

SERENDIPITI SERVICES BROCHURE

Serendipiti (IT Services) Limited

Version 2026.01

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“Serendipiti. Experts in business-critical computing.”

Supporting Northamptonshire businesses since 2004.

www.serendipiti.co.uk

01933 229133

helpdesk@serendipiti.co.uk

Technology to Help your Business Grow

At Serendipiti, we help small and medium-sized businesses eliminate IT headaches, reduce risk and maximise productivity.

Whether you need day-to-day IT support, strategic guidance, cyber security protection or Microsoft 365 expertise, our experienced team is ready to help.

Why Businesses Choose Serendipiti

- ✓ No 12-month Tie-Ins
- ✓ No "Use It or Lose It"
- ✓ Remote & Onsite Support
- ✓ Priority Response
- ✓ Experienced Technical Team
- ✓ Microsoft 365 Specialists
- ✓ Cyber Security Focused
- ✓ Trusted by Businesses Across Northamptonshire

Our Services

With a combined experience of over 65 years in IT Support, we offer the following IT services to the business community:

IT Support

- Helpdesk Support
- Remote Assistance
- Site Visits
- System Health Checks
- Device Setup
- Upgrades & Rebuilds
- Data Recovery

Microsoft 365

- Migrations
- Exchange Online
- SharePoint
- OneDrive
- Teams
- Licensing Advice

Cloud Solutions

- Cloud Backup
- Hosted Services
- Domain Management
- Business Continuity

Cyber Security

- Endpoint Protection
- Anti-Spam
- Security Awareness
- Vulnerability Reduction
- Backup & Recovery

Hardware & Software

Making the right technology investment first time.

We provide impartial advice on:

Hardware

- Business PCs
- Laptops
- Servers
- Storage
- Networking
- Peripherals

Software

- Backup Solutions
- Microsoft Licensing
- Anti-Virus
- Anti-Spam
- Patch Management
- Productivity Tools

We only recommend solutions we trust ourselves.

Support that works the way your business works.

Flexible by Design

- ✓ Initial 3-month commitment
- ✓ Rolling three-month agreement thereafter
- ✓ Annual service reviews
- ✓ Three months' notice by either party

To help businesses of all sizes, we offer two flexible support schemes, each designed to provide the same high standard of service while accommodating different levels of IT support and budgeting requirements.

Whether you require occasional assistance or ongoing proactive support, there is a scheme to suit your business:-

Companion Scheme

Perfect for occasional support requirements and planned projects.

- Flexible top-up system
- No call-out charges
- Priority response
- Online account access
- Rolling three-month agreement

Guardian Scheme

Ideal for businesses requiring regular support.

Includes everything in Companion plus:

- IT Asset Register
- Monthly budgeting
- Overspend buffer
- Payment holiday
- Redeem units for services and renewals

No Lengthy Contracts

Support that works the way your business works.

Unlike many IT providers, we don't believe in locking our clients into lengthy 12-month contracts.

Instead, we ask for an initial three-month commitment, giving both parties the opportunity to establish a successful and productive working relationship.

After the initial period, the agreement continues on a rolling three-month basis, providing ongoing flexibility while ensuring continuity of support.

We review every client relationship annually to ensure our services continue to meet your business needs, and either party may end the agreement by providing **three months' written notice**.

Our aim is simple: to retain our clients through outstanding service, not contractual obligation.

Trusted By Others

Just some of our many clients...



Superior Filter Products Limited

Northampton

www.sfp-filter.com

January 2000



Teamwork Trust

Kettering, Corby & Wellingborough
www.teamworktrust.co.uk

March 2005



Edac Europe

Park Farm, Wellingborough
www.edac.net

December 2018



Mansfield Board & Machinery

Northampton
www.mansfieldboard.co.uk

Jan 2026



Volz Filters

Manchester
www.volzfilters.com

March 2025

Just some of our many testimonials...



Sally is amazing, I cannot recommend Serendipiti highly enough!

by Helen Mole



We recently switched our IT support to Serendipiti. It was a complex and daunting project which Sally and David have managed impeccably. They are incredibly efficient and diligent, holding our hands when required and imparting their considerable knowledge and know how enabling us to better understand our systems. I couldn't recommend Serendipiti highly enough.

by Kevin Dartnell



The Serendipiti team were super efficient , friendly and helpful when we were ordering and when they installed our new IT , thank you

by Ric Ellis



What you guys do for us is great and there is genuinely nothing I would suggest to change or improve so thank you for everything you do.

by Craig Rose



The service from Serendipiti has always been outstanding. I especially value the introduction of 'Teamwork Tuesdays,' which has helped us work towards our goal of saving money while staying within our annual IT budget. For our charity, cost is an important factor, but so is quality and Serendipiti consistently delivers. I appreciate the openness to new ideas and the ongoing commitment to providing a personal, high-quality service to our team.

by Helen Burdett-Wright, CEO



Excellent response at all times. Very knowledgeable and keen to help.

by Matthew Abrahams

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