Kent Technology Resilience Voucher Scheme Digital Advisor Brochure

List of Digital Advisors

The digital advisors listed below have outlined their main specialisms and areas of expertise. They are part of a framework of advisors that were procured by Kent County Council to deliver advice to Kent-based SMEs as part of the 'Kent Technology Resilience Voucher' scheme. Kent County Council is not liable for any outcomes resulting from the advice given by the digital advisors listed below.

Intelligent Linking Consulting Ltd

Contact Person: Roger Williams

Email address: roger.williams@intelligentlinking.co.uk

Telephone number: 07951 057840

Website: www.intelligentlinking.co.uk

Company profile:

We specialise in enabling clients to make effective use of digital tools to support and improve all aspects of customer and employee relationships. We provide advice to organisation just starting out with IT through to modern and innovative use of IT to address specific business issues.

Area of expertise:

- **Business growth and productivity**
- **Customer journey and customer experience management**
- **Team building, collaboration, internal communications and knowledge management**
- **Customer research, engagement, surveys and assessments**
- **Design, build and delivery of digital workshops for clients and teams**

Key2Solutions

Key2Solutions

Contact Person: Charlie McAlister

Email address: charlie.mcalister@key2solutions.co.uk

Telephone number: 07587 592946

Website: www.key2solutions.co.uk

Company profile:

K2S is a focused highly skilled IT Consultancy with a track record of delivering against plans and our consultants have worked with many organisations from small organisations through to large enterprises. We can reference where our customers have realised both significant IT cost reduction and enhanced service delivery, both internal and with clients through the enhanced use of technology. We use a defined process consisting of workshops and documentation reviews to ensure delivery against expectations and to drive engagements against agreed agendas and timeframes. Our consultants have extensive experience with "Agile" methodology and associated outputs will allow us to provide you with a tailored set of reports and action plans to improve the resilience of your current technology investment and highlight areas where this can be improved both short and medium term with associated benefits to your business. We provide expertise in many areas with highly skilled practitioners using state of the art tools & technology to deliver cost-effective solutions which carry value for today & the future. The focus always being the client's requirements.

Area of expertise:

- **Cost Optimisation: Licences / Telephony /**
- **IT Infrastructure Streamlining and Business Continuity: Server Consolidation / Failover**
- **Use of Tools & Applications: Office 365 / Teams / Accounting / CRM**
- **Assessment of Cloud Strategies and Mobile Applications**
- **Telecoms: Mobile Contracts / Networking / Remote Working**
- **Technology Project & Programme Management**

Glossary

3D: Three-Dimensional

IIOT: The industrial internet of things

VR: Virtual Reality

AR: Augmented Reality

AI: Artificial Intelligence

CRM: Customer relationship management

ERP: enterprise resource planning

MES: Manufacturing execution systems

MRP: Material requirements planning

IT: Information Technology