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TESTIMONIAL:  
INNOVATION UNIT

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**CLOUDTECH24**

## TESTIMONIAL

### **Innovation Unit**

Innovation Unit is a UK-based, not-for-profit social enterprise operating within the social innovation and public services sector. We work with government bodies, charities and community organisations to design and scale innovative solutions that address complex social challenges, particularly around health, education, and inequality. Our focus is on creating practical, people-centred approaches that deliver lasting, system-level change and improved outcomes for communities.

### **Cloudtech24's service and support**

CloudTech24 manage our ICT equipment end-to-end, from sourcing and configuring laptops and devices to installing software, security tools and updates before issuing equipment to staff. New starters receive devices ready to use from day one, making onboarding smooth and efficient.

Their remote support is excellent, allowing issues to be resolved quickly with minimal disruption. The CloudTech24 team are responsive, knowledgeable and communicate clearly when supporting staff.

They also provide valuable business continuity support through spare laptops and rapid replacement arrangements, helping minimise downtime when issues arise.

### **Cyber security and Cyber Essentials**

CloudTech24 has also been instrumental in strengthening our cyber security, particularly through our Cyber Essentials and Cyber Essentials Plus journey. Their guidance, expertise and proactive approach have been invaluable.

Day-to-day support is consistently strong. They respond promptly to tickets, assist with troubleshooting, proactively flag suspicious emails and potential phishing attempts, and help us maintain a secure IT environment.

### **Our partnership with CloudTech24**

The account management is excellent. Our account manager understands our organisation, is responsive to our needs and acts as a trusted adviser rather than simply a supplier.

What stands out most is that CloudTech24 feels like an extension of our team. They are proactive, reliable and genuinely invested in helping us improve our IT infrastructure, security and ways of working.

Overall, we've been extremely happy with CloudTech24 and would have no hesitation in recommending them. Having worked in finance and operations for over 20 years and worked with a number of IT support providers during my career, I would say CloudTech24 has been the best IT partner I've worked with.

Ken Yeung

Head of Finance and Operations, Innovation Unit

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