Flotek group

WHO WE ARE, WHAT WE DO, WHY CHOOSE US

Managed IT Support, Cyber Security and Communications that fuel growth.

For businesses of five to 250 people, we simplify IT, cyber security and communications, so you can focus on running your business.

Technology Together

★ 4.9/5 | 7 day support | 98% CSAT & 76% NPS | 2000+ UK businesses



Why Flotek

One team. One partner.
Technology Together.

We simplify **Managed IT, Cyber Security and Communications** for businesses with between five and 250 people. By bringing **Technology Together**, you get fewer suppliers to manage, one team to call, and the right support and expertise in one place, often saving you money too.

Benefits

2,000+
UK SMEs supported

4.9/5
Rated Excellent from 500+ reviews

7 days
Remote and onsite support nationwide

15 min
Response on urgent issues, every day

Why businesses choose us

Everything in one place
Managed IT Support, Cyber Security, Communications and Print, with one team to call.

Proactive by default
We monitor your technology 24/7, spotting and fixing issues before they grow.

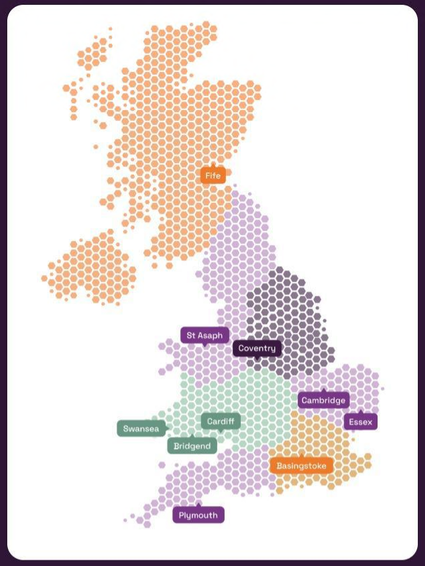
People who know you
A dedicated Account Manager and support team who understand your business.

Open seven days
Remote and onsite help every day, including bank holidays.

One monthly price
Simple packages, competitive terms passed on to you and no surprise bills.

Reviewed regularly
Quarterly technology reviews help keep your setup in step with your business.

National coverage



Regional bases across Wales, England and Scotland, with **engineers onsite** when you need them.



Four services that work better together.

One provider, one team, one bill, one number to call. Everything works together, with one team taking responsibility. **You're never caught in the middle.**

Managed IT Support

Monitoring, patching, helpdesk and onsite engineers keeping your people working.

Cyber Security

24/7 monitoring, Cyber Essentials and human-led threat detection, built in as standard.

Communications

Hosted voice, Microsoft Teams, mobile and internet on one platform.

Managed Print

Devices, servicing, supplies and secure cloud printing, managed for you.

9/10 businesses **save on their monthly outgoings** when they bring their services together with Flotek, while improving the way they work.

If you use four different suppliers, you're dealing with **four contracts, four helpdesks** and gaps between services.

Managed IT Support

Managed IT Support that takes the hassle out of IT.

We look after your technology day to day, so your team can get on with their work. Our helpdesk is open seven days a week, with engineers onsite when needed, and we monitor everything around the clock to fix problems before they cause downtime.

Cyber security included as standard, your Microsoft 365 is managed and backed up, and a dedicated Account Manager reviews your setup with you. **All for one simple monthly price per user, with two plans to choose from.**

Services we provide

7-day helpdesk
Remote and onsite help, every day.

24/7 monitoring and patching
Issues fixed before your team notices.

Microsoft 365 and Azure
Licences, email and cloud backed up.

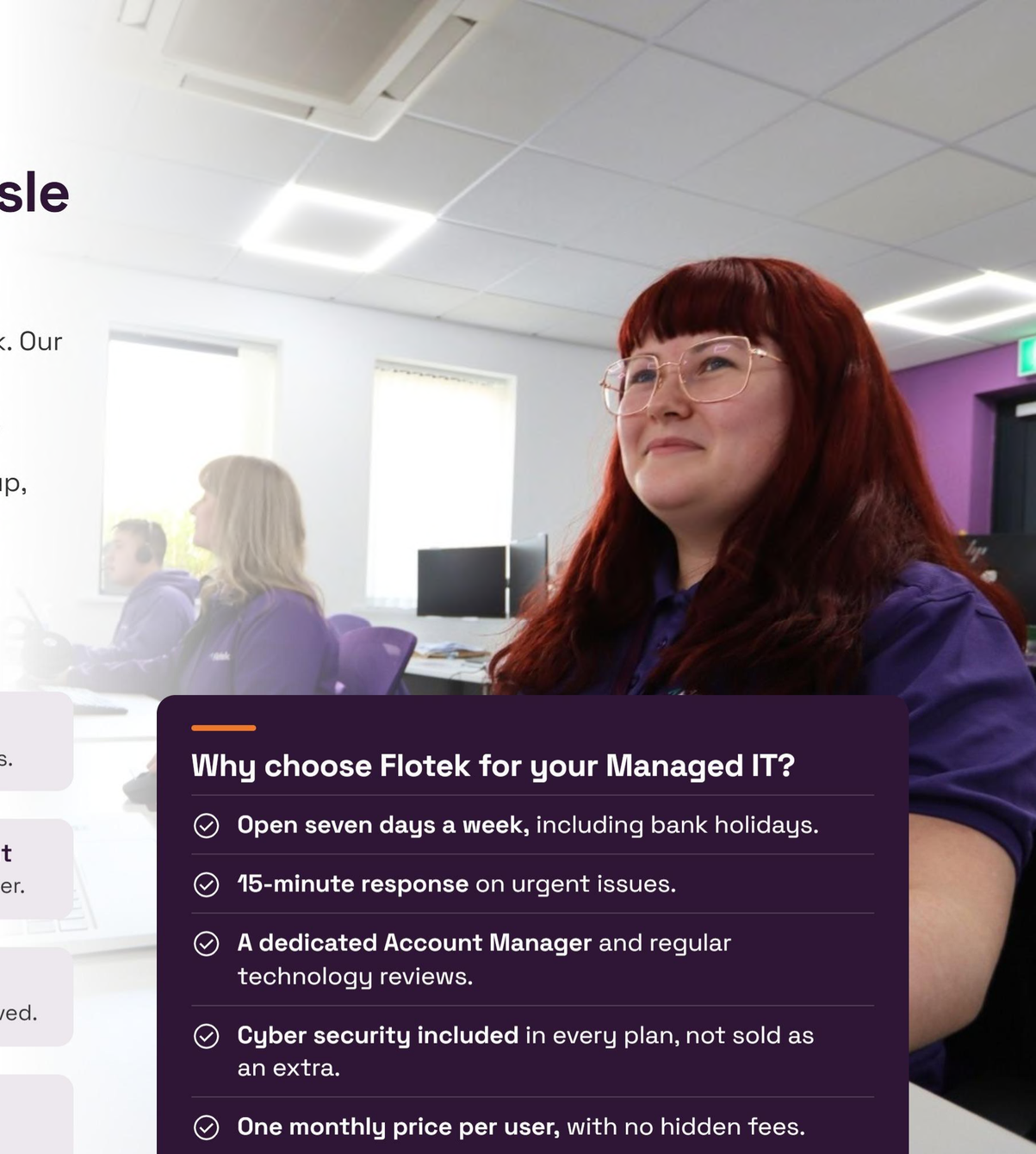
Server and network management
Firewalls, Wi-Fi and servers looked after.

Virtual cloud servers
Your apps, reachable from anywhere.

Onboarding and offboarding
Starters ready day one, leavers removed.

Hardware, next-day delivery
Kit arrives set up and ready to use.

850+ e-learning courses
Get more from the tools you pay for.



Why choose Flotek for your Managed IT?

- **Open seven days a week,** including bank holidays.
- **15-minute response** on urgent issues.
- **A dedicated Account Manager** and regular technology reviews.
- **Cyber security included** in every plan, not sold as an extra.
- **One monthly price per user,** with no hidden fees.

Read more on Managed IT Support



Cyber Security

Keeping you secure, all the time

Over half of UK SMEs are hacked every year, most with little or no protection in place. We protect your people, devices and data with Government-backed certification, a human-led security centre watching 24/7 and training that helps your team spot a threat.

We explain the risks in plain English, fix the gaps for you and keep you protected all year round.

Why choose Flotek for your Cyber Security?

- **Plain-English advice,** without jargon or scare tactics.
- **Real people monitoring threats 24/7,** ready to respond.
- **Joined-up IT and cyber teams** working together.
- **Experience working with insurers and cyber breach teams.**
- **Practical fixes, not just reports.** We help close the gaps we find.

Services we provide

Cyber Essentials and Plus
Win tenders and satisfy insurers.

CyberGuard 24/7 MDR
Human-led monitoring, day or night.

Active Protect
Gaps checked and patched all year round.

Security awareness training
Spot a threat before you click.

Phishing simulation
Realistic tests that find the gaps.

Breach Monitor
Dark web scans for your exposed data.

Flo Verified Mail
Proves your email is really from you.

IT health checks and pen testing
Find weaknesses, with a clear plan to fix them.

Read more on Cyber Security

Communications

Telephony, internet and mobile, all working together.

Most businesses juggle separate phone, internet and mobile providers. We bring them together under one provider, with one bill and one team to call.

We are also bringing AI to your calls, with automatic summaries, smart routing and bots for routine questions. We manage the switch and start with a free review of what you pay today.

Services we provide

Hosted VoIP Phone System
Cloud calling on Webex, from anywhere.

Microsoft Teams Calling
Every call and meeting in one app.

Contact Centre
Calls, WhatsApp, email and social in one.

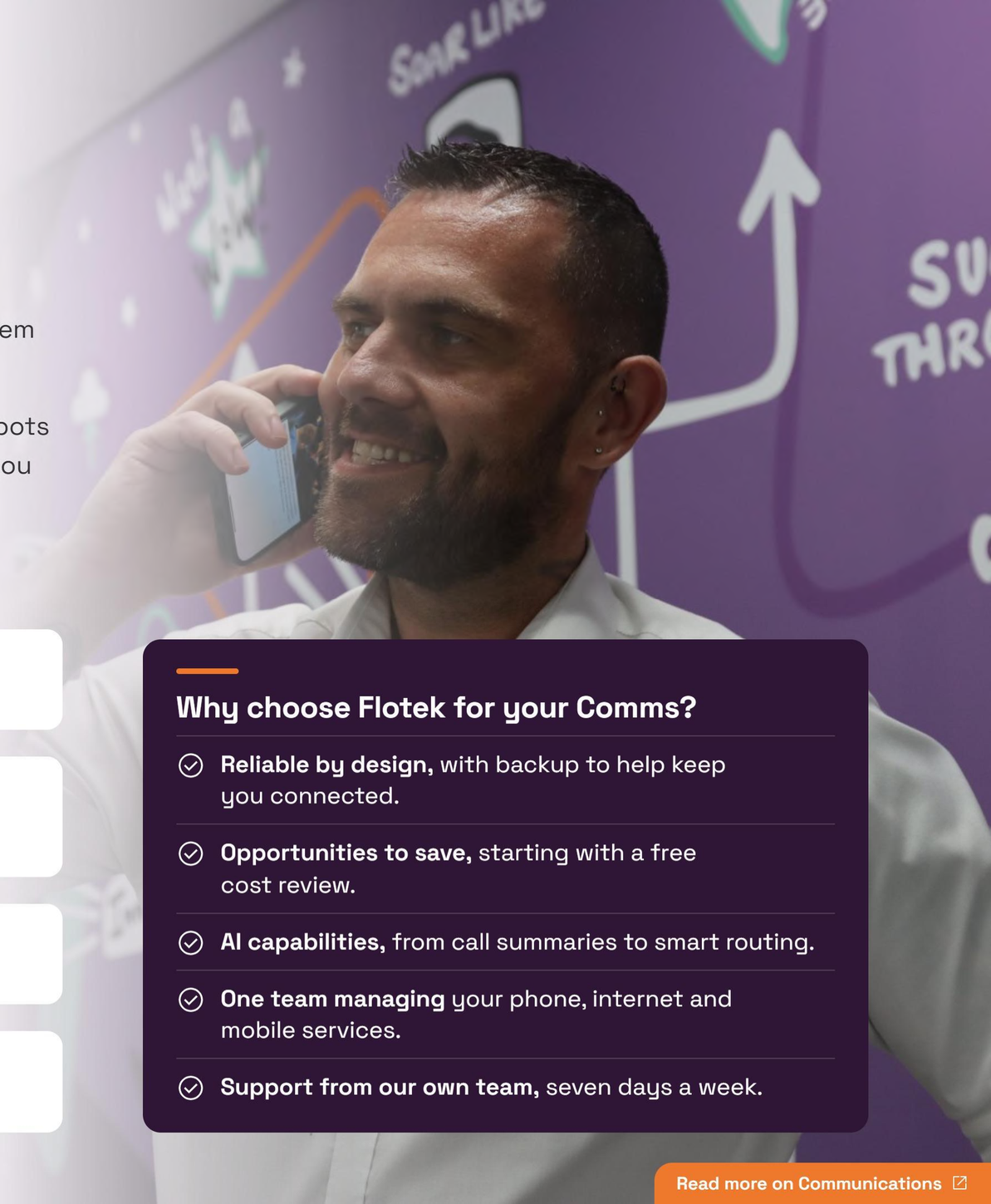
Call Analytics and AI Reporting
Live wallboards and visibility of missed calls.

AI Agents
Real voices taking bookings, 24/7.

Flo Mobile
All major UK networks on one bill.

Internet
Full fibre, 5G or satellite connectivity.

Data and Fibre Cabling
Connecting your team and buildings.



Why choose Flotek for your Comms?

- **Reliable by design,** with backup to help keep you connected.
- **Opportunities to save,** starting with a free cost review.
- **AI capabilities,** from call summaries to smart routing.
- **One team managing** your phone, internet and mobile services.
- **Support from our own team,** seven days a week.

Read more on Communications



Managed Print

Print without the hassle. Pay only for what you use.

We supply, install and look after your printers and multifunction devices, monitor them remotely and send toner before it runs out. You only pay for what you print, with servicing, parts and consumables included.

Scan straight to Microsoft SharePoint or OneDrive, so documents land where your team works. Security needs to cover your entire network, so your printers are protected just like your laptops and servers.

Why choose Flotek for your Managed Print?

- **Pay per print,** no consumables to buy.
- **Toner arrives** before you run out.
- **Fast repairs,** remote and onsite.
- **One supplier** for print and IT.
- **Less waste,** more secure documents.

Services we provide

Multifunction printers
Print, copy and scan from one device.

Remote device monitoring
Faults fixed before they stop your team.

Automatic toner deliveries
Supplies arrive before you run out.

Servicing and repairs
Our own engineers, remote and onsite.

Secure cloud printing
Prints only for the right person.

Document management
Scan, store, archive and go paperless.

Automated meter readings
Accurate invoices, with no admin.

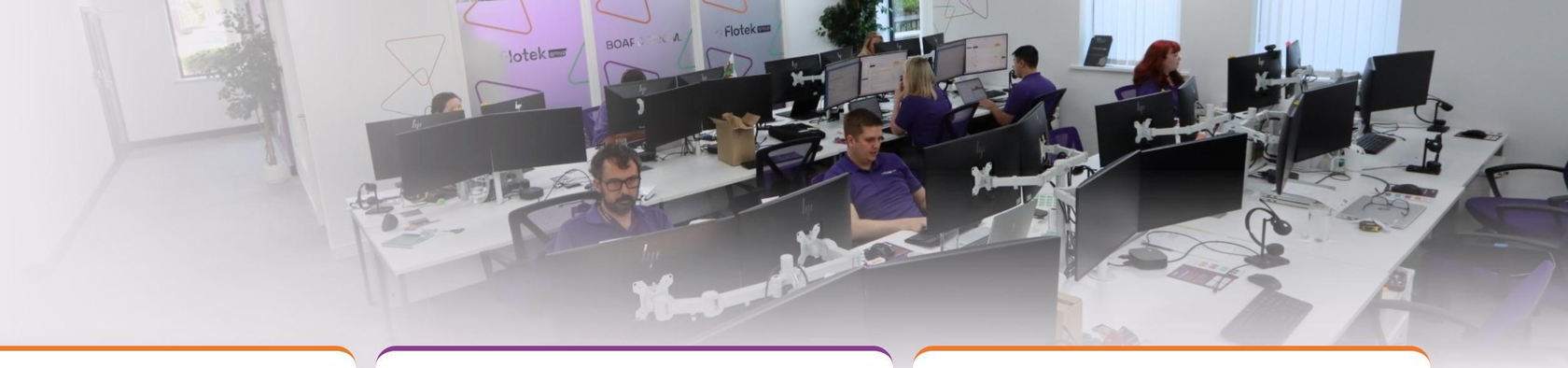
Desktop printers and supply
The right device for every desk.

Read more on Managed Print

FAQ

New to Flotek? Start here.

The questions businesses ask us most before making the move, answered plainly.



Who do you work with?

Mainly **businesses of five to 250 people**, across every sector. We also support larger organisations with 3,000+ staff.

Where are you based?

Our head office is in **Bridgend**, with regional bases across **Wales, England and Scotland**.

Do we have to take every service?

No. **Start with the services you need** and add more as your business changes.

When can we get support?

Seven days a week, including bank holidays. Extended **24/7 support** is available if you need it.

Will we have our own contact?

Yes. A **dedicated Account Manager**, quarterly reviews and invitations to partner events.

Is the technology review really free?

Yes, with **no obligation**. You'll get a clear report and recommendations. We can share a sample first.

We're in contract elsewhere. Can we still move?

Often, yes. We'll **help plan the move** around your existing contracts and handle your suppliers for you.

Will you speak to our current suppliers?

Yes. A **dedicated project manager** can oversee the move and coordinate with your suppliers.

How long does switching take?

It depends on your setup. We'll agree a **clear timeline** before anything moves.

Are there any setup costs?

Any costs are **set out upfront**. Where available, we can **spread setup costs** to suit you.

Are there any hidden charges?

No. **Your quote sets out the costs** before you agree to proceed.

How do we know you deliver?

Read our **partner stories on page 10** and reviews from 500+ customers on Trustpilot.

Get in touch

All pricing excludes VAT. Terms and conditions apply and are available on our **Partner Portal**.

Everything your team needs. All in one place.

Our Partner Portal brings support, training, billing, policies and live ticket updates together. It gives your people one straightforward place to find answers, request help and get more from their technology.

portal.flotek.io



Helpdesk tickets

Raise requests and follow progress and updates.

Knowledge base

Quick answers, guides and troubleshooting for common issues.

E-learning

850+ courses, from using Copilot to getting started with SharePoint, worth £1,200 a year.

Billing

Download invoices and see your spending trends.

Forms and requests

New starters, offboarding and other requests, completed in minutes.

Included in Flo360+

Policy manager

Download our templates or upload your own for digital sign-off.

SMS and WhatsApp

Send messages to customers from the portal.

Phone analytics

See how calls are answered and missed, with AI transcriptions, summaries and action points.

AI Automation Agents

Manage business AI automation, from web chat to calling bots, in one place.

Executive reporting

See ticket activity and the work happening behind the scenes, with AI analytics.

Partner stories

Don’t just take our word for it.

We love sharing how we’ve helped our partners.
Watch the videos & explore stories that might just inspire you too.

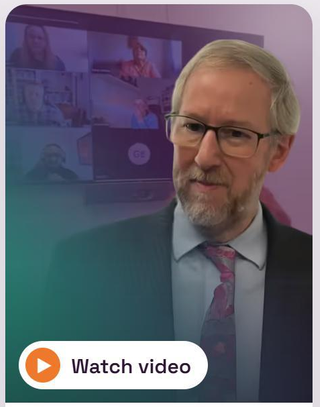


Legal

GGP Law

20+ suppliers unified into one

Read the case study ↗



Legal

Phoenix Legal Services

One point of contact for IT & comms

Read the case study ↗

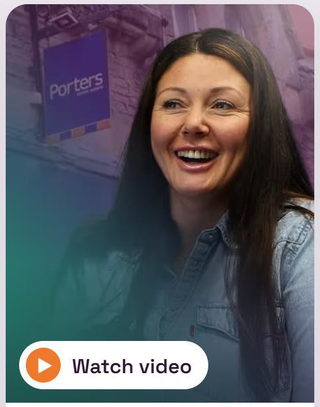


Estate Agents

Wrights Estate Agents

Rebrand migrated within an hour

Read the case study ↗

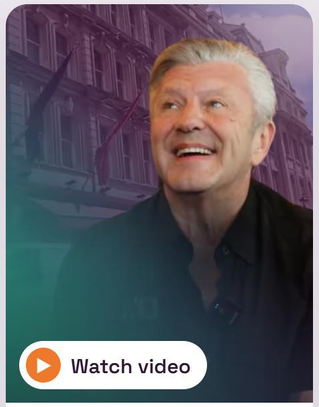


Estate Agents

Porters Estate Agents

Up to 40% off monthly comms

Read the case study ↗

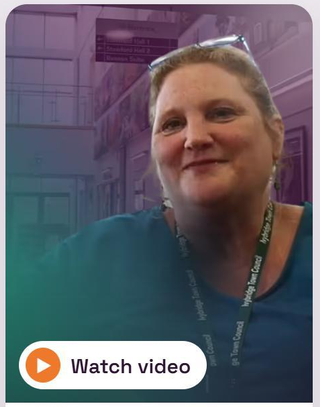


Hospitality

Karma Sanctum Soho

7 day support for guest services

Read the case study ↗

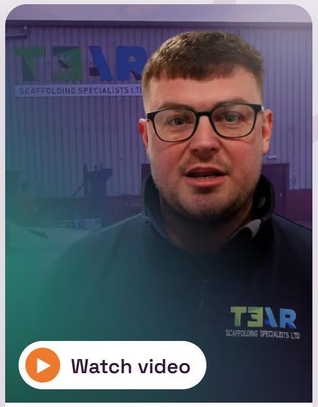


Local Councils

Ivybridge Town Council

Gigabit WiFi across both buildings

Read the case study ↗



Construction

TEAR Scaffolding

One phone system across 4 sites

Read the case study ↗



“Having multiple services with Flotek gives us a single point of contact, which has streamlined support, accelerated response times, and empowered us to work more efficiently.”

Kate Elliott-Turner, Town Clerk & RFO, Ivybridge Town Council

2000+

UK businesses supported, from 5 people to 3000+

See all case studies ↗

★ Trustpilot ★★★★★ 4.9 Excellent · 500+ reviews

“A breeze” “No disruption” “Quick & easy” “5* service” “Brilliantly efficient” “Reliable & responsive” “No fuss” “Extremely professional”

Read online

Next steps

Let’s get your technology working together.



01

Let’s meet

We’ll get to know your business, your goals and what you need from your technology. It’s also a chance to make sure we’re the right fit for each other.



02

A technology review

We’ll review your current setup, suppliers and contracts, then show you what could work better. You’ll get clear recommendations to help your business make more of your technology.



03

A clear proposal

We’ll set out the recommended services, costs and next steps in plain English. If you choose to go ahead, a dedicated project manager will coordinate the move, including liaising with existing suppliers.

Flotek group

Technology Together

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Get in touch