



24/7 SUPPORT

IT, Gekko Wholesale & Business Support

One experienced support partner protecting your systems, supporting your people and helping your business keep moving.

Technology is now connected to almost every part of a wholesale business. When a server, workstation, internet connection, email account, printer, security service or Gekko Wholesale process stops working, the effect can quickly spread across sales, order processing, purchasing, warehouse operations, delivery, accounts and customer service.

PringlePCS provides a complete support service designed to reduce disruption, protect critical business systems and give your employees access to practical help when they need it.

We do more than respond to technical faults. We monitor, maintain, document, secure and develop your IT environment while helping your employees use the technology correctly and confidently.

More Than an IT Help Desk

PringlePCS can operate as your complete outsourced IT department or work alongside your existing IT employees as an additional technical, training and business-support resource.

Our objective is simple: prevent avoidable problems, resolve incidents quickly, protect your information and help every employee gain more value from the systems available to them.



Gekko Wholesale Application & Operational Support

Gekko Wholesale sits at the centre of your sales, customer, stock, purchasing, warehouse, delivery and financial processes. Our support service therefore covers more than the technical operation of the software. We help your employees understand how the system should be used within their daily roles.

Gekko Wholesale support can include:

- User accounts, access permissions and role-based security.
- Assistance with customer, supplier, product and stock records.
- Guidance with quotations, sales orders, purchase orders, picking, delivery and invoicing workflows.
- Support with reports, dashboards, debtor information and management visibility.
- Investigation of unexpected results, data issues or workflow problems.
- Training for new, replacement or existing employees.
- Coordination of approved system changes, integrations and future development requirements.
- Practical support during busy periods, departmental change or the rollout of a new process.

Because PringlePCS understands both the technology and the business workflow, we can investigate whether a problem is caused by the system, the data, a device, a connection, a permission setting or an incorrect process.

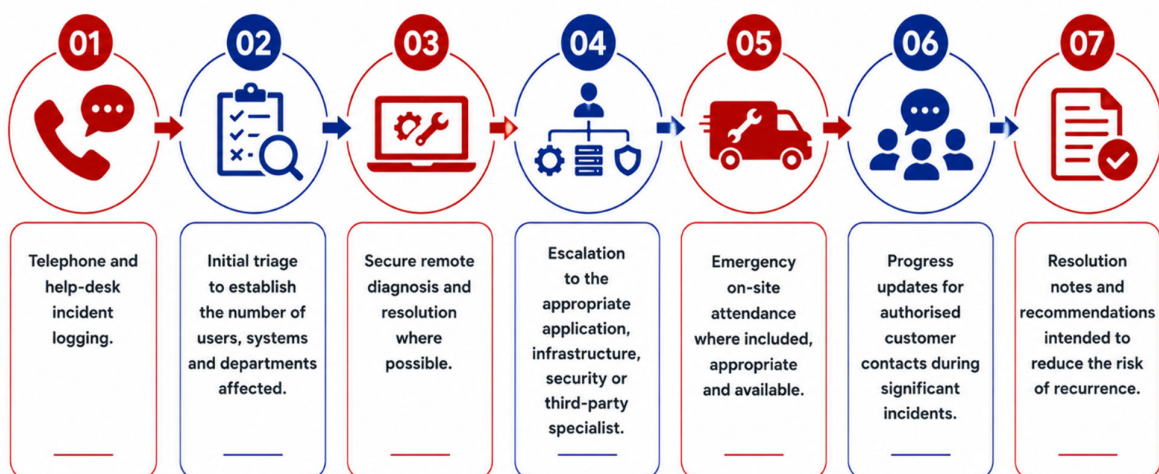
This joined-up approach reduces delays, avoids employees being passed between multiple suppliers and helps your business return to normal operation faster.

24/7/365 Support, Triage & Escalation

Critical incidents do not always occur during standard office hours. Depending on the support agreement selected, contracted clients can report urgent problems at any time and receive help through the agreed telephone, remote-access or emergency escalation process.

Every incident is assessed according to its operational impact and urgency. A complete system outage, widespread access failure or major security concern will be treated differently from a routine user query or a planned configuration request.

Our support process can include:



The support hours, response targets, escalation routes and on-site arrangements applicable to your organisation will be defined within your chosen support agreement.



Proactive Systems Monitoring & Preventative Maintenance

The most valuable support is often the incident that never reaches your employees. PringlePCS can monitor agreed systems and review their health so that warning signs can be investigated before they develop into a major operational failure.

Proactive support may include:

- Server, storage and service-health monitoring.
- Disk-space, memory, processor and performance reviews.
- Operating-system and approved software-update management.
- Backup-status and failed-job alerts.
- Antivirus, endpoint and firewall status checks.
- Review of recurring incidents and underlying causes.
- Capacity and replacement planning before equipment reaches a critical point.

We do not only repair technology after failure. We actively work to keep it healthy.

Server, Storage, Network & Infrastructure Support

Your server and network infrastructure supports the systems used by every department. PringlePCS provides support for physical, virtual and cloud-connected environments, helping maintain stability, performance and secure access to business-critical information.

Infrastructure support can cover:

- Physical and virtual server administration.
- File storage, permissions and shared-folder access.
- Network switches, routers, wireless connectivity and internet troubleshooting.
- User authentication, domain services and access control.
- Performance diagnosis and hardware-failure investigation.
- Planned maintenance, upgrades, migrations and replacement projects.
- Coordination with broadband, telephony, hosting and specialist suppliers.

Reliable infrastructure is the foundation on which Gekko Wholesale, Microsoft 365 and your wider business operation depend.

Cloud Backup, Data Protection & Disaster Recovery

Business information can be lost through equipment failure, accidental deletion, malicious activity, theft, fire, flood or human error. A backup is only valuable when it is correctly configured, monitored and capable of being restored when required.

PringlePCS can design and support automated backup arrangements using secure local and cloud-based storage, selected according to your operational, retention and recovery requirements.

Backup and recovery support may include:

- Automated backup schedules for agreed systems and data.
- Encrypted off-site or cloud backup storage.
- Monitoring and investigation of failed backup jobs.
- File, folder, mailbox, server or system recovery where supported by the selected solution.
- Recovery-priority planning for critical business services.
- Disaster-recovery documentation and agreed escalation procedures.
- Periodic restore testing where included within the support plan.

Our objective is to reduce recovery time and help your organisation resume essential operations as quickly and safely as the circumstances and selected recovery solution permit.



Cybersecurity, FortiGate & ESET Protection

Security must be built into the whole technology environment. A firewall alone cannot protect an organisation if user accounts, remote access, devices, updates and employee behaviour are not also managed.

PringlePCS supports layered business security using technologies such as FortiGate firewalls and ESET endpoint protection alongside practical access, update and user controls.

Security support can include:

- FortiGate firewall configuration, monitoring and policy management.
- Secure VPN and approved remote-access configuration.
- ESET endpoint protection, central management and licence support for business devices, with selected home-use options where available.
- Multi-factor authentication and account-security guidance.
- Security updates and vulnerability-reduction measures.
- Assistance with suspicious emails, compromised accounts and malware incidents.
- Employee cybersecurity awareness and safe-working guidance.

Security is not an optional extra. It is part of business continuity.

Microsoft 365, Email & Collaboration Support

Microsoft 365 is used across communication, document management, meetings and daily administration. PringlePCS can provide user and administrative support across your Microsoft environment, helping your employees work effectively while access remains controlled and secure.

Support can include:

- Exchange Online and Outlook email support.
- Microsoft Teams meetings, calling, collaboration and user assistance.
- SharePoint and OneDrive access, sharing and synchronisation support.
- Microsoft 365 user creation, removal and licence administration.
- Multi-factor authentication, password and access-policy support.
- Word, Excel, PowerPoint, OneNote and other productivity-application troubleshooting.
- Azure-related administration where included within the agreed environment and support scope.

We can also help management establish consistent onboarding and offboarding processes so that new employees receive the correct access and departing employees are removed promptly and securely.

SECURE REMOTE & HYBRID WORKING

Employees may need to work from home, visit customer premises or access information while travelling. PringlePCS can design and support remote-working arrangements that balance convenience, performance and security.

- Secure access to approved business systems and information.
- VPN, remote desktop and cloud-application support.
- Home-office laptop, monitor, docking-station and peripheral assistance.
- Microsoft Teams, email and shared-document support.
- Device-security, update and access-policy guidance.
- Remote diagnosis for employees working away from the main premises.

Your employees should be able to work from an approved location without creating an unnecessary security risk or losing access to the support available in the office.



PC, LAPTOP, PRINTER & PERIPHERAL SUPPORT

A small device problem can stop an employee completing an important task. PringlePCS supports the everyday equipment used throughout your organisation, from office workstations and warehouse tablets to printers, scanners and other approved peripherals.

- PC and laptop setup, configuration and fault diagnosis.
- Printer, label-printer and scanner connectivity support.
- Monitor, docking-station, keyboard, mouse and approved peripheral assistance.
- Software installation and approved application deployment.
- Data transfer and replacement-device preparation.
- Warranty, repair, replacement and supplier coordination where agreed.

We help keep the technology used by your employees practical, consistent and fit for purpose.

Website Hosting, Data-Centre & Cloud Infrastructure

Through our technology and hosting relationships, including services delivered with ANS where selected, PringlePCS can support secure website, application and data-hosting environments suitable for your agreed business requirements.

Hosting and infrastructure services can include:

- Secure UK data-centre hosting options.
- Scalable server and application environments.
- Website hosting, domain and certificate coordination.
- Monitoring, maintenance and performance investigation.
- Backup, resilience and recovery options appropriate to the selected service.
- Coordination between application, infrastructure and connectivity providers.

The exact hosting location, certification, availability and recovery arrangements will depend on the selected service and will be confirmed within the relevant proposal or agreement.

Your Complete IT Department or an Extension of Your Existing Team

Businesses without an internal IT department can use PringlePCS as their managed technology resource. We take responsibility for coordinating day-to-day support, maintenance, security, suppliers, projects and future planning within the agreed contract.

Our managed IT service can include:

- A dedicated support manager and structured customer communication.
- Infrastructure, Microsoft 365 and user-account administration.
- Security, backup and business-continuity coordination.
- Hardware, software and supplier management.
- Technical documentation and equipment records.
- Project planning, budgeting and technology recommendations.

If you already employ internal IT staff, we can operate as a co-managed support partner. Our team can provide escalation support, specialist knowledge, project capacity, holiday cover and structured training to strengthen your internal capability rather than replace it.

You retain the knowledge of your internal team while gaining access to a broader technical and training resource.



IT Asset, Licence & Resource Management

Technology becomes difficult and expensive to manage when equipment, licences, warranties, passwords and supplier information are not recorded consistently. PringlePCS can help create a structured view of the resources supporting your organisation.

- Asset registers for computers, servers, tablets, printers and approved devices.
- Allocation of equipment to employees, departments or locations.
- Software-subscription and licence records.
- Warranty, renewal and replacement-date monitoring.
- Equipment standards for different employee roles.
- New-starter and leaver equipment checklists.
- Planned technology budgets and lifecycle recommendations.

Better records reduce waste, strengthen security and help management plan rather than react.

Training IT 365 & Continuous Employee Development

Technology only delivers a return when employees know how to use it. Support tickets are often caused not by a technical failure, but by uncertainty, inconsistent working practices or a lack of confidence.

Training IT 365 gives contracted clients access to ongoing learning and practical coaching designed to improve everyday capability across the organisation.

Training can include:

- Gekko Wholesale role-based and departmental training.
- Microsoft Word, Excel, PowerPoint, Outlook, Teams, SharePoint and OneNote.
- Cybersecurity awareness and safe remote-working practices.
- Customer Care, Sales, Management, Leadership and Time Management.
- Workplace First Aid and other agreed compliance-related courses.
- One-to-one coaching, private company sessions and refresher training.
- Training delivered at your premises, online or at our Sheffield Training Centre.

Subject to trainer availability and course rules, private training can be arranged around operational hours, shift patterns, evenings or weekends to reduce disruption to individual employees and the wider business.

Because technology only works when people understand it.

Contracted Client Benefits

Our contracted-client packages are designed to provide more than fault resolution. Depending on the selected agreement, clients can receive access to a wider range of technology, training and business-development benefits.

- A dedicated support manager who understands your organisation and priorities.
- Access to a multi-skilled technical support and escalation team.
- Proactive monitoring and preventative maintenance for agreed systems.
- Gekko 365 access where included within the contracted-client package.
- Up to 50% discount on selected IT, Business Skills and First Aid training courses.
- Discounted specialist coaching and agreed team-building sessions.
- Discounted ESET antivirus and endpoint-security licensing where available.
- Structured technology reviews, project planning and improvement recommendations.
- Priority access to additional consultancy and development resources, subject to availability.

The exact benefits, discounts, included hours and service scope will be confirmed within your support proposal and contract.



No Single Point of Failure

A business should not depend entirely on one internal employee, one supplier contact or one person who knows how a critical system works. PringlePCS helps reduce this vulnerability by combining technical documentation, shared support knowledge, structured procedures and access to a wider team.

Business-continuity support can include:

- Technical documentation covering agreed systems, services and suppliers.
- Controlled recording of essential administrative and recovery information.
- Cross-training and guidance for internal employees.
- Support during employee absence, role change or unexpected departure.
- Coordination with authorised third-party suppliers and advisers.
- Recovery and escalation procedures for agreed critical services.

Our aim is to ensure that essential knowledge is not lost when one person is unavailable and that your organisation has a clear route to assistance when it matters most.

How the Support Process Works

- Report the issue: An authorised user contacts PringlePCS through the agreed support channel and explains the problem.
- Assess the impact: We identify which users, departments, devices, systems or customer services are affected.
- Diagnose securely: Our team uses approved remote tools, monitoring information and technical records to investigate.
- Resolve or escalate: The incident is fixed where possible or passed to the appropriate specialist, supplier or on-site engineer.
- Confirm service restoration: We verify the result with the customer and record the work completed.
- Reduce repeat incidents: Where appropriate, we recommend monitoring, training, equipment, security or process improvements.

The objective is not simply to close a ticket. It is to restore the employee or business process to productive operation.

THREE AREAS OF COMPLETE SUPPORT

PROTECT THE TECHNOLOGY

Monitoring, maintenance, backup, security, infrastructure and rapid incident response.

SUPPORT THE PEOPLE

Friendly user support, practical coaching, role-based training and clear guidance.

DEVELOP THE BUSINESS

Gekko Wholesale improvement, resource planning, reporting, projects and long-term strategy.



Why Businesses Choose PringlePCS

- 24/7/365 support options for contracted clients.
- A dedicated IT support manager and wider technical backup team.
- Technical understanding of Gekko Wholesale and the departments that depend on it.
- Proactive monitoring, maintenance and preventative support.
- Server, cloud, Microsoft 365, hardware and cybersecurity expertise.
- Remote, on-site, project and emergency support options.
- A professional training division covering IT, Business Skills and First Aid.
- Practical business-continuity support with reduced dependence on one individual.
- Long-term planning focused on reliability, productivity, security and growth.



Service Scope & Availability

Support hours, response targets, monitoring, emergency attendance, training discounts, third-party services and included benefits depend on the selected contract, customer location, system environment and agreed service level. Security and backup controls reduce risk but cannot guarantee that every incident, cyberattack, hardware failure or data-loss event will be prevented. Full terms will be confirmed within the relevant proposal and service agreement.

Complete Support for the System, the Technology and the Team

Speak to PringlePCS about a support arrangement designed around your organisation, operating hours, technology environment and business priorities.

Discuss Your Support Requirements



NEXT STEP TO GEKKO WHOLESALE

Let Pringle Pcs Show You What Gekko Can Do For Your Business

NEXT STEPS

LET US SHOW YOU WHAT GEKKO CAN DO FOR YOUR BUSINESS

Gekko provides the technology. We provide the experience, implementation, training and ongoing support required to maximise its value.

Together, Gekko and we can help your business achieve:

MORE TIME:
Streamlined processes, reduced administration and improved efficiency.

MORE MONEY:
Better control of costs, improved productivity and increased profitability.

MORE CLIENTS:
Stronger customer management, improved communication and greater opportunities for growth.

MORE CONTROL:
Clearer information, improved reporting and complete visibility across your business.

MOST IMPORTANTLY, we provide a trusted business partner with support available 24 hours a day, 7 days a week.

WE DO MORE THAN SUPPLY SOFTWARE.
We work alongside your business to implement the right solution.

SUPPORT YOUR TEAM
with training, guidance and ongoing assistance.

ENSURE YOU GAIN THE MAXIMUM
benefit from the system, helping your business grow and succeed.

SEE THE SYSTEM. SEE THE DIFFERENCE.

Discover how Gekko can operate within your business through a free demonstration.

FREE MICROSOFT TEAMS DEMONSTRATION
View the system remotely from any location.

ON-SITE DEMONSTRATION
A member of our team will visit your premises and demonstrate how the system can support your specific business requirements.

VISIT US
Come and see the system in action at our office.

Gekko provides the technology. Pringle PCS provides the experience, implementation, training and ongoing support required to maximise its value.

Together, Gekko and Pringle PCS can help your business achieve:

More Time:

Streamlined processes, reduced administration and improved efficiency.

More Money:

Better control of costs, improved productivity and increased profitability.

More Clients:

Stronger customer management, improved communication and greater opportunities for growth.

More Control:

Clearer information, improved reporting and complete visibility across your business.

DEMO BOOKING

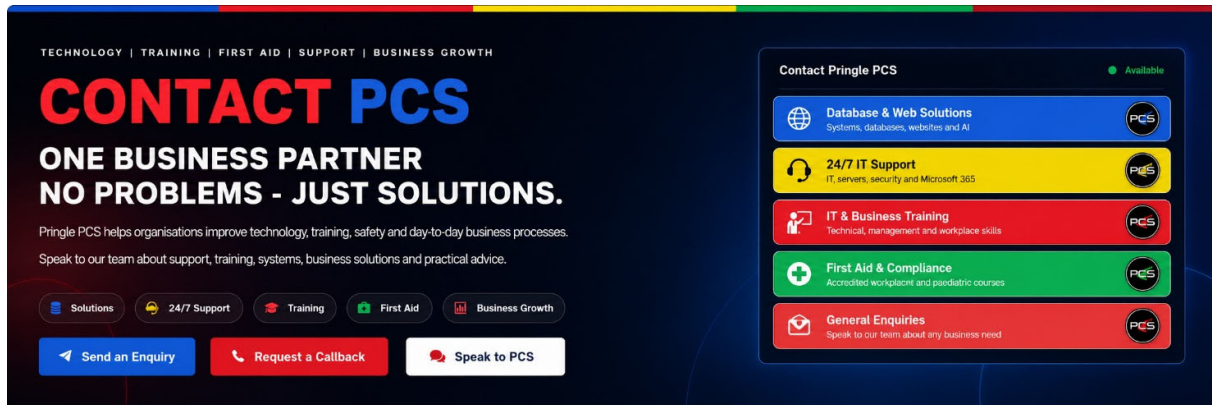
Arrange a live demonstration of Gekko Wholesale and see how the different parts of the system work together. The demonstration provides an opportunity to discuss your existing processes, current problems and the improvements your organisation would like to achieve.

Book your free demonstration today and discover what Gekko and Pringle PCS can deliver for your business

What's covered: A live system walkthrough; relevant Gekko modules; wholesale workflow discussions; questions from your management team; implementation options; training and support requirements; and recommended next steps.



CONTACT PCS



TECHNOLOGY | TRAINING | FIRST AID | SUPPORT | BUSINESS GROWTH

CONTACT PCS

**ONE BUSINESS PARTNER
NO PROBLEMS - JUST SOLUTIONS.**

Pringle PCS helps organisations improve technology, training, safety and day-to-day business processes.
Speak to our team about support, training, systems, business solutions and practical advice.

[Solutions](#) [24/7 Support](#) [Training](#) [First Aid](#) [Business Growth](#)

[Send an Enquiry](#) [Request a Callback](#) [Speak to PCS](#)

Contact Pringle PCS Available

- [Database & Web Solutions](#)
Systems, databases, websites and AI
- [24/7 IT Support](#)
IT, servers, security and Microsoft 365
- [IT & Business Training](#)
Technical, management and workplace skills
- [First Aid & Compliance](#)
Accredited workplace and paediatric courses
- [General Enquiries](#)
Speak to our team about any business need

Contact PringlePCS to discuss your wholesale operation, request additional information or arrange the next stage of your Gekko Wholesale project.

SALES ENQUIRIES: 0114 281 3350
EMAIL: SALES@PRINGLEPCS.CO.UK

24/7 SUPPORT: 0114 281 3351
EMAIL: SUPPORT@PRINGLEPCS.CO.UK

PRINGLEPCS

www.pringlepcs.co.uk