Air IT becomes SDI's only 4-star certified Managed Service Provider

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Air IT has announced that it has been awarded a prestigious 4-star rating by the Service Desk Institute (SDI), the industry accreditor that certifies the quality of IT service and support operations worldwide.

The Service Desk Certification (SDC) is a standards-based accreditation programme, designed to help service desks to improve their processes and maturity level. It provides a framework for teams to demonstrate their commitment to service excellence, best practice and continual improvement.

The certification is usually pursued by in-house service desks and blue-chip companies but Air IT has now made its mark as the only Managed Service Provider (MSP) to currently hold the accolade globally.

Air IT first joined the SDC programme in 2018, maintaining a 3-star 'customer-led' rating for three years running. Earning a 4-star certification within just 4 years demonstrates the significant investment the company continues to make in its people, processes and overall customer experience. Coinciding with a period of impressive growth and expansion which has seen the company quadruple in size over the last 12 months, the new 4-star rating further recognises Air IT's status as one of the UK's top MSPs.

Paul Rodrigues, Chairman of SDI, said:

"Everyone at Air IT should be very proud of what they have achieved, and this outstanding score is a true reflection of their passion and dedication to enabling business value and driving sustainable improvements. The Air IT leadership team and everyone involved in the SDC programme should be congratulated on achieving a 4-star business-led accreditation which is a worthy reflection on their commitment and hard work.

It would be amazing to see Air IT continue to develop within the SDC program and potentially attain a 5-star World Class rating at a future audit. We are proud to have Air IT as an SDI customer and to be able to have joined them on this amazing journey, well done to all involved."

Paige Smith, Senior Service Delivery Manager at Air IT, said:

"The whole team is so proud to have achieved a four-star SDC, putting us in the top 14 service desks in the world according to SDI's standards. We have worked incredibly hard over the past few years to further improve our services and ensure we deliver exceptional service that is second to none, so we are thrilled that our efforts have been acknowledged with an extra star. We're committed to continual improvement and look forward to working towards a World Class 5-star rating over the next few years."

James Healey, COO at Air IT, said:

"We're thrilled that the SDI has acknowledged our continual improvement in all areas of the business, highlighting the ongoing commitment to customer service which Air IT is renowned for. Our service desk is at the core of what we do, and I'd like to say a huge thank you and well done to the entire Service Delivery team. To achieve this recognition alongside our ongoing expansion and during a pandemic is no mean feat and is testament to the strength and dedication of the team. We're incredibly proud of them for fully engaging with the SDC programme whilst working hard to support our clients and delivering outstanding service."

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Notes to Editors

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About Air IT

Air IT delivers managed services including IT support, communications, cyber security, business

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intelligence services, business continuity and cloud computing to businesses all over the UK.

Closely aligning technology with business goals, Air IT is a trusted partner to over 1,250 SME clients across a wide range of sectors. Whether a company chooses to fully outsource or complement their in-house IT department, Air IT provides a complete managed solution for all support, installation and supply needs.

Air IT was ranked one of the world's top MSPs in the Channel Futures MSP 501 list and was named Business of the Year 2020 by the East Midlands Chamber. It is the only UK-based MSP to achieve the coveted 4-star Service Desk Institute (SDI) certification accreditation and maintains exceptionally high customer retention rates of >97%.

For further information, please visit https://www.airit.co.uk/

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