

Meet Our Managed Services

Our Managed IT Services keep your systems trading. Whatever IT needs your business has, our team of experts are here to help. Take a look at the ways in which we support our clients.

What Services Do We Offer?

There are 2 halves of any business: the part that faces the customer and the part that drives the business. Where there are outlets, there is an ongoing need for the staff, the technology, the communications and ongoing changes to be supported. Similarly, a head office environment also has people that need support, with PCs and systems that need to be available to them, and information that needs reporting and protecting.

At Retail Assist, we are specialists in providing services that both support outlets and head office environments, focused on keeping your business trading. Here's a summary of just a few of the services we offer.



Help Desk Services

Don't let tech issues slow you down. Our Help Desk team provides international, multi-lingual support to stores, hospitality venues and local councils, to name a few: our Help Desk will expedite incident resolution, wherever the issue may reside, whatever time of day it occurs. Our team's extended language skills ensure your international outlets can benefit from a unified level of experience and quality. In fact, for many clients, our first line fix achievement is in excess of 90%.



Desktop Support

Computer says no? Our team can make it say yes! Our desktop support service covers every office tech issue your teams might encounter. With our help, office users can benefit from comprehensive onsite or remote desktop engineering skills to help users remain productive.



IT Outsourcing

Whether you need some specialist IT support, have a particular pain point or you just need to bump up your team's numbers, talk to us about outsourcing your IT.



Project Management

It's inevitable that the shape of your trading estate and the systems that it relies upon will evolve. We have a wide range of project management and coordination services available to help facilitate smooth transitions, spanning industries such as retail, hospitality, logistics and local councils. What IT projects do we cover? Practically everything! Whether it's overseeing tenders, rolling out new software/hardware or technology upgrades, we manage it all.



Technical Services

With our tech experts' experience, there's no problem too complex. Our technical support teams ensure that the systems that underpin your ability to trade are kept available and healthy, with everything covered from server maintenance, disaster recovery planning and support to on-site and remote environments.



Operations Support

Get the ultimate tech peace of mind. Our round-the-clock support runs thousands of checks, with our experts keeping your systems happy and healthy. We are able to offer our own hosting facilities to house core systems or even backup systems. We have a 24/7 operations centre that alerts and responds to any issues captured by our automated system monitoring tools. We also have close partners that can offer a wide range of flexible and scalable "Infrastructure as a Service" options.



IT Due Diligence

Acquiring a new business? Want to know if the IT infrastructure is sound? We offer impartial, expert advice so that you can make informed decisions.



Retail Systems Support

Need to open a new store in Amsterdam? Or maybe there's a complex IT issue that needs in-depth analysis? We provide a deeper level of IT support. Our store support teams can help your users through more complex issues relating to trading applications and, where the issues are equipment related, one of our integrated partners will ensure swift replacement or repair.

Customer Quotes

Don't just take our word for it: here's what some of our customers have to say.

Simon Brealy, Head of Global IT Services at Ted Baker

"The key components – and what won the RFP for Retail Assist – was the financial benefit of moving to a more European-centric partner. Some of the best provisions and offerings from Retail Assist were very much around the cost-effectiveness, providing us with a 24x7 support function and something that was critical for Ted Baker was the bilingual support that we got from the team. Since partnering with Retail Assist, we've very much been able to develop what the service desk within Ted's IT deliver, so rather than focusing on the first and second line tickets that will come in across our European estate, they are now 100% dealt with by Retail Assist. Because of the standard Retail Assist have delivered to us my service delivery teams internally have been able to focus much more on proactively supporting the business and focusing more on project deliveries, which has in turn has a much more positive impact across other teams both within technology and the wider business."

Cindy Howarth-Stares, Director of IT at Best Food Logistics

"We pride ourselves on fantastic customer service to our clients. We needed to find an IT support provider who mirrored that and provided the same level of service to their clients as we provide to ours. With effective and efficient call resolution, we're able to plan for the future. I run a really lean team at Best Food Logistics, so having access to an experienced project management team who know our business and know our strategy is invaluable. They (Retail Assist) act as an extension of the internal team."

Bill Parker, IT Service Manager at Pizza Hut

"Retail Assist has exceeded my expectations with the migration; it has been seamless from our side. I believe we are already seeing the benefits. I feel this does demonstrate how investing in the planning reaps rewards with the transition. I've experienced many different transitions, but this has been the smoothest and most streamlined to date."



Who is Retail Assist?

We've been working with technology and retailers for over two decades. With our rich heritage, we provide completely future-focused software solutions and managed IT services. It was important to us to offer business-led services, which enable today's businesses to grow without significant investment. We've been working closely with retailers and industry experts to provide wide range of managed IT services that overcomes the key frustrations, challenges and delays associated with technology within a business.