

Date 18/02/2025

To Whom It May Concern,

I am excited to share my experience with Logixal, a company that has been a crucial partner in our growth since August 2019. They are more than just a supplier; they have shown a genuine commitment to our success, helping us tackle challenges and grow our IT infrastructure.

### A LIFESAVER FROM THE START

When we started working with Logixal, we faced a difficult financial situation due to a settlement issue with our previous supplier. James stepped in, resolved the outstanding matter, and facilitated a smooth transition, lifting a significant burden from our operations. Their focus wasn't solely on selling a service; it was about fostering a long-term business relationship, which they have successfully maintained ever since.

### HARDWARE, SOFTWARE & BUSINESS COMMUNICATION

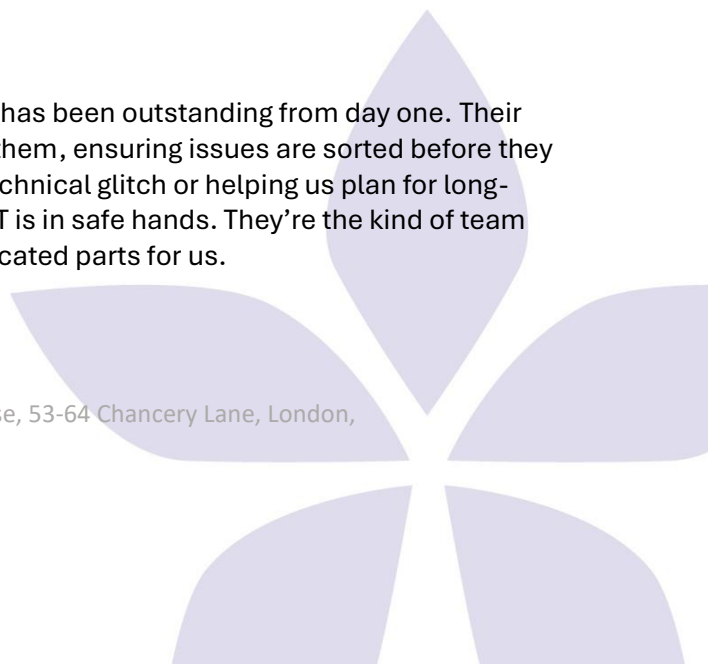
From sourcing laptops, desktops, and networking equipment to providing software licensing and system updates, Logixal ensures we have everything necessary for smooth operations. Their knack for recommending the right solutions at competitive prices helps us save both time and money. They also manage our landline and mobile services, offering reliable communication tools that keep our team connected, whether in the office or working from home. Their knowledge of the software systems and mobile contracts guarantees we have scalable, cost-effective solutions that fit our needs.

### SEAMLESS OFFICE RELOCATION

Moving offices is always stressful, but Paul and his team made it effortless. They handled everything, setting up our network, phones, and IT infrastructure so we didn't have to worry about a thing. The transition was seamless, with zero downtime, and before we knew it, we were up and running in our new space as if we'd always been there. Their attention to detail and careful planning meant we could focus on work without the usual moving-day chaos.

### EXCEPTIONAL IT SUPPORT & RESPONSIVENESS

Logixal takes care of our entire IT setup, and their support has been outstanding from day one. Their team responds quickly and efficiently whenever we need them, ensuring issues are sorted before they become a problem. Whether troubleshooting an urgent technical glitch or helping us plan for long-term growth, their expertise gives us confidence that our IT is in safe hands. They're the kind of team that makes IT feel simple because they handle the complicated parts for us.



## CYBERSECURITY & COMPLIANCE EXCELLENCE

Cybersecurity is something you don't want to get wrong, and Logixal has made sure we're fully protected. Their Cyber Bundle covers everything from 24/7 monitoring and dark web scanning to cyber training and real-time threat detection, giving us complete peace of mind. They also walked us through the Cyber Essentials accreditation, making what could have been a complicated process simple and stress-free. In today's world, having the proper cybersecurity measures in place isn't optional; it's essential.

## A TRUSTED, FUTURE-FOCUSED IT PARTNER

What sets Logixal apart is their dedication to service. Their team is knowledgeable, approachable, and always ready to go the extra mile. Whether it's daily IT support or long-term strategic planning, they function as a true extension of our business. I wholeheartedly recommend Logixal to businesses seeking a reliable and forward-thinking IT partner.

Sincerely,

Kind regards  
Chirine Harb  
Chief Operating Officer



Chief Operating Officer / Director

