

A PLAIN-ENGLISH GUIDE FOR BUSINESS OWNERS

The IT Services Buyer's Guide

2027

How to choose the right IT support partner for your business: what to look for, what to beware of, and the questions to ask before you sign anything.



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What's inside

CHAPTER 1	Five big shifts in technology, and what they mean for you
CHAPTER 2	You have a business plan. Do you have an IT strategy?
CHAPTER 3	10 reasons businesses change IT support partner
CHAPTER 4	Protecting the most valuable thing in your business
CHAPTER 5	Why you should be sceptical of every IT support company (us included)
CHAPTER 6	Five things every IT support company wishes you knew
CHAPTER 7	Already have an IT person? How to support them
CHAPTER 8	Don't just take our word for it
CHAPTER 9	About me and My Tech Team
CHAPTER 10	Your first 90 days with us
CHAPTER 11	What to do next

Short on time? Chapters 3 and 5 are the ones to read before you speak to any IT company. And if you'd rather just talk, turn to chapter 11.

Five big shifts in technology, and what they mean for you

Hello, I'm Tyrone da Silva, Director of My Tech Team. I've been looking after the technology of Sussex businesses since 2009, and I can honestly say I've never seen it change as quickly as it is right now.

Whether business is booming or you're working hard for every new customer, you'll have felt it. The tools we rely on every day are changing faster than most of us can keep up with. I see five big shifts affecting the businesses my team and I look after, and they're all connected.

1. Artificial intelligence

At the end of 2022, AI still felt like something from a film. Then ChatGPT arrived, and within months everyone was talking about it. Today you're probably using Microsoft Copilot, ChatGPT, Claude or Gemini in some form, even if it's just the AI that's quietly been built into tools you already have.

Most businesses are using it to draft emails, summarise meetings, research and create documents. The next step is already here: **agentic AI**, which doesn't just answer questions but works out what needs doing and does it. Think of it as giving a capable assistant its own to-do list.

It's a huge opportunity. It also raises real questions about what information you're feeding into these tools, and who can see it.

2. Working from anywhere

2020 turned hybrid working from a perk into normal life. Your team expects to work from the office, from home or from a coffee shop, and the technology makes that easy. The catch is that every one of those places needs to be just as secure and just as productive as your office.

3. The cloud

Remember when you couldn't get to a file unless you were sat at your desk? The cloud changed that for good. But the more freely your data moves, the more carefully it needs looking after. The cloud gives you freedom and, at the same time, gives criminals more ways in. More on that in chapter 4.

4. Everything is connected

Printers, cameras, door entry systems, heating controls, even the fridge: everything is going online. Industry forecasts put the number of connected devices at around 40 billion by 2030.

Every one of them on your network is a door that needs a lock.

5. The biggest security threat businesses have ever faced

This one runs through all the others, because every change creates an opening for cyber criminals, and right now change is constant.

The government's latest Cyber Security Breaches Survey found that **43% of UK businesses and 28% of charities** had a cyber breach or attack in the past 12 months. Phishing, those fake emails designed to trick you, was by far the most common.

Criminals now use automated tools and AI to target every business, all the time. It only takes one person clicking one bad link for them to get in. Sometimes they strike within hours. Sometimes they wait quietly for weeks. Either way, you often don't know until it's too late.

I'm not saying this to scare you. There is clear, proven good practice that keeps businesses safe, and I'm always testing new security tools to protect our clients. I'm happy to talk you through what makes sense for you.

A simple way to think about your technology: Defend and Invest

Defend means protecting your business, your data and your people from cyber criminals.

Invest means making sure your technology is moving your business forward, not holding it back.

If you're reading this, I suspect you're not completely happy with your current IT support and you're wondering whether to change. Naturally, I'd love you to choose us. But this guide isn't a sales brochure. It's here to show you what good IT support looks like, how a genuine IT partner behaves, and why your IT strategy and your data security deserve a place at the heart of your business plans.

If you'd like to talk before you read on, skip to chapter 11.



Tyrone da Silva

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You have a business plan. Do you have an IT strategy?

When did you last look at your IT strategy? If the honest answer is "never" or "not for a while", now is the time.

If your business uses any technology at all, from a single till to a network across several sites, a proper IT strategy is one of the most useful things you can have. It's the foundation for growth, and it can be the difference between getting through a difficult year and coming out of it stronger.

I'm biased, of course. But I've seen it too many times to doubt it.

Your IT strategy should sit alongside your business plan and explain how technology will help you hit your goals, both this year and over the next few. And here's the thing: although it's called an IT strategy, it isn't really about IT. It's about your business, and how technology can help you get where you want to go with as little friction as possible.

Where to start

Look at what you have today and ask three questions:

- ✓ What works well?
- ✓ What would you like to be better?
- ✓ As you grow, will your technology grow with you, or will you need new software, networks or phone systems?

Then ask your team. They use your systems all day and they'll know exactly what slows them down. Is there software that doesn't talk to other software? A job that takes ten clicks when it should take two? A process everyone has quietly worked around for years?

A good IT partner will help you answer these questions, recommend the right hardware and software for the way you work, and spot problems you hadn't noticed.

A roadmap means no nasty surprises

A technology roadmap shows what you'll need to invest in and when. It's how you avoid the unexpected invoice for a server that's suddenly at the end of its life, and how you spread costs sensibly over time.

Every pound needs to earn its keep right now, so it's worth agreeing a few simple measures of whether your technology is really working for you. Your team might love a system, but if it isn't paying its way, it isn't working as well as you think.

Your IT partner should review the strategy with you regularly. We do it every quarter with our clients, looking at what's going well and what isn't moving as fast as you'd like.

Cleaner or facilities manager?

Picture an office building. Every evening a cleaner comes in and tidies up the mess from the day. That's how a lot of IT support companies work: something breaks, they fix it, they leave.

Now picture a facilities manager. They're always thinking ahead, planning maintenance, spotting problems before they become expensive and stopping the building falling into disrepair. They still make sure the cleaning gets done, but there's far less mess to clean up.

That's the difference between an IT support company and an IT partner. Things will still go wrong occasionally, because that's technology. But proactive work means far fewer problems, and far less disruption for your team.

For every client, we build and maintain a technology roadmap so that you and I both know:

- ✓ What's going to happen over the next two to three years
- ✓ What you'll need to invest in, and roughly when
- ✓ What can wait if money is tight, and what could be brought forward if you're ahead

That kind of planning only works in a partnership. We get to know your business as though it were our own, so we know where it's heading as well as you do.

10 reasons businesses change IT support partner

I speak to a lot of business owners who are unhappy with their IT support. These are the reasons that come up again and again.

1

They can't show you results

You should be able to see what your IT partner is doing for you and what difference it's making. A good partner gives you a clear plan and a handful of measures that matter to your business, explained in plain English. If the reports you get are full of jargon nobody can decipher, that's a warning sign.

2

Poor communication

Slow to acknowledge problems. No warning before updates. Promised call-backs that never come. With any other supplier these might be minor gripes, but when your business can't function without its technology, they become big problems. You need a partner who:

- ✓ Acknowledges issues quickly
- ✓ Keeps you informed about everything you need to know
- ✓ Does what they say, when they say they'll do it

3

They don't take security seriously

Unbelievably, some IT companies whose job is to protect your data don't protect their own. They don't keep up with the latest scams, and they don't check that every system is fully up to date. Would you trust them with your business?

4

"Sorry, that's not covered"

If it's technology and it affects your business, hearing "we don't cover that" should set alarm bells ringing. A partner looks for ways to help, not reasons to say no. Every business is different, even two firms on the same street selling the same thing, so a rigid one-size-fits-all contract rarely fits anyone.

5

Things take too long to fix

Some problems genuinely take time to get to the bottom of. That's fine, as long as you're kept updated. What isn't fine is a support request sitting unanswered for three days, problems that never get fixed, or fixes that break something else. All that waiting is downtime, and downtime costs money.

6

Nobody takes responsibility

I've heard from business owners who were told a problem was their own fault, despite following their IT company's advice. Others were told to go and ring their software supplier themselves. The whole point of an IT partner is that they deal with technology so you don't have to. If they're passing the buck, you're not getting what you're paying for.

7

They baffle you with jargon

Technology is complicated and it changes constantly. A good IT partner makes it simple: they explain what's happening in plain English and never make you feel silly for asking. If you can't understand each other, the relationship won't work, and your business won't get the most from its technology.

8

You're not learning anything

You don't need to become an IT expert. But you and your team do need to understand the basics of cyber security, how to spot a scam and how to protect your data. If your IT company says "leave that to us", be wary. You can't defend against something you don't understand. That's why we give our clients' teams access to our own training platform, covering everyday computer skills, cyber awareness and invoice fraud.

9

They're always selling you new kit

Sometimes an upgrade really is due: an operating system that's reached the end of its life, or computers that can no longer keep up. But some IT companies spend more time selling hardware than getting the basics right. Most businesses already have most of what they need. Get the foundations right first, then plan upgrades on your roadmap so they never come as a surprise.



You've outgrown them

This isn't always anyone's fault. Sometimes a business simply grows beyond what its IT company can handle. Signs include slower responses, recommendations drying up, or needing a level of support they can't provide. A good partner will often raise it with you first. Nobody wants to be out of their depth.

If any of these sound familiar, it might be time for a change. No IT company is perfect, and we get things wrong occasionally too, because we're human. But because we work in partnership with our clients, we can have honest conversations, put things right quickly and move on.

Protecting the most valuable thing in your business

Being able to work anywhere, any time, on any device is brilliant. It cuts costs, helps you hire the best people and makes for a happier team. But it comes with risks.

Our phones and laptops have become almost disposable. Lose your phone today and, because everything is backed up to the cloud, you buy a new one and carry on. A minor inconvenience. The device isn't what matters. The data is.

Every time a device leaves the office, your data goes with it. And there are criminals working very hard to get hold of it, or to take it away from you.

Malware and ransomware

Malware is software designed to damage, steal or corrupt your data. Once it's inside your network it can sit unnoticed, and it can be very difficult to remove.

Ransomware is worse. It locks your files so you can't open them, then demands payment, usually in cryptocurrency, to unlock them. The criminals might ask for £10,000 within three days, doubling if you're late. Even if you pay, there's no guarantee you'll get your data back.

Anyone can be hit, but small and medium-sized businesses are a favourite target because criminals know they often spend less on security. We've helped a business recover after a cyber attack, and I wouldn't wish it on anyone.

How they get in

Usually through an email. Someone clicks a link or opens an attachment, and that's it. Before you think "my team would never fall for that", know that these emails are now extremely convincing. AI writes them in perfect English, they look exactly like messages from HMRC, your bank or a colleague, and the sender's address can be almost identical to the real one. Criminals are even using AI voice and video "deepfakes" to impersonate people you know.

Once they're in, attackers don't always strike straight away. Sometimes they move within hours. Sometimes they sit quietly for weeks or months, exploring your network and taking control of as many devices as they can, waiting for the moment that will hurt most. By the time anyone notices, it can be almost impossible to get them out. That's why prevention is so much better than cure.

Warning signs that someone may be inside your network

- ✓ New administrator accounts appearing that nobody set up
- ✓ Security software being switched off
- ✓ Unfamiliar software being installed
- ✓ Remote access sessions that stay connected for days

There are many more technical signs, which is why we monitor our clients' security around the clock. But these are a good start.

People and technology, together

Your team is your first line of defence, so regular cyber security training is essential. Software alone isn't enough: you need the right tools and people who know what to look out for.

It's also important to be realistic. No business can ever be 100% protected, because criminals keep inventing new tricks. You can get very close, but locking everything down completely often backfires. Make security too painful and people find ways around it. Put seven locks and a fingerprint scanner on the office door and, sooner or later, someone props it open.

So we use what we call **blended security**: a combination of tools that work together, chosen for each business, to give strong protection without making people's jobs harder. Fewer passwords to remember, better protection for your data. Every client's blend is different, because every business works differently.

Why you should be sceptical of every IT support company (us included)

You probably don't know what you don't know about IT. That's not a criticism: you're busy being an expert in your own field.

You wouldn't expect your customers to know as much about your work as you do. That's why they come to you. It's the same with IT. We live and breathe technology so you don't have to.

The problem is that IT support is **completely unregulated**. There's no governing body, no required qualification and no industry standard. Anyone at all can call themselves an IT support company. Plenty of people think they're experts because they're good with computers, but professional IT support needs a different level of knowledge, tools and process.

So unless you ask the right questions, you can't tell whether you're trusting your business to an established, capable company or to one person doing their best from their spare room. I call them bedroom warriors. There's nothing wrong with that if you're a sole trader with simple needs. But an established business with staff needs more than one person can give.

First, check the basics: qualifications, accreditations and experience. Then ask some difficult questions. Here are the five I think tell you the most. I've included our own answers, so you can hold us to the same standard.

Ask them: "How quickly will problems be fixed?"

It depends on the problem, but you should get clear timescales. How quickly will they acknowledge it? How soon will someone be working on it? Try real scenarios: if someone can't log in, how long until they're working? If ransomware hits, how long to get the business running again? Do they follow proper processes, or make it up as they go? Ask about the worst problem they've ever dealt with. You're not judging the problem, you're judging how they handled it.

Our answer: we respond to support requests within the hour, and usually within seconds. Most problems are fixed remotely there and then, and if something needs hands-on attention, one of our local team comes to you from Burgess Hill, Hailsham or East Grinstead.

Ask them: "What do you do proactively, so my team has fewer interruptions?"

Downtime kills productivity. When the internet goes down, people stop work, the kettle goes on and conversations start. When it comes back, it takes time for everyone to refocus. A 15-minute outage can easily cost you 90 minutes of work. Will they be monitoring and maintaining your systems in the background to stop these blips happening? Will updates be planned so they don't disrupt your working day?

Our answer: we monitor and update every device we look after, and our security monitoring runs 24 hours a day. We visit every client on-site at least once a month, so small issues get spotted before they turn into big ones.

Ask them: "Tell me about the people who'll look after us."

It's an important question that often gets missed. Who will you actually speak to? Will it be the same person each time? What happens when they're on holiday or off sick? Who does your strategy reviews? Who do you call if you're unhappy? It also tells you whether their people are a good match for yours.

Our answer: we're a team of five, so you'll get to know us all by name. I'm personally involved with every client, including your quarterly reviews and technology roadmap, and if you're ever unhappy, you call me.

Ask them: "Can you explain something technical in a way I'll understand?"

You're not trying to learn how to build a network. You're testing whether they can talk to you in plain English. Do they get impatient with questions, or brush you off with "you don't need to know that"? If you can't communicate clearly, the partnership won't work. It also shows whether they can teach your team the things that really matter.

Our answer: no jargon is one of our rules. Our IT audit report uses simple red, amber and green ratings, and many clients tell us it's the first time their IT has really made sense.

Ask them: "How will you keep up with the changes in my business?"

Growing businesses change all the time: new people, new services, new ways of working. Your business probably looks quite different from a year ago. A partner should know about those changes and adjust their advice, suggesting better software, a smoother network or more suitable security. If they can't keep track of how many people work for you, how can they help you grow safely?

Our answer: monthly visits and quarterly reviews mean we're always up to date with what's changing, and your roadmap changes with you.

There are plenty of other questions worth asking, but these five will tell you more than most.

Five things every IT support company wishes you knew

Don't worry, there's no jargon in this chapter. Just a few simple truths that would make life easier for everyone if every business knew them.

1. IT needs constant care. It's never "done"

Your computers are always asking to update, because software, operating systems and threats never stop changing. Your network is the same, and hardware wears out. In professional IT, systems are monitored and maintained continuously. If an IT company isn't offering that as standard, walk away, because you'll have problems before the ink is dry on the contract.

Done well, you'll never notice it happening. Problems get fixed before anyone knows they existed, which is exactly how it should be.

2. Quality, speed, price: pick two

Imagine a triangle with three equal sides: quality, speed and price. Change one and the others move too. A faster computer usually costs more and is better made. IT support works the same way. Cheap support tends to be slow, lower quality, or both.

The sensible approach is to decide what you can afford and buy the best support within that budget, because good IT support is an investment that pays you back in time, security and peace of mind.

3. Beware the bedroom warrior

Back to our friend working from his spare room. With no office, no team and few tools, he can afford to be cheap. If you're his only client, he might do a great job. But to make a living at those prices he needs more clients, then more again. Before long the proactive work stops, response times stretch, and the quality you were promised slips. A business with a team, an office and proper tools costs a little more, but it's built to keep standards high however many clients it has.

4. We want a long-term relationship, and it protects you more than us

We don't do pay-as-you-go break/fix support. We work with businesses as an ongoing partner. Yes, that's good for us. But the real benefit is to you, because it means we can:

- ✓ Work closely with you and understand your priorities
- ✓ Design your IT around where your business is going, not just where it is today
- ✓ Build systems that grow with you

- ✓ Keep you better protected, because we know your setup inside out

That said, we believe trust has to be earned. That's why there's **no lock-in for your first year**. If we're not right for you, you're free to leave. After that, our agreements run for 12 months at a time.

5. Outsourcing usually beats hiring

You might be wondering whether to employ your own IT person. The trouble is that you'd be asking one person to be a help desk, a network engineer, a security specialist and a strategist, all at once, for everyone in the business. That's a lot to ask, and corners get cut. With an IT partner you get a whole team with a wide range of skills, holiday and sickness cover, and professional tools, often for less than the cost of a full-time salary.

What we charge, in black and white

Many IT companies won't tell you their prices until you've sat through a sales meeting. We publish ours. Fully managed IT support is **£110 + VAT per user, per month**, with no set-up fee. That includes unlimited remote support, a monthly on-site visit, monitoring and updates, advanced virus and threat protection on every computer, watched around the clock, backups for your computers and Microsoft 365, Microsoft 365 administration, supplier management, and a technology roadmap with quarterly reviews.

Staff who don't sit at a computer all day, such as drivers, care workers or warehouse teams, are still looked after. We work out the right cover for them during your free IT audit, so you only pay for what you need.

Already have an IT person? How to support them

Some businesses have someone in-house looking after IT. Often it's a senior manager who's taken on the responsibility without an IT background.

If that's you, I'll be honest: it's a worrying position to be in. Not because you're not capable, but because if something goes badly wrong, such as a ransomware attack, the responsibility lands on you.

There's a simple way to protect you and the business: **co-managed IT support**. You keep your in-house person, and we support them at whatever level they need. I like to picture it as a ring doughnut, with your IT person in the middle:

- ✓ **Underneath:** we take on the day-to-day work that's important but overwhelming, such as being the help desk for your staff, monitoring the network and rolling out updates
- ✓ **Alongside:** we support them at their level, help with their workload and give them an experienced team to bounce ideas off
- ✓ **Above:** we provide the strategic advice and long-term planning

Some IT managers worry that an outside IT company is a threat to their job. We're not. Our job is to make your IT person look great, and when they look good, so do we.

Don't just take our word for it

I've spent this guide explaining what to look for in an IT partner. But you'd expect me to say nice things about us, so here's what our clients say.



"From the outset, Tyrone at My Tech Team was outstanding. Very professional and technically excellent, he was able to provide our company with economic and satisfactory solutions to the IT challenges we were experiencing. All the upgrade work and suggestions were done around our working day and with no downtime. Totally recommend My Tech Team to any SMB."

Andrew Pullinger, Aworth Survey Consultants



"Highly recommend My Tech Team. Extremely responsive and very reliable, fantastic service. Special thanks to Tyrone."

Natalie H, HT Products Ltd



"Very knowledgeable, friendly and professional service, 100% recommendation. Nothing is too much and if you need assistance very responsive."

Daniel B, Secret Creation



"Tyrone is a superstar and he assisted promptly and sorted out what could have been a major issue with the dynamics of our systems. He's always a pleasure and his expertise is priceless for the peace of mind given."

Alie Skegs, O & M's Ltd

Reviews taken from our Trustpilot page, where we're rated 4.7 out of 5.

Some of the work we've done

- ✓ **Pilbeams Garage, Hailsham:** a full digital transformation, modernising long-standing processes and systems for a family garage
- ✓ **Chailey Heritage Foundation:** linking the charity's HR system to its user accounts, so starters and leavers are set up and removed automatically

- ✓ **Hilgay care home:** a faster, more reliable Wi-Fi network supporting residents' safety and the home's services
- ✓ **Macey Industrial Fixing, Hailsham:** preparing for Windows 11, moving to QuickBooks Online and reducing phone system costs
- ✓ **Recovering from a cyber attack:** getting a business back on its feet after an attack left them unsure where to turn

We look after around 70 businesses and charities, with particular experience in charities, automotive and engineering, care homes and freight forwarding. You can read more case studies at mytechteam.uk/portfolio.

About me and My Tech Team

Our clients say lovely things about us, and I'm very grateful. So let me properly introduce myself and the business.



Tyrone da Silva

Director, My Tech Team

Computers have fascinated me for as long as I can remember. As a child I was taking old machines apart in my bedroom to see how they worked, and I built my first PC when I was ten. Before long I was the unofficial technician for family and friends.

I studied computer science at school and beyond, while interning at Nedcore in South Africa. After moving to the UK, I worked as an IT presales specialist, then in IT at a large national charity, where I quickly became the person everyone called when something went wrong. Being paid in wine and beer for helping people outside work eventually lost its charm, and in 2009 I set up my first company, My Tech Geek, which still looks after home users today.

Then Covid arrived, and almost overnight many of my clients were business owners needing serious, dependable IT. They deserved a dedicated partner focused entirely on business, so I founded My Tech Team. It's grown every year since.

My qualifications

Industry certifications in Microsoft systems, networking, IT support and project management, plus electrical safety (PAT) testing:

MCSE

MCP

CompTIA A+

CompTIA Network+

Cisco CCNA

PRINCE2

PAT testing

The business

2009

supporting Sussex
businesses since

~70

businesses and charities
looked after

3

Sussex offices: Burgess Hill,
Hailsham and East
Grinstead

We're **Cyber Essentials certified**, the government-backed security standard, so we hold ourselves to the same standards we help our clients reach. We're also an official Microsoft

partner, able to supply and manage your Microsoft 365 licences directly. Our clients range from charities and garages to care homes and freight forwarders, across Sussex and into London.

What gets me out of bed is seeing the difference good IT makes. When technology works, your team is more productive, your data is safe and you can focus on running your business. When it doesn't, everything suffers. We're not a supplier you ring when something breaks. We get to know how you work and become part of your team.

Every client becomes part of our story. Your success really is our success.

Your first 90 days with us

If you decide to work with us, the first 90 days matter most. They set you up for years of working well together.

1

Learn your business

Your people, your systems, your suppliers and your plans

2

Fix what's outstanding

Anything left unresolved by your previous IT company

3

Build your strategy

Your technology roadmap for the next two to three years

It starts with a free IT audit

We spend around half a day with you, looking at your devices, network, accounts, security, backups and suppliers. We even want to know about your website hosting and any specialist software you use. We might not support those directly, but at some point you'll ask us about them, so we need to know how they work and who looks after them. Everything is documented securely.

We turn what we find into a simple **red, amber and green report** showing exactly where you stand, with a clear plan to get everything into the green.

Then we talk to your team

We find out what frustrates them, what slows them down and what your previous IT company told them couldn't be done. We can't promise to make everything happen, but we'll always try.

By the end of 90 days, you'll know

- ✓ What we can and can't do, with realistic expectations
- ✓ What we need from you
- ✓ How we'll work together day to day, including your monthly visits and quarterly reviews

It means a little work for you and your team at the start, but you only have to do it once, and it's worth it. Those first 90 days reset everything and bring your IT up to the standard it should be, and where it will stay. Then the forward-thinking work begins.

And remember, there's no lock-in for your first year. Most clients are fully set up and secure within the first 30 days.

What to do next

I hope this guide has answered some of your questions about choosing an IT partner, and perhaps made you look at your current IT support a little differently.

We're taking on new clients at the moment, which is why I wrote it. I'd love to hear about your business.

If you're serious about finding an IT partner who'll help your business grow, here's your next step:

Book a free 30-minute call with me

Pick a time that suits you from my live calendar:

calendly.com/mytechteam/30min

We'll check whether we're a good fit for each other, and if we are, arrange your free IT audit or a longer meeting, in person or on video, whichever suits you best.

There's no obligation, ever. I look forward to talking with you.



Tyrone da Silva

Director, My Tech Team

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Let's make **IT work** for your business

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