

Proactive managed IT partnership

How Advanced Maintenance UK Ltd gained clarity, security, and performance through a transparent, proactive managed service

AdvancedMaintenanceUKLtd 

**CUSTOMER
SUCCESS STORY**



Customer challenge

Advanced Maintenance UK Ltd is a specialist building maintenance provider supporting housing associations, care providers, schools, and commercial organisations across the south of England. With thousands of properties under management, dependable IT is critical to daily operations.

The business became increasingly uncomfortable with its previous managed service provider due to a lack of clarity, visibility, and proactive support. Services were reactive and poorly explained, leaving the team unsure what they were paying for or how secure their IT environment was.

Advanced Maintenance needed a trusted partner to provide transparency, confidence, and proactive guidance.

The solution

First Technology delivered a proactive, transparent managed IT service focused on clarity, security, and performance.

A structured onboarding process clearly mapped and explained existing services, while security was strengthened through improved password policies, enhanced endpoint protection, and regular risk reviews. Performance issues were resolved through targeted improvements to the RDS environment.

Ongoing monthly reviews now provide clear visibility, proactive recommendations, and continuous improvement aligned to business needs.

“First Technology have reduced our down time, addressed our issues, and they communicate consistently. For our team it’s been a breath of fresh air. They are so much more positive now because they know if they’ve got an issue they just raise that ticket and they know it’s going to be addressed.”

Kellie Picket | Quality Assurance & Marketing Manager at Advanced Maintenance UK Ltd

The results

- **Full Visibility:** Clear understanding of IT services, costs, & value across the business.
- **Stronger Security:** Improved password policies, antivirus protection, and proactive risk management.
- **Improved performance:** Faster, more reliable access through enhanced RDS infrastructure.
- **Proactive Support:** Monthly reviews, forward planning, and rapid response when needed.
- **Trusted Partnership:** A supportive, flexible provider aligned with business needs and priorities.