Restore
Technology

THE UK'S LEADING PROVIDER OF IT LIFECYCLE SERVICES



Restore Technology

Engineering Services: IMAC

(Installations, Moves, Additions and Changes)

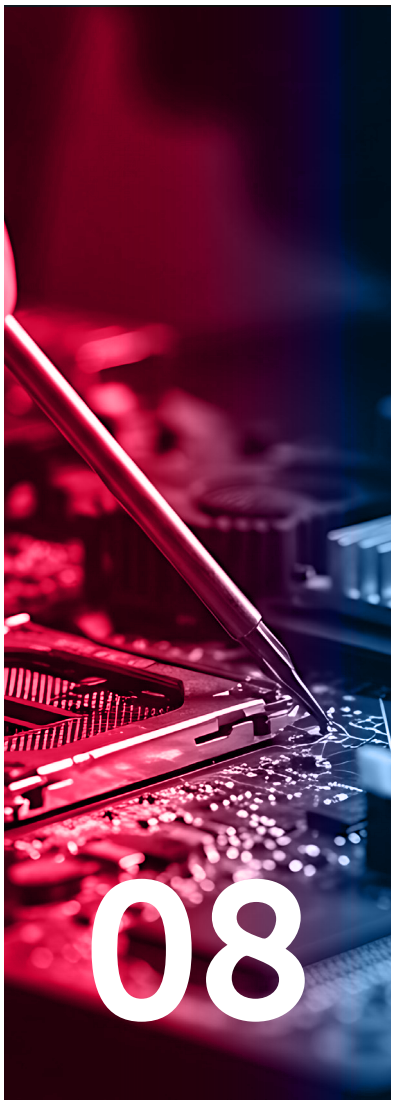
Get in touch with the team
for more information:

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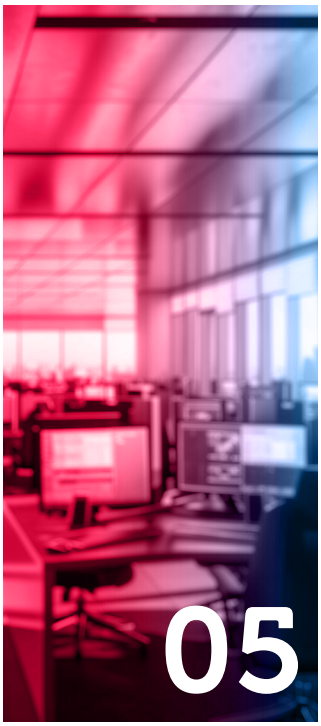
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Core Capabilities

Restore Technology provides a fully managed IMAC service, delivering on site engineering support, installation expertise, coordinated moves and changes, and flexible resource deployment across single or multi site environments.

Our IMAC service is designed to support organisations with frequent workplace change, technology refresh cycles, or ongoing business transformation.

On site IMAC Team

Restore Technology deploys skilled engineers and coordinators who work as part of your organisation. This on site team provides:

- Installation of end user devices, peripherals, telephony and network equipment
- Coordination and delivery of internal moves and workspace changes
- Management of additions to user environments and infrastructure
- Complex relocation support including traders, multi screen users, and specialist equipment
- Support across multiple office locations and data centres
- Attendance at regular move and planning meetings
- Out of hours support for weekend or evening moves where required

Our teams operate with complete flexibility and can work any pattern of hours required to support business operations while minimising disruption.



Service Highlights

Comprehensive IMAC Delivery

Restore Technology delivers the full IMAC lifecycle, including:

- Hardware installation and configuration
- Detailed pre move audits, including photographic capture for complex user environments
- Accurate recreation of multi device set ups
- Network patching and cabinet management
- Floor box moves and patching
- Post installation testing (IP configuration, printers, telephony, application access)
- Monday morning post move user support
- Stock management and control
- Administration of IMAC related tasks within service management systems
- Change control and audit services
- Additional engineering resource for peak periods or project work

Process Overview



1. Discovery and Planning

Our on site team attends weekly or scheduled move planning meetings alongside key departments such as IT, Facilities, Networks, HR and the Service Desk.

Activities include:

- Confirming move schedules and priorities
- Reviewing previous move feedback
- Identifying required resources and equipment
- Preparing detailed project lists and cross referencing user allocations
- Auditing the equipment assigned to each user to ensure complete readiness



2. Pre Move Preparation

- Conducting physical or photographic audits of desks, devices and configurations
- Verifying network, power and furniture readiness at the destination location
- Ensuring stock availability and pre deployment staging where required



3. Move and Installation Execution

- Moves typically performed during evenings or weekends to minimise disruption
- Secure decommissioning and packing of equipment
- Transport between sites (with Restore Technology provided vehicles where required)
- Reinstallation of all user devices and associated peripherals
- Accurate re creation of specialist desk configurations, including traders and multi monitor environments



4. Testing and Validation

- Detailed functional testing following the move
- Verification of networking, telephony, printing and application access
- Documentation of any unresolved issues for escalation to second line teams



5. Post Move Support

- Early morning on site support to assist users in adjusting to their new work area
- Prompt resolution of any teething issues
- Update of CAD drawings, floor plans and asset databases following all IMAC activity

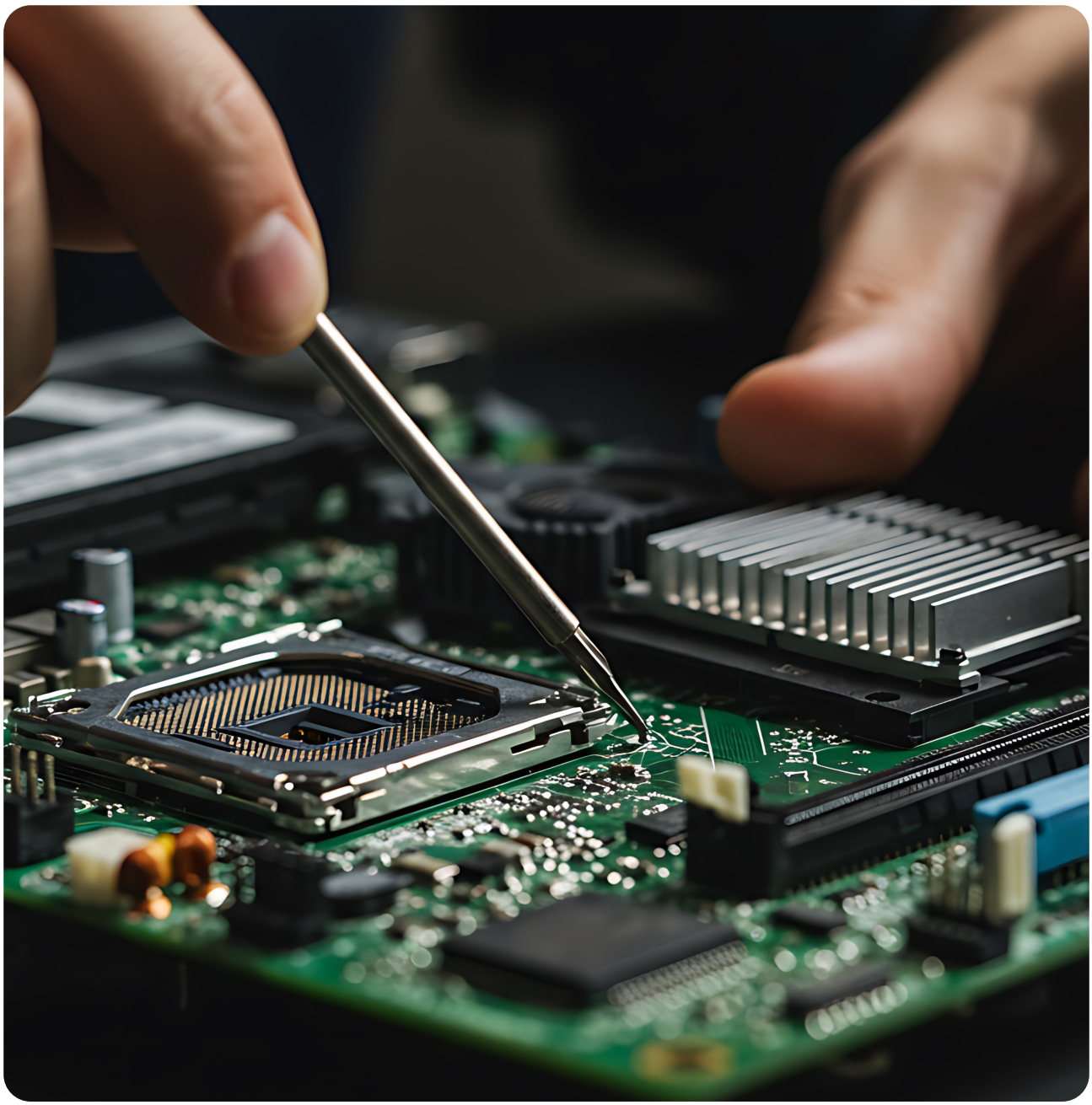


Our Team

Restore Technology's IMAC engineers and coordinators:

- Possess extensive experience across multi site corporate environments
- Operate as an integrated extension of your internal teams
- Are fully background checked and referenced
- Maintain a positive, solution focused approach with a strong commitment to customer service
- Provide continuous cover, with sickness and holiday absence managed within our service model
- Deliver both business as usual IMAC support and project based activity

This combination of flexibility, technical knowledge and reliability is what makes Restore Technology one of the most trusted providers of on site IMAC services.



Additional Services

IT Cleaning

As part of maintaining a productive workspace, our engineers can deliver specialist cleaning of IT equipment to improve hygiene, appearance and device longevity.

This includes:

- Surface cleaning with dedicated hard surface solutions
- Screen cleaning with monitor safe fluids
- Removal of dust from vents, keyboards and internal fan areas using antistatic tools and technical vacuum systems



Why Restore Technology IMAC Services Stand Out

> True flexibility – engineers can work any pattern of hours to suit operational needs

> Proven scalability – capable of supporting high volumes of IMAC activity across multiple sites

> Experienced team leadership – trained coordinators overseeing delivery and communication

> Robust processes – structured planning, auditing, testing and sign off

> Built in resilience – absence is covered and resource levels can be increased for project peaks

> Multi discipline expertise – desktop, network patching, telephony and multi screen trader setups

> Accurate recreation of complex environments – supported by photographic audits

> Transportation support – Restore managed vehicles available when required

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