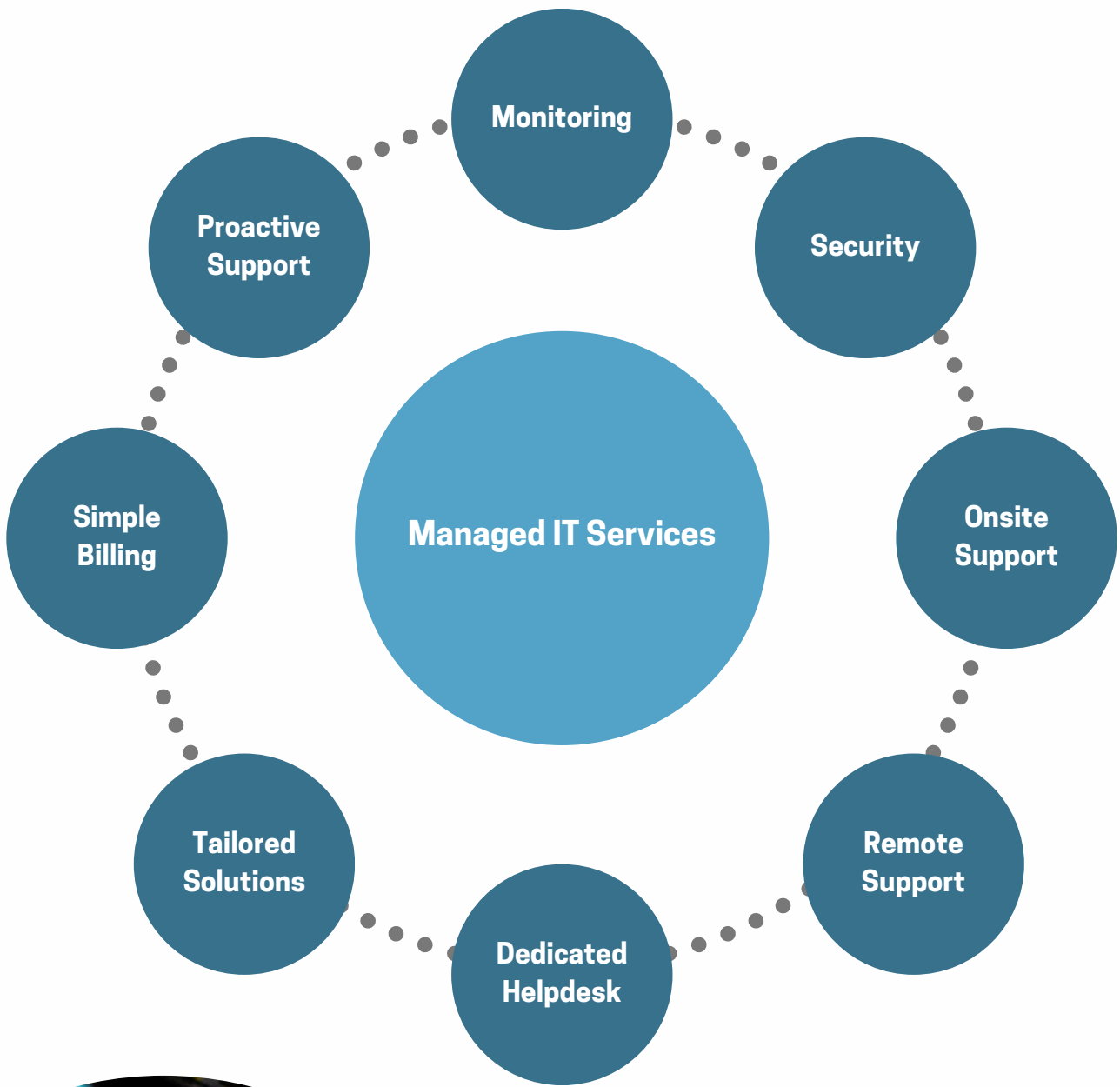
We will begin the onboarding process by sending over all contractual terms and agreements to the customer for approvals. Once complete we will begin forming an asset register for all your organisation IT infrastructure and peripherals. If you switching to us, we will complete all liaison with them to ensure smooth transition,

4

Say 'Hello to your IT Department'

Once the 'onboarding process' is completed, we will finalise all asset registers and open up your organisation profile within our systems. We will then give you all the information that is required to report incidents, log tickets and ask us any questions at any point. After that, we are on hand and at the other end of the phone.





Our Locations

Our Office

Our office is based in Whitehaven, however this does not limit our catchment areas as we will cover all clients around the United Kingdom.

Contact Us

Tel: 01946 389957

Em: info@prime-potential.co.uk



‘Our Managed IT Services will give you the peace of mind, all day, every day’

‘We Guarantee that you will not receive an invoice that you weren't expecting - no hidden costs’





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PRIME Services

- Managed IT Support
 - Remote Support
 - Onsite Support
- Business CCTV Systems
- Health Safety Consulting
 - DSE Assessments
 - Risk Assessment Publication
 - Health & Safety Consultation
- IT Projects & Consulting
 - Business Telephony
 - EPOS Installation
 - Equipment Deployment
 - Equipment Recycling

Private Client Services

- IT & PC Issues
- PC Set Up
- Email Support and Computer Repairs
- Internet & Connectivity
- Mentoring & General support
- CCTV Supply & Install
- Vehicle Valeting

Business Support

- Business Plan Assistance
- Business plan assistance
- Business Plan Review
- Business Set up advice and guidance
- Administrative Duties
- Contracted PA Duties

Digital & Media

- Web Design and Management
- Social Media Setup and Management
- Graphic Design
- Print & Signage
- Communications
- Marketing
- Public Relations

Training & Support

- Microsoft Application Training Support
- Project Management Support