



London - Hong Kong - New York



About Us

Step by step
and the thing is done

General Enquiries:

08000 248 900

service@twcitsolutions.com

twc-it-solutions.com

Charles Atlas



TWC IT Solutions provides IT and Communication solutions across a range of global businesses, offering leading services, products, advice, collaboration and support that ensures our partners receive industry-leading technology solutions, tailored to their unique business needs.

When investing in new technology innovations, TWC knows that it can be difficult for businesses to find the right partner; one that significantly improves efficiency, operations and metrics whilst always offering first-class customer service, security and support. Our ongoing assessment of industry products and collaboration with world-leading technology partners means we can always deliver the highest level business capabilities and innovations.

Intrinsic to our core values is that we act as a trusted partner rather than a supplier, working collaboratively with businesses to fully understand their specific needs and empower them to make confident decisions, secure in the knowledge that they have the unrivalled support of TWC IT Solutions.



Service Level Agreement



TARGET RESPONSE TIMES

P1 - CRITICAL - 30 MINUTES

Interruption making a critical functionality inaccessible or a complete network interruption causing severe impact on service availability. There is no possible alternative or workaround.

P2 - IMPORTANT - ONE HOUR

Critical functionality or network access or service degradation, having a severe impact on service availability. No acceptable alternative is possible.

P3 - STANDARD - FOUR HOURS

Non-critical function or procedure, unusable or hard to use, having an operational impact, but with no direct impact on service availability. A workaround is available.

P4 - LOW - EIGHT HOURS

Application or personal procedure unusable where a workaround is available or repair is possible.

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SERVICE DESK

We require a certain amount of information in order to correctly troubleshoot a problem. It is essential that as much detail as possible is included when you contact us and are prepared to answer some basic questions to quickly validate the type of issue we are dealing with. Upon reporting your new incident, you will be issued with a unique incident reference (ticket) number, which should be noted for future correspondence and progress.

THIRD-PARTY LIMITATIONS

From time-to-time, we may need to escalate issues to a third-party provider. When this happens, time frames are dictated by these parties and, as such, cannot be held accountable for falling outside of our SLAs. As always, we will manage all third-party providers and continue to update you on any incident until the ticket is resolved and closed.



CTO Advisory

Companies often approach us because their IT seems aimless. It's unclear how it relates to their business strategy and how it helps meet their business objectives. The big opportunities to really use IT to make a difference never get turned into a clear vision and plan. IT may be stuck in the last decade and opportunities to innovate using things like AI, mobile apps, data analytics don't get onto the agenda.

An IT strategy as part of your business strategy

Companies that have a clear business strategy need an IT strategy to match. Each function of an ambitious business needs clear direction and someone to own this. Whether it's expanding your digital presence to improve your customer's experience, boost sales or improve loyalty; or taking radical action to streamline your processes using new systems... companies need an experienced, competent and confident IT advisor to understand the business strategy and turn this into an IT vision and strategy.

Get IT innovation off the ground

Many companies we meet have a radical idea for technology-enabling their business, but need a sensible and experienced IT advisory business to make this happen (or to say honestly if it's a bad idea!). We have worked with a number of organisations to transform their businesses through innovative use of IT that has significantly improved their infrastructure, boosted their revenues or reduced their costs.

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An IT strategy that encompasses every area of IT

An IT strategy needs to encompass digital, line of business applications, and IT infrastructure. Typically for mid-market businesses, TWC can get to grips with the issues and create a simple strategy within a few days. We focus on creating a roadmap as a basis for planning and action, rather than just having a document that sits on a shelf gathering dust.

IT strategy, delivered

Our job is to work with you to maintain the strategy, evolve it, and most importantly deliver on it! We're not just consultants that deliver great-looking PDFs or PowerPoint slides and then move onto the next client – we aim to have a long-term relationship with all our clients and expect to be accountable for delivery of the strategy and for making a real difference to our clients' business!



Connectivity



I'm so fast that last night I turned off the light switch in my hotel room and was in bed before the room was dark.

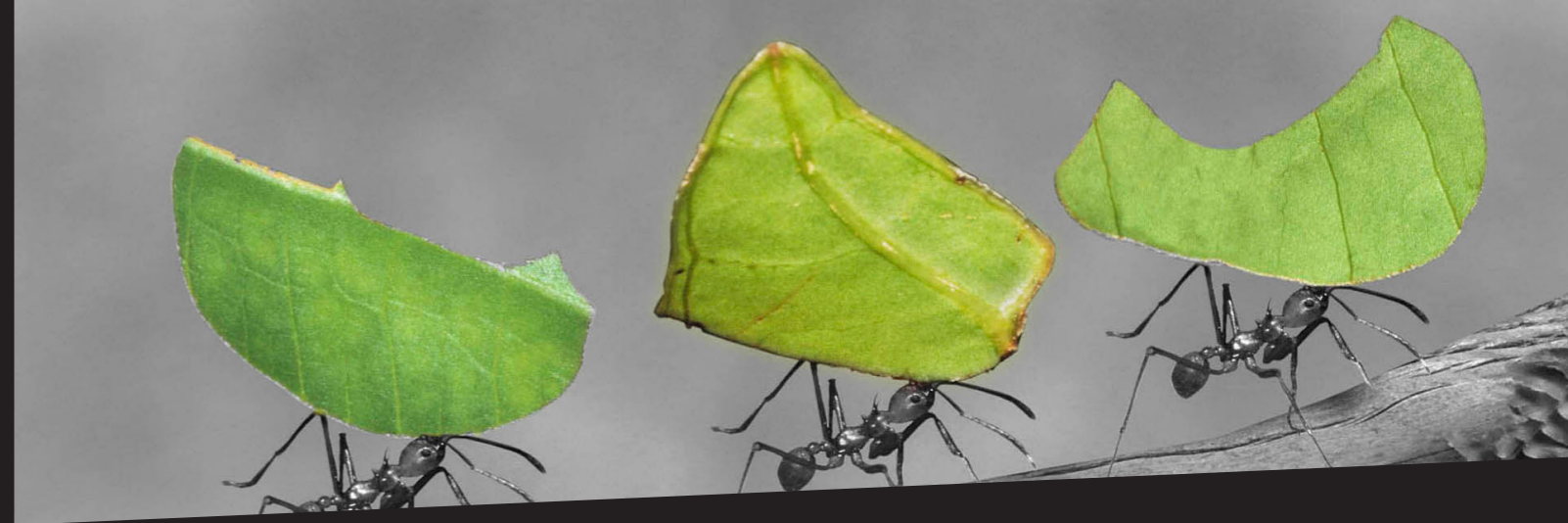
Muhammad Ali

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From Broadband to dedicated Fibre Ethernet (Leased Lines) and WAN, not all connectivity is the same. We aggregate all major UK carriers, connecting you with the best service locally to your needs, all wrapped in top-class support. Our network is designed for business. We understand how to connect you to super-fast internet, providing you with both quality and speed – managing you end-to-end.

With simple business broadband to dedicated internet access solutions and managed MPLS services – a tailored, business-grade, ‘always on’ connection – TWC IT Solutions offers performance and price levels to suit your business and the scale and capacity to grow as you do.



BUSINESS GRADE INTERNET



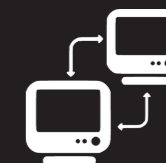
WIDE AREA NETWORK (WAN)



SD CLOUD (SD WAN)



WIRELESS & 4G CONNECTIVITY



MANAGED LAN & WIFI



CLOUD DIRECT CONNECT



Contact Centre



Have a heart
that never hardens,
and a temper
that never tries,
and a touch
that never hurts.

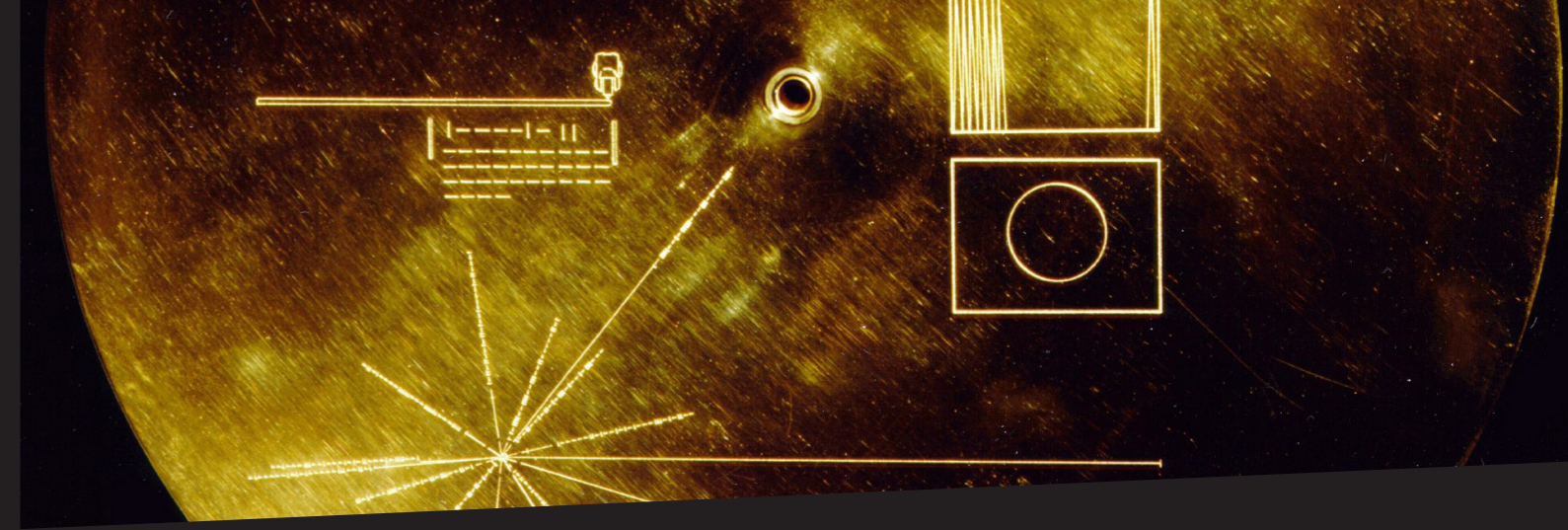
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Charles Dickens



Cost Centres' have become strategic corporate assets, concentrating on agent productivity and maximising sales and service business outcomes – and other key metrics that determine if you are delivering real value.

TWC IT Solutions can transform your contact centre into a strategic business asset with the either Five 9 , Content Guru or Puzzel – all omni-channel, cloud contact centre solutions that use predictive analytics to lower operating costs and improve business performance.

Whatever key performance indicators you use to measure the success of your contact centre, our Omni-channel Call Centre solutions will help you monitor, manage and maximise them - offering greater efficiency, productivity, improved customer service and enhanced reporting metrics.



REPORTING & MONITORING



COMPLIANT PAYMENTS



ENHANCED QUEUING



BLENDED MULTI-CHANNEL



CALL CAMPAIGNS

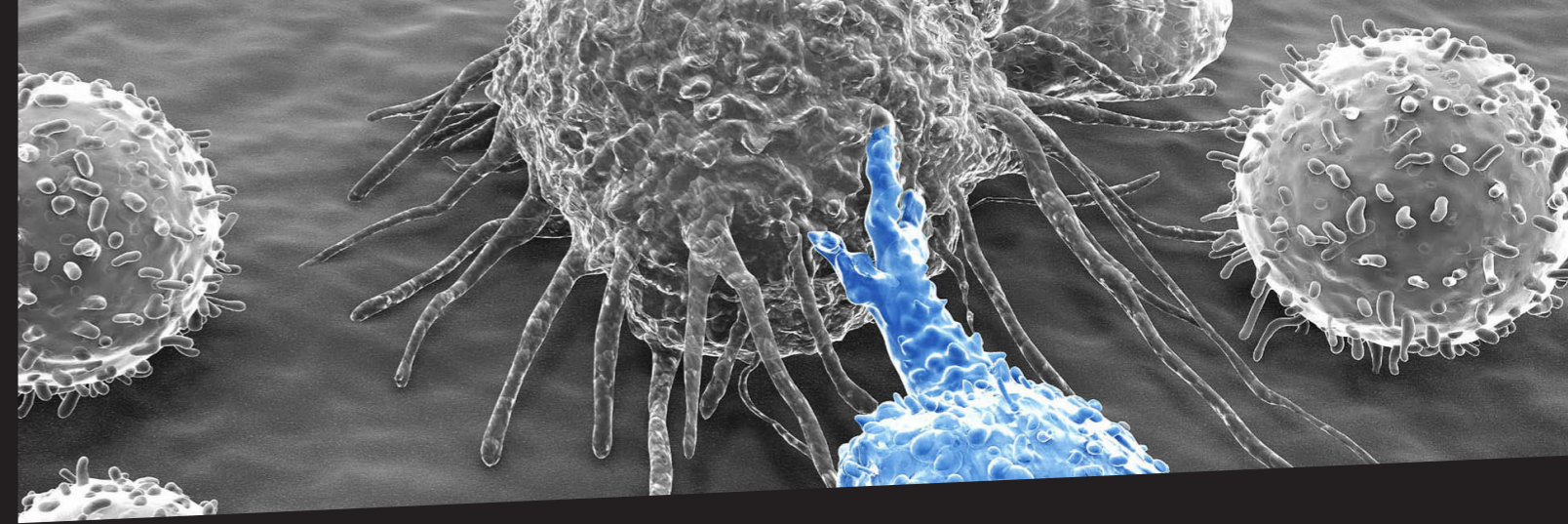


VIRTUAL CONTACT CENTRE

Cyber Security



My message to companies that think they haven't been attacked is: You're not looking hard enough.



TWC IT Solutions delivers the very highest security standards in a world of increasing cyber-hacks and data breaches. We implement both real time and forensic analysis through our integrated solutions to directly address all your security, compliance and data retention.

With our ongoing expertise securing your IT & communications environment, whilst instantly responding to potential cyber-threats, TWC IT Solutions creates a safe haven for your business by identifying and fixing issues before they become a problem.



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James Snook



ANTIVIRUS & ENDPOINT SECURITY



DDOS MITIGATION & S.O.C



MANAGED FIREWALL



TESTING, AUDIT & CONSULTANCY



MOBILE DEVICE MANAGEMENT (MDM)



GDPR

Disaster Recovery



I will prepare
and someday
my chance will come.



Ransomware, human error, failing hardware, along with other potential disasters, account for the majority of IT outage. Businesses without a thorough disaster recovery strategy in place, run the risk of losing more than just valuable data. TWC IT Solutions offers a range of disaster recovery services that are designed around three key elements: IT availability objectives, systems architecture demands and your budget.

Our services blend the latest replication and backup technologies with tiered management options, allowing design and build of your recovery solutions. TWC has the expertise to deliver tailor-made disaster recovery solutions that will guarantee peace of mind for your business.

TWC IT Solutions' expertise provides immediate full recovery of systems, zero data loss, advanced daily testing to application level, guaranteed RTO's, protection for physical and virtual servers in a single DR solution, orchestrated recovery of complex application environments and seamless failover and restore.

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Abraham Lincoln



VIRTUAL DATA CENTRE



BACK UP & STORAGE



COLOCATION



WORKPLACE RECOVERY



DRAAS



BUSINESS CONTINUITY MANAGEMENT

IT Support Services



Life's most urgent question is: What are you doing for others.

Now more than ever, businesses depend on their IT systems in order to operate, analyse and progress. When it comes to IT support, you need fast, reliable assistance to keep your systems available and performing to their optimum level.

TWC IT Solutions specialises in providing comprehensive support at all levels from help desk to engineer. We understand that time is money and that delivering IT availability, strategy, design and implementation of core products with exceptional service is crucial to your business.

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Martin Luther King



SUPPORT DESK



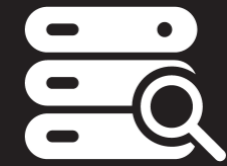
IAAS & SAAS (CRM)



CLOUD DESIGN



OFFICE MOVE



NETWORK MONITORING



IT ENGINEERING



Unified Communications



One love, one heart...
Let's get together
and feel alright.

Achieving your business goals is critical to business success and communication is a key element of this. With remote and mobile working becoming increasingly popular for employees across all industries, being able to access key information at the touch of a button, when they need it, is vital.

Most workforces often deal with a vast range of technology, devices and applications resulting in fragmented communications, poor productivity and below-standard customer service.

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Bob Marley



SIP TRUNKING



CLOUD & ON-PREMISE



MOBILE TELEPHONY



COLLABORATION



FCA COMPLIANCE



LINES & CALLS

Web & CRM Development



You can design
and create and build
the most wonderful
place in the world.
But it takes people
to make a dream
a reality.

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Walt Disney



Here at TWC IT Solutions, we believe that web design should pay for itself. It ensures we don't just design websites that look great, but they also deliver quantifiable benefits for your business. It is easy for your website to become out-of-date, web design trends change, content and requirements grow organically which can result in a website design that is untidy, difficult to use and out of sync with your brand - all of which will affect your site's ability to attract visitors, generate leads and ultimately deliver ROI.

Our web & CRM design process is focused on working towards your commercial objectives, to ensure you achieve the highest levels of return on investment. Whether it's a web design refresh or creating, designing and developing a whole new website or CRM database, our team of industry-recognised designers have all the necessary expertise and passion required to achieve your goals.

TWC makes the web design process easy. We see ourselves as your web design partner, not just some outside digital company. We work closely with our clients and take a very collaborative approach to ensure your business identity shines through - we believe this is an essential part of designing a successful website. From initial briefing to visual concepts through to development and ongoing support, TWC will be there to support you.



Select Clients



Technology Partners



Paolo Sartori
Managing Director

Richard Baker
Director of Operations

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Registered address:
1339 High Road
Whetstone
London
N20 9HR

Company reg. no. 07692994

VAT no. GB 117 449 509