

## IT Services and Solutions Partner

Modern IT environments must constantly adapt to the changing demands in compliance, security, mobility and speed of access. This changing landscape means it is becoming increasingly challenging for organisations to have IT departments that are qualified, systems which are robust and relevant. Dataquest's IT support develops best of breed products and processes to ensure we meet our client's requirements and exceed their expectations.



IT SERVICE  
AND SUPPORT  
SOLUTIONS

IT Help Desk  
Cloud  
Cyber Security  
Managed Services  
Project Management & Engineering

- Business Continuity Planning & Testing
- Hardware & Software Procurement
- Consultation
- Nationwide IT Support
- Service & Maintenance

## History

Since our inception in 2003, Dataquest UK has set out to be a truly 'service-centric' organisation, meeting the business needs of all enterprises. We have enjoyed 14 years of consistent growth, our vision remains true, relevant and undiluted.

## About Us

We are a privately owned, independent company which has a genuine service, technical and sales operation running from its head office in central London. Our strengths lie in our ability to tailor the services we provide to meet the requirements of organisations regardless of size, spend or industry.

## Mission Statement

"To deliver industry leading-service, technology and value to our clients in a way that meets the goals of their organisation, reflects the needs of their users and rewards Dataquest with long-term customer loyalty".



## Transform Your IT Infrastructure

Dataquest's IT division has a broad range of expertise, resources and partner with market-leading brands to complement your IT Infrastructure. Our customers commonly leverage our services to either strengthen their own IT resource or fully manage their infrastructure; we make IT departments more adaptable in the current climate making sure they run effectively. Dataquest is also proactive in keeping up with your organisation's changing needs so that we can provide a high quality tailored service at all times.

## Pure Cloud or Hybrid

Future proofing your IT systems is integral for your organisation to remain competitive. Our pure cloud systems is a suite of services whereby all of your critical applications and data are hosted online. The benefits of using Cloud services range from; accessing data anywhere with the internet, improved cyber security, no need for hardware and easy to scale up or down depending on your organisation's current climate.

Our Hybrid service allows your organisation to retain its current server systems and introduce cloud-based systems, enabling you to capitalise on the best of both worlds.

## Security and Resilience

Cyber breaches are continually evolving, and it's becoming more challenging for organisations to stay protected. Firewalls alone are no longer sufficient to keep your systems safe. Dataquest is proficient in preventative maintenance, and our proactive updates keep our client's servers secure. However, no plan is complete without breach incident management and recovery measures giving you the knowledge of how to prepare for a cyber attack. We assess vulnerabilities in your IT infrastructure and select the right steps to keep your systems online and protected.

## IT Project Management & Engineering Resources

The success of any project is, of course, dependent on the ability of the individuals involved, but more importantly having proven and meticulously detailed processes for them to follow. To this end, our engineering and project management teams include fully qualified staff (ITIL and PRINCE 2 qualified) to ensure all activities follow industry best practices. Dataquest takes great pride in giving each project the care and attention it requires to ensure its successful delivery on time and budget.

## IT Support Services

Dataquest is proud of the flexible IT service we provide to our clients. The services are suited to organisations of any size and are unique to each client's needs. Whether you're looking to; bolster cyber security, future proof your systems, integrate to cloud services, add 24hr IT support or an external IT team, Dataquest can provide this and more to meet your business objectives.

## Contact

We look forward to communicating and working with you. See below for our contact details.

**Address:** 87a Worship Street  
London EC2A 2BE

**Web:** [www.dataquestuk.com](http://www.dataquestuk.com)

**Tel:** 020 7392 8886

## Account Management & Customer Care

The clients that leverage multiple solutions from Dataquest benefit by having a consistent service level across their business. Our account management team are the single point of contact for these clients; this helps our partnership as we gain greater insight into your business goals.

Collecting customer feedback is essential for delivering continuous improvements to our clients. Our Customer Care team arrange twice-yearly meetings to make sure that the service we are providing is at its best for all of our clients, they are experts in maintaining quality assurance, disaster control and our partnership. As of May 2017, our clients have scored Dataquest 9.3/10 in client satisfaction.

## Brands We Supply

To meet your aspirations we have been selective with our product portfolio, we bring together the leading brands and industry innovators to give your organisation a bespoke solution.

