

The logo consists of the letters 'KS' in a bold, purple, sans-serif font.

KwikSupport

Consider IT Done

COMPANY PROFILE

2023

A high-angle, night-time photograph of a city skyline, likely Chicago, featuring numerous illuminated skyscrapers and a dense grid of lights. The image is partially obscured by purple geometric shapes in the top-left and bottom-left corners.

YOUR
IT SUPPORT
PARTNER

THE INTRODUCTION

This company profile presents an overview of Kwik Support, an IT solutions provider based in South Africa. It outlines their services in IT Support, Managed Services, Data Protection, and Managed IT Security.

The profile also introduces the team, their vision, mission, and values, and emphasises their commitment to customer satisfaction and high-quality service.

It serves as a comprehensive guide for potential clients, partners, and stakeholders to understand Kwik Support's offerings and their unique value in the IT industry.

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WELCOME MESSAGE

Welcome to Kwik Support, your trusted partner for comprehensive IT solutions. Based in South Africa, we specialise in providing top-tier IT Support, Managed Services, Data Protection as a Service, and Managed IT Security Services. Our services are designed to cater to the unique needs of businesses of all sizes, as well as home-office users.

Founded by Steve Seddon, a seasoned professional with over 30 years of industry experience, Kwik Support is driven by a commitment to innovation, customer satisfaction, and the delivery of high-quality services. Our team of dedicated IT professionals leverages their extensive knowledge and expertise to provide solutions that keep your IT infrastructure running smoothly and securely.

At Kwik Support, we understand the critical role that technology plays in today's business landscape. That's why we're dedicated to helping you navigate the ever-evolving IT environment, ensuring that your business stays ahead of the curve. Whether you need remote support, on-site assistance, managed services, or security solutions, we're here to provide the support you need to thrive.

MEET OUR TEAM



Steve Seddon

Steve Seddon, our Technical Director, brings over 30 years of industry experience to Kwik Support. His vast skill set and expertise, coupled with his dedication to staying abreast of the ever-changing technology landscape, greatly benefit our company, staff, and clients.



Didi Seddon

Didi Seddon, our Director, has a diverse array of skills in administration, finance, legal, and general business acumen. She ensures the smooth day-to-day running of the company, keeps staff motivated, and arranges training for them in all aspects of the company.



Behind-the-Scenes Experts

In addition to our directors, we have a team of behind-the-scenes experts who contribute to the success of Kwik Support. This includes our accountant, web developer, marketing, advertising & designer, and our highly skilled engineers. We also have a silent partner who provides invaluable support to our operations.

OUR VISION

VISION

Our vision is to build a positive and innovative IT business that delivers excellent, streamlined, and professional service to help our clients build and grow their businesses, reaching their IT infrastructure goals most cost-effectively.

We are committed to providing ongoing training to upskill, empower, and enrich our management and staff's knowledge. We strive to provide and encourage morality to staff and clients.



OUR MISSION

MISSION

Our mission is to be the most efficient and highly skilled IT company, offering exceptional IT support, services, products, and project guidance and assistance to our clients.

We aim to stay abreast of the constantly changing, evolving, and developing technology so we can bring current solutions, tools, and packages to manage your IT department, devices, and staff.

We are committed to leaving an excellent track record after every job, building a lasting, satisfied, and recurring customer base, and delivering 100% excellent, expedient, and proficient service.

OUR VALUES

VALUES

At Kwik Support, we value integrity, responsibility, and professionalism.

We are passionate about providing the best quality work and service, and we are driven by honesty, ethics, and pride in every job and project.

We guarantee excellent customer service and strive to build lasting relationships with our clients based on trust, integrity, and transparency

OUR SERVICES

IT Support Services

- Remote Support
- Onsite Support

Managed Services

- Device Monitoring
- Remote Support
- Automated Procedures and Patch Management
- NetPath external Network Performance Monitoring
- Ticket Logging and Helpdesk Support

Home Office IT Support

- Managed Services for Home Office
- Priority Support 8AM – 9PM Weekdays

Professional IT Management

- Projects
- Procurement
- Reporting
- Business Review Meeting
- Outsourced CTO

OUR SERVICES

continued

Cloud Management

- Microsoft 365
- Google Workspace

Kwik Backup – Data Protection as a Service

- Direct to Cloud
- From File and Folder to full Virtual Server Bare metal
- Automated Restore Testing

Managed IT Security

- Anti-Virus
- Disk Encryption
- Managed EDR
- Deep Visibility
- Managed Firewall – Business, School, Home Office
- Email Security, Archiving, Continuity
- Data Risk Assessment

Kwik Voice – VOIP Services

- Cloud Hosted PBX
- Call Centre Solutions
- Integration with Microsoft Teams

CLIENT CARE

At Kwik Support, our clients are our top priority. We are dedicated to delivering exceptional service and exceeding expectations at every turn.

- **Personalised Service:** As a family-owned business, we understand the importance of personal connections. We treat each client as a valued member of our extended family, providing personalised attention to their unique IT needs.
- **Quality Assurance:** We are committed to delivering superior quality in all our products and services. By staying abreast of the latest technologies and industry research, we ensure our clients receive the most effective and advanced IT solutions.
- **Transparent Communication:** We believe in maintaining open lines of communication with our clients. From project inception to completion, we ensure our clients are well-informed and actively involved in the process. We work closely with our clients to understand their specific requirements and strive to exceed their expectations in every project.
- **Integrity and Trust:** We uphold the highest standards of honesty and integrity in all our interactions. We take great care in safeguarding our clients' intellectual property, assets, and equipment, earning their trust through our consistent commitment to their security.
- **Flexibility:** We understand that our clients have unique schedules and needs. We strive to provide flexible services that minimise downtime and disruption, working around our clients' schedules to ensure seamless IT support.
- **Exceptional Customer Service:** We believe that excellent customer service is the cornerstone of a successful business. We strive to not only meet but exceed our clients' expectations, ensuring their satisfaction with every interaction.

At Kwik Support, we understand that our reputation hinges on the quality of our customer service. We are committed to delivering a client experience that is second to none, fostering long-term relationships built on trust, quality, and exceptional service.

GET IN TOUCH

CONTACT US



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