

TIEVA

TIEVA

COMPANY OVERVIEW

A TIEVA eGuide



At TIEVA, we are passionate about providing the best possible services for our customers. Our dedicated team always goes above and beyond to complete the highest quality of work and deliver an excellent customer experience.

T I E V A

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WHO ARE WE

In today's dynamic digital world, technology leaders face increasing demands: hybrid workforces, complex infrastructures, evolving threats, and rapidly shifting business goals. The pressure to deliver value fast has never been greater.

That's where TIEVA comes in. We simplify the complex.

We bring together best-in-class technologies, services, and expertise to deliver smart, scalable solutions that solve real business challenges. Our approach is built around you - your goals, your teams, your customers - so everything we do is focused on delivering outcomes that matter.

With deep technical know-how, strategic partnerships with the world's top vendors, and a proven track record in transformation and managed services, we help you realise greater outcomes from your IT investments, now and into the future.

OUR JOURNEY

TIEVA is the result of industry leaders coming together with one shared mission: to empower organisations with smarter business IT.

We bring together the expertise and heritage of Pure Technology Group (including Servatech and Keytech) and Prodec Networks (including Network24, Hosting Techniques Ltd, and Smarter Interactive).

By combining decades of experience and deep-rooted specialisms under one brand, we've created a powerful force in business technology; agile, experienced, and customer-obsessed.

Our goal is simple: to help you transform with confidence. We work side-by-side with you to design and deliver tailored IT solutions that align with your business priorities and enable long-term success.



Skilled expertise

When you work with TIEVA, you tap into the full strength of a passionate team of specialists. Every person here is focused on delivering a standout experience, whether they're designing infrastructure, managing endpoints, or supporting your users. Together, we make it happen.

Partnered for success

We collaborate with the world's leading technology vendors and distributors to give you access to cutting-edge solutions, competitive pricing, and best-in-class service. Our partnerships mean better outcomes, faster.

Qualified and trusted

Our customers trust us to get IT right—and we don't take that lightly. We're fully certified to ISO 27001 (Information Security), ISO 9001 (Quality), and ISO 14001 (Environmental Management), so you can be confident that quality, security, and sustainability are at the core of everything we do.

OUR APPROACH

A strategic journey tailored to you.

At TIEVA, we don't view meeting your needs as a checklist task, we see it as a journey of collaboration and continuous improvement.

Our proven five-step approach puts your goals at the centre. From understanding where you are now, to designing for what's next, we work closely with you to build, support, and evolve technology solutions that deliver real, lasting value.



1



Advise

We listen first, uncovering your challenges, goals, and what success looks like to you. This shapes a strategy that's tailored and outcome-focused.

2



Design

We explore the best available technologies to design smart, scalable solutions that meet your current needs and future ambitions.

3



Integrate

We implement with care, ensuring seamless integration with your existing systems and minimal disruption to your business.

4



Manage

We provide ongoing, proactive support to keep your systems running smoothly and your people productive.

5



Optimise

We continuously assess and enhance performance, ensuring your IT stays aligned, agile, and ready for what's next.



CUSTOMER SUCCESS

THE WINE SOCIETY

“We were more than happy to adopt the IT solutions that TIEVA recommended, and have no regrets. These technologies have made life so much easier and ensured The Wine Society can face the future with confidence. We are also very impressed with the service we are receiving – it is great to know that we always have reliable, friendly technical support available whenever we need it, and we couldn’t be more pleased.”

Rhod Williams

Head of Information Technology, The Wine Society

SOLUTIONS AND SERVICES

**Smart technology. Seamless
delivery. Stronger outcomes.**

Every high-performing organisation relies on a resilient, scalable IT foundation. But maintaining that environment while adapting to change, staying secure, and enabling growth — is complex and resource-intensive.

TIEVA takes the complexity out of IT by delivering integrated solutions that boost productivity, protect your business, and enable seamless digital experiences. From hybrid working to cloud migration, cybersecurity to infrastructure, we help you work smarter, move faster, and scale with confidence.



OUR CORE SOLUTIONS

Our core solutions are designed to ensure that your business stays secure, efficient, and future-ready in today's ever-evolving digital landscape, they include:

Modern Workplace

Empower your people to work productively and securely—anytime, anywhere. We create intelligent digital environments that support hybrid teams, enhance collaboration, and deliver a seamless user experience.

Cloud

Transform your business with scalable, cloud-first infrastructure. We support cloud migration, modernisation, and optimisation to reduce costs, improve agility, and accelerate innovation.

Cyber Security & Resilience

Stay protected in a constantly evolving threat landscape. Our end-to-end security services safeguard your data, systems, and users—helping you stay compliant and resilient.

Networking & Connectivity

Build a high-performance, always-on network. We deliver secure, scalable connectivity solutions that support everything from cloud services to real-time collaboration.

AI & Data

Unlock smarter decisions and sharper insights. Our AI and data solutions help you harness the full value of your information—turning complexity into clarity and action.

Managed Services & Support

Let us manage the day-to-day, so you can focus on strategic priorities. We provide expert-led IT support, monitoring, and maintenance tailored to your needs—flexible, reliable, and always on.

Our partners include:





SUPPORT

Expert Support, Always On

When IT issues arise, speed, simplicity, and trust matter. That's why TIEVA's support is designed to feel like an extension of your own team; responsive, expert-led, and always available. Whether it's everyday technical queries or critical system events, we deliver consistent, high-quality support that keeps your business running smoothly and securely.



24/7/365 Availability

Our service desk is available 24/7/365, with real experts ready to help—day or night.



Single Point of Contact

You'll always deal with the same dedicated team, available 24/7 and operating under consistent SLAs to resolve issues quickly.



ITIL-Certified Service

Every interaction is backed by industry best practice and structured, reliable processes.



Remote Network Monitoring

We proactively monitor your systems to detect and resolve issues before they impact your business.



Ongoing Strategic Reviews

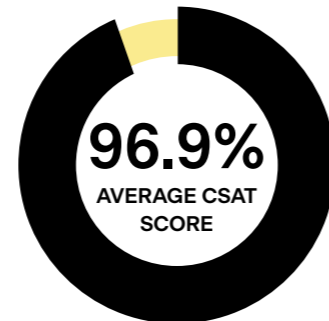
We regularly assess performance and alignment to ensure your IT evolves with your business.

CUSTOMER SATISFACTION

Customer satisfaction is the cornerstone of everything we do, and our priority is to ensure your technology performs exactly how, and when, you need it to.

From small teams to global enterprises, across every sector, we provide the expertise and support to keep your entire IT environment running at its best. Whether it's fast response times, proactive issue resolution, or long-term strategic partnership, our focus remains the same: delivering the outcomes that matter most to you.

- ✓ **A dedicated, UK-based service desk**
- ✓ **A highly skilled, ITIL-trained support team**
- ✓ **24/7/365 availability**
- ✓ **Rapid response times, reducing the risk of disruption**
- ✓ **UK and global support capabilities**
- ✓ **Proactive equipment monitoring**
- ✓ **Swift spares-to-site delivery**



“TIEVA’s professionalism was extremely refreshing. The review was detailed and allowed us to understand our position & how to future proof our business.”

Terry Dugdale, Group COO at Fulcrum

“I called TIEVA with an IT issue as I couldn’t connect to our VPN. Dominic kept everything simple and clear so I could follow what he was doing. Excellent service.”

Sam Walker, Legal Assistant Paralegal at Scott Rees

WHY CHOOSE TIEVA

**Trusted expertise. Proven outcomes.
Ongoing partnership.**

At TIEVA, we combine innovative technology solutions with deep industry experience to help organisations achieve smarter, stronger, and more secure IT outcomes.

Our team of skilled professionals supports businesses at every stage, from initial planning through to delivery, maintenance, and long-term optimisation. Whether your needs are large-scale or highly specific, we bring clarity, confidence, and commitment to every engagement.

We're proud to operate to the highest standards, backed by rigorous independent audits and international accreditations.

Our certifications include:

- **ISO 9001** – Quality Management
- **ISO 14001** – Environmental Management
- **ISO 27001** – Information Security Management



With TIEVA, you're not just choosing a technology provider, you're choosing a strategic partner dedicated to your success.



WHO DO WE HELP?

We understand that excellence is not just a goal; it's a commitment. We are dedicated to delivering exceptional IT solutions and achieving outstanding outcomes for a diverse range of organisations, spanning various sectors and sizes. With a passion for innovation and an unwavering focus on your success, we are your trusted partner in reaching new heights.



We designed and implemented a comprehensive solution for Sense, a leading UK charity, which consisted of a number of elements working seamlessly together. This simplified and enhanced the organisation's IT, with SD-WAN, multi-layered security and cloud technology.



TIEVA delivered a secure, scalable SD-WAN solution for Topps Tiles, transforming their network across 300+ sites. The project enhanced visibility, reduced IT workload, and enabled future growth supporting further innovation in telephony, LAN, WiFi, and ongoing managed services.



TIEVA implemented a global support solution to manage first and second-line support across Thebigword, a global Language Service Provider. The service included third-party software and licensing management, improving response times and reducing management overhead.



TIEVA has always stepped up to every challenge we've given them, and has wanted to work with us every step of the way. Utilising TIEVA for its core strengths of Secure SD-WAN, field engineering teams and colocation has meant we've been able to forge a relationship built on mutual respect and honesty, and I'm genuinely looking forward to working together over the coming years, as we continue to push IVC Evidensia's IT Infrastructure forward.

**Ben Tyson, Head of Infrastructure,
IVC Evidensia**



We enabled IVC Evidensia veterinary group to successfully migrate all of its UK locations to an SD-WAN solution with integrated, multi-layered security. This has helped to boost application performance, protect the organisation against cyberthreats and substantially reduce management overheads.

PUBLIC SECTOR

We deliver expert IT solutions to organisations across **healthcare, education, central and local government, defence, housing associations, charities, and blue light services** — helping them deliver critical services securely, efficiently, and without disruption.

With experience across complex public sector environments, we understand the unique challenges these organisations face — from budget constraints and regulatory pressures to legacy systems and workforce transformation.

Whether you're modernising infrastructure, improving service delivery, or strengthening digital resilience, TIEVA brings the expertise, care, and capability the public sector can rely on.

These frameworks include:



HM Government
G-Cloud

Crown Commercial Service

Technology Products and Associated Services 2 - (RM6098)
Network Services 3- (RM6116)



IT Hardware Framework
Lots 1 & 3



y gwasanaeth
caffael
cenedlaethol
national
procurement
service

anglianwater



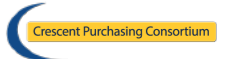
Technology Hardware, Software
and Services - 979



IT Hardware Peripherals
and Consumables



Software Licenses & Associated
Services for Academies and Schools



ICT Hardware and
Peripherals Equipment



IT Hardware Framework



Datacentre, Cloud Hosting &
Security Framework 0944



OUR PEOPLE

A culture built on trust and pride

At TIEVA, our greatest strength is our people. Every success we deliver is powered by a team of passionate, talented professionals who care deeply about doing great work, for our customers and for each other.

Whether in account management, technical design, service delivery, or support, our team brings energy, expertise, and enthusiasm to every interaction. We've built a culture that recognises potential, nurtures talent, and values collaboration, because we believe that when people feel empowered and connected, they go the extra mile.

We take pride in creating an environment that inspires confidence, builds trust, and fosters long-term success, for our employees, our customers, and our partners.



TIEVA is proud to be a part of Investors In People and has been awarded Platinum Standard – the highest level of accreditation held by only 0.05% of IIP-certified companies.

This demonstrates TIEVA's commitment to career progression and development and is a foundation for business success – supported by the talent, drive and ambition of its people.

GIVING BACK

Responsible business. Real impact.

At TIEVA, we believe that good business should also do good. We're committed to embedding sustainable and socially responsible practices into every part of our organisation, creating a positive impact for our people, customers, partners, communities, and the planet.

We work in close partnership with a number of UK charities, including Candlelighters, The Royal Orthopaedic Charity, and CowShed, raising vital funds and awareness to support the incredible work they do.

£250K

Total donated to date

“TIEVA exemplify everything that makes a charity partnership amazing. It continues to be an absolute privilege to work alongside them, and I look forward to many more moments to celebrate this incredible partnership.”

Chris Salt
Senior Corporate Partnerships Executive, Candlelighters



Beyond community engagement, we take our environmental responsibility seriously. From reducing greenhouse gas emissions and minimising waste to supporting carbon offsetting initiatives, we are continuously working to reduce our footprint and contribute to a more sustainable future.

Because building a better future isn't just about technology, it's about people, purpose, and protecting what matters most.



Renewable energy used across all TIEVA office locations



ISO 14001 Environmental Management certified



1000+ trees planted across the globe



Electric vehicle scheme in place for all staff



Smart & efficient office lighting system in place



Recycle schemes, including paper & card textiles



Investor in local wildlife & conservation projects



Reduction in printing & paper usage across offices



Hybrid work to help reduce emissions from staff commuting

Contact us

Ready to learn more about how our solutions can help drive your business forward? Contact our team today!

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Find out more

www.tieva.co.uk

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