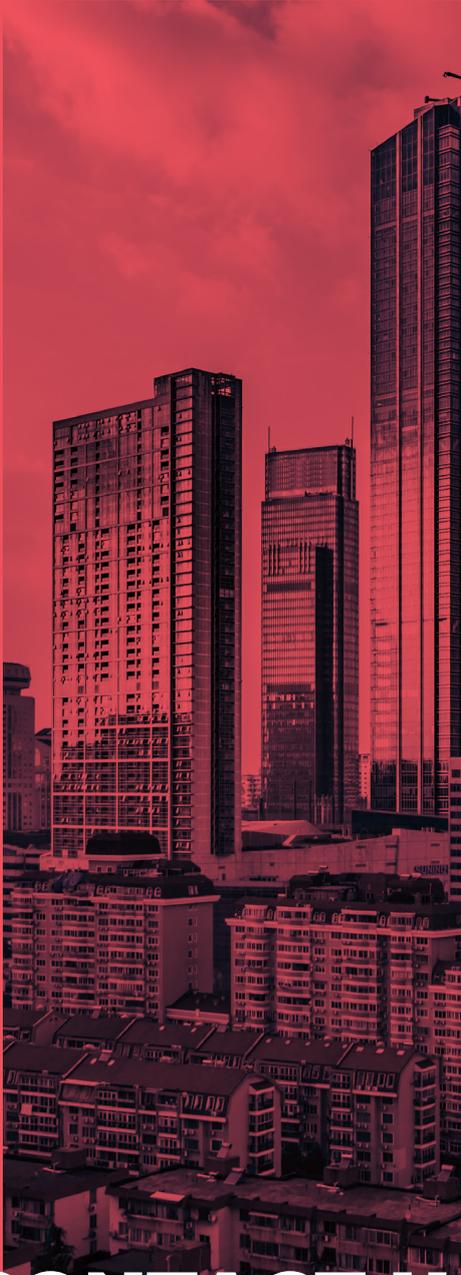# ADM COMPUTING

Customer
Onboarding
Guide

WELCOME!

We are delighted to have this opportunity to thank you for choosing to partner with ADM Computing, and welcome you to our service desk. ADM's IT support service is designed around the needs of our clients and their individual users.

Located in Kent, ADM Computing was established in 1984. We have the experience and expertise you expect, and the support and security you need.

Our engineers deliver prompt responses and focus on quick, efficient fault resolution. IT support is not about devices or technology; it's all about the people involved. It is people who experience the everyday problems that prevent efficient working. At ADM, we devote significant effort to training and nurturing skilled, motivated individuals with a talent for problem-solving. These skilled individuals are supported with industry-leading systems while working within a culture where the customer experience always comes first.

The contents of this guide are intended to kick-start our relationship and help you get the most from your partnership. If there is anything we can assist you with, please let us know. You'll soon find out that we are as dedicated to you as you are to your business.

CONTACT US

🕐 Monday - Friday, 08:30 - 17:30
Out-of-hours IT support available.*

📍 Chaucer Road, Canterbury, Kent CT1 1HH

✉ support@adm-computing.co.uk

💬 **Service Department**
01227 473530

👩 **Service Director**
Jolene Bullock
01227 473532

👩 **Customer Service Director**
Linda Sinclair
01227 473500

CORE PRODUCTS & SERVICES

Microsoft **SharePoint**	Microsoft **Azure**	Microsoft **Server Support**	SOPHOS **Antivirus**	ADM **Data Communications**
Microsoft **Hyper-V**	Microsoft **Telephony**	vmware **Virtualisation**	WatchGuard **Firewall**	Microsoft **Workstation Support**
Microsoft **Office 365**	CYBER ESSENTIALS **Security Assessments**	veeAM **Backup**	ADM **Networking**	CISCO **Wireless**
Microsoft **Enterprise Mobility & Security**	RUCKUS **Networking**	Microsoft **Exchange**	CISCO **DNS Protection**	Synology **Backup**
ADM **IT Consultancy**	Paxton **Access Control**	Exclaimer **Email Signature Management**	ADM **Managed Offsite Backup**	ADM **Data Audit & Migration**
DELL Technologies **Infrastructure Requirements**	Barracuda **Mail Protection**	knowbe4 **Security Awareness**	LastPass **Password Management**	ninjaOne **Patch Management & Remote Support**

🔼 Onboarding Procedure

ADM's onboarding procedure allows us to support you efficiently and effectively. There will be meetings via Microsoft Teams and on-site visits. All relevant information will be documented and made available to our engineers who will become familiar with the structure of your organisation.
An audit of your IT systems is required as well as an investigation of your existing cyber security.

Our proven methods of onboarding require collaboration as well as commitment by ADM and you. The initial co-operation during onboarding mean we are best placed to maintain your IT infrastructure from the start of the partnership.

🌐 Business Continuity Services

We offer an additional service to our support agreements win which we provide network security checks, backup test restores, and simulated power outages. If you are interested in this, please contact us for more information.

HOW TO LOG A TICKET?

Call or email using the details below for the Service Team. Once the ticket has been logged, you will be issued a ticket number and priority for ease of tracking ticket status.

Phone number: 01227 473530
Email: support@adm-computing.co.uk
Non-urgent support requests: help@adm-computing.co.uk

OUR SERVICE DESK

ADM responds to all support requests efficiently and we set response targets based on the call categories below:

URGENT	15-minute response	• Complete work stoppage • Potential to cause a work stoppage of a vital business function or service • All line of business applications • Server down, internet down
HIGH	1-hour response	• The incident has not resulted in work stoppage but has significantly impaired the user's ability to perform their normal business operation • A workaround is not available • Multiple users unable to work • Single user that cannot continue elsewhere (e.g. home user, no access)
MEDIUM	2-hour response	• The incident has not resulted in work stoppage but has significantly impaired the user's ability to perform their normal business operation • A workaround is available • Single user issue, that can continue working elsewhere
LOW	4-hour response	• The incident has not impeded or disrupted the service and is more an inconvenience • All calls not on the above priority list

SERVICES

Onsite Support and Consultancy

If your support request cannot be resolved remotely by our Service Desk, then a priority call-out will be arranged for an engineer to resolve on-site. This service will be subject to available hours within your support agreement. Did you know we also provide consultancy services, available one-to-one or for teams? Contact us to learn more!

Emergency Out-of-hours Support

You will have access to a support line which is provided for emergency use only. Charges outside your contract apply for this service: £150 per incident (plus VAT) which includes half an hour of labour and double the normal hourly rate thereafter. This service is provided on a reasonable endeavours basis and our standard response targets do not apply. This is the same as our normal support telephone number, an automated service will take over, and a message will be left for an engineer to call you back. A 24/7 Support Desk is available upon request.*

*Please get in touch with us for more information

Scheduled Site Visits / Regular Site Visits (Virtual SSVs also available)

To provide an enhanced level of support for your network, we schedule regular site visits from selected engineers. These are used to perform a series of more in-depth checks, updates and general maintenance tasks on your network. Subject to available time, we can also use these visits to deploy new hardware or complete project work. If you are interested in these visits, please contact us for more information.

DID YOU KNOW?

👪 Good Business, Great People

From the outset, founder Adrian Bryant has championed not only business success but also community involvement and environmental stewardship, a philosophy that has been woven into the fabric of our operations. This ethos is mirrored in our vision to foster an environment ripe for self-development and sustainable living, ensuring that we thrive professionally and personally without compromising the world around us.

Over the years, Adrian's values have become integrated and synonymous with the day-to-day running of ADM Computing. We believe that a business that looks after its staff and customers alike, can maintain a high level of community involvement whilst continuing to grow and prosper year on year. We believe that a successful business is built on transparency and trust, and it is our duty as an established business in Kent to encourage and support the development of our peers within the wider business community.

Our Pledges

We believe that, regardless of business and time pressures, it is our responsibility to give back to our community and our planet. ADM is pledging its profits and time to support the community and the environment. We have mapped our sustainability strategy to six of the 17 global goals set out by 193 world leaders in 2015. These are the areas where we believe we can make a difference and have chosen to focus our efforts towards supporting Goal 1 – No Poverty, Goal 3 – Good Health and Wellbeing, Goal 4 – Quality Education, Goal 5 – Gender Equality, Goal 12 – Responsible Consumption & Production and Goal 13 – Climate Action.

1 NO POVERTY   **3 GOOD HEALTH AND WELL-BEING**   **4 QUALITY EDUCATION**   **5 GENDER EQUALITY**   **12 RESPONSIBLE CONSUMPTION AND PRODUCTION**   **13 CLIMATE ACTION**

🖐️ Stay up to Date

Did you know we regularly host a variety of events for our customers? From engaging seminars and insightful webinars to exclusive premium events in collaboration with our trusted vendors, there's always something valuable to discover. Don't miss out—join us at our next event! Visit www.adm-computing.co.uk/events to learn more.

🖐️ Extra value at no extra cost

At ADM, we pride ourselves on organising a variety of client-focused events. These include informative seminars, engaging webinars, and exclusive premium days out for clients.

Our events provide excellent networking opportunities. Clients can connect with industry peers, potential partners, and thought leaders, fostering relationships that can lead to new business opportunities and collaborations. The exclusive premium days out offer a more relaxed environment for building these connections, enhancing the overall client experience. Take a look at some pictures from our previous events below...

Seminar at Microsoft Offices, London

Clay Pigeon Shooting

Buckmore Park Karting

ADM's 40 Year Anniversary at Port Lympne

Falconry Day with Orbital

Segway with WatchGuard at Leeds Castle

Safari Day with Sophos

SENIOR LEADERSHIP TEAM

Adrian Bryant
Managing Director

Martin Tanner
Project Director

Linda Sinclair
Customer Service
Director

Jolene Bullock
Service Director

Kailas Bryant
Operations
Director

INTERNAL INFRASTRUCTURE TEAM

Lewis H
Associate Technical
Director

Rob M
Associate Technical
Director

Dan K
Service Engineer

Andy C
Associate Technical
Director of Compliance
and Security

Ethan T
Service Engineer

MEET THE TEAM

ADM SERVICE DEPARTMENT

Anthony B
Service Delivery Manager

Allan W
Service Delivery Manager

Jamie P
Service Delivery Manager

Connor W
Team Leader

Sam L
Team Leader

Thomas L
Team Leader

Josh K
Team Leader

Matt C
Senior Engineer

Mike G
Senior Engineer

Jake L
Service Engineer

Anthony T
Senior Engineer

Phill D
Callout Engineer

Daniel P
Service Engineer

Tyrone S
Service Engineer

MEET THE TEAM

ADM SERVICE DEPARTMENT

Omar T
Service Engineer

Brad E
Service Engineer

Abi D
Service Engineer

Jack P
Service Engineer

Ricky K
Service Engineer

Rohan C
Service Engineer

Lucy R
Service Engineer

Ethan B
Service Engineer

Max S
Service Engineer

Nathan B
Service Engineer

Sam B
Service Engineer

Simon K
Service Engineer

Chan M
Service Engineer

Phil C
Service Engineer

MEET THE TEAM

ADM SERVICE DEPARTMENT

Bradley P
Service Engineer

Conor A
Service Engineer

Rob B
Service Engineer

Ben B
Service Engineer

Michael R
Service Engineer

Wilfred W
Workshop / Callout Engineer

Thomas S
Service Engineer

Eddie R
Service Engineer

Tariq B
Service Engineer

Sam S
Service Engineer

Charlie T
Service Engineer

Thomas N
Service Engineer

Alex B
Service Engineer

MEET THE TEAM

DATA COMMUNICATIONS TEAM

Paul A
Data Communications Manager

Alec A
Data Communications Supervisor

Jack G
Data Communicatons Engineer

SERVICE ADMIN TEAM

Kayleigh H
Operations Coordinator

Corinne W
Service Desk Administrator

ADMIN & ACCOUNTS TEAM

Mary W
Admin Manager

Dawn H
Purchaser

Su W-M
Admin Assistant

Kirsty W
Admin Assistant

MEET THE TEAM

ACCOUNT MANAGEMENT TEAM

Richard H
Associate Sales Director

Joshua B
Associate Commercial Director

Patrick L
Senior Account Manager

Matt K
Senior Account Manager

Scott R
IT Advisor

Christian W
Senior Account Manager

Nathan H
IT Advisor

Warren D
IT Advisor

SALES SUPPORT TEAM

Gary P
Project Manager

Isaac F-W
Marketing & Brand Development

Kian K
Sales Support

MEET THE TEAM

THE ADM DIFFERENCE

Choosing the right IT support partner is about more than just technology, it's about trust, transparency, and a commitment to your success. At ADM, we offer a service-driven approach that puts your needs first, providing expert IT support without restrictive contracts. Whether you're looking for responsive technical assistance, insightful training opportunities, or a partner invested in social responsibility, we're here to help your business thrive.

No Long-Term Tie-Ins

At ADM, we retain customers through exceptional service, not contracts. With our flexible, no-contract IT support, your commitment is driven by satisfaction, ensuring your success remains our priority.

Commitment to Transparency

Transparency is at our core, ensuring you always know what to expect. We value open communication and honesty in every interaction. Your trust matters, and we're committed to earning it through transparency and exceptional service.

Customer Satisfaction

At ADM, customer satisfaction is our top priority, with over 99.7% positive feedback last year. This reflects our commitment to exceptional service and support. We strive to exceed expectations in every interaction, continuously improving to maintain our high standards.

Community Engagement

Partnering with us means supporting a business that values social responsibility. We actively give back through charity work, sustainability efforts, and community partnerships with schools and colleges. Together, we can make a lasting impact.

With ADM, you're not just getting IT support, you're gaining a partner committed to your growth, security, and success.

WHAT OUR CUSTOMERS SAY

At ADM Computing, our customers are at the heart of everything we do. Ranging from small businesses to larger enterprises, we take pride in delivering expert IT support, tailored solutions, and proactive service that makes a real difference.

Don't just take our word for it, our long-standing customer relationships and glowing feedback speak for themselves.

Jake, Head of Support Services
We highly recommend ADM Computing to any business seeking exceptional customer service, outstanding support, and a secure environment. They truly are an all-around excellent partner.

Asa, IT Co-Ordinator
What can I say, ADM always go above and beyond with everything, I couldn't do my job without their dedicated support. One happy customer!

Sarah, Managing Director
They are as essential to our business as any member of our staff. Always there to sort our problems out, to offer advice and support us through the trials and tribulations in this increasingly technical age.

Colin, Managing Director
ADM Computing supported us through gaining Cyber Essentials and Cyber Essentials Plus by robustly assessing gaps to our certification, helping create the roadmap to get us there, and then giving great advice on making the best choices for strong and cost-effective cyber security.

Our clients consistently highlight our responsive support, in-depth technical knowledge, and commitment to going the extra mile.

Whether it's seamless cloud migrations, robust cybersecurity strategies, or day-to-day IT management, businesses trust ADM to keep their technology running smoothly.

ADM COMPUTING

THANK YOU

Thank you for choosing ADM Computing as your trusted IT partner. We are committed to providing you with exceptional service, expert support, and innovative technology solutions tailored to your business needs. Our team is here to guide you every step of the way, ensuring a smooth and efficient onboarding experience.

If you ever need assistance, have questions, or want to explore additional services, don't hesitate to reach out. Your success is our priority, and we look forward to building a strong, long-term partnership with you.

Adrian & Kailas

STAY UPDATED

Call Us
01227 473500

Email Us
sales@adm-computing.co.uk

Our Website
www.adm-computing.co.uk

Visit Us
ADM Computing, Chaucer Road, Canterbury, CT1 1HH

ADM COMPUTING