

Cotswold News

IMEX celebrates 10 years of keeping the South West's IT running



IMEX Technical Service Ltd, a leading supplier of outsourced IT support and consultancy services, today announces plans to mark its tenth anniversary this year by celebrating a decade of growth and innovation.

IMEX provides cost-effective outsourced IT services to many small and medium-sized businesses (SMEs), from start-ups to established enterprises, based in and around the South West. The company is one of several successful IT firms that have turned the M4 corridor in the South West into a hub of technological excellence. A growing local employer, IMEX has trebled in size in the last ten years and has achieved year-on-year 20% growth of turnover and staff.



“It’s our commitment to providing innovative, personalised service that has kept IMEX’s clients happy for ten years,” says Tony Payne, Managing Director. “We founded IMEX after noticing changes in the IT industry, and realising that businesses would benefit from pre-paid IT support that covered everything from installing new systems to repairing crashed servers. That meant our customers only had to pay for what they needed, and could get all their IT support in one place. Ten years later, IMEX is still based around that core

concept but we have expanded our services to include pay-as-you-go support, service management and remote monitoring.”

IMEX’s 10 year anniversary celebrations will include the launch of its new image, a re-branding campaign and a range of useful new services and solutions for its clients.

Thanks to its ongoing success, IMEX has also moved into new premises in Wiltshire that will allow future growth. “IMEX chose the South West of England as its base because it is home to thriving businesses that use technology to drive forward, and who understand the importance of secure and reliable IT infrastructure, says Technical Director Dan Williams. “Because 90% of businesses in the area are SMEs, the area is an ideal fit for our pro-active services.”

The company will also be using its success to give back to the local community, by beginning sponsorship of the Prospect Hospice in Swindon in May. IMEX will provide free I.T. support to the charity for the next year, as well as working with its partners to provide free and discounted software and products.

Anniversaries aside, IMEX continues to look towards the future and has goals for further expansion and improvement of its services. “This year we will introduce a new and improved service management system, which will require a considerable investment of both time and money,” says Keith Cleverley, Support Director. “For our customers the new system will mean even higher levels of service, including improved call logging, reporting, change management and more. In our latest Microsoft CSAT survey, 100% of our customers said they would recommend IMEX - but our aim is to continue providing a service level that is above and beyond that of our competitors, while still maintaining the personalised service we’ve become known for.”

For more information please visit www.imextechnical.co.uk

IMEX Technical Services Ltd is one of the UK's premier providers of IT solutions, support and consultancy. Established in 2000 and based in Wiltshire, IMEX works with large and small organisations from all industries in the South West and throughout the UK. IMEX is partnered with many of the IT industry's leading firms, including Microsoft, HP, Cisco, and Symantec.

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