

**Global data and technology specialist opens office in Newcastle**



L-R: Amicus ITS Service Desk Manager Max Kennard with new technical Service Desk Analysts Jessica Jones, Phoebe Harrison, team leader Stephen Palmer, Amicus ITS MD Steve Jackson (C), Jordan Whall, Alex Muirhead, Connor Robinson and Amicus ITS' internal trainer Daniel Thomas

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**Hampshire Technology Firm Expands Technical Service Desk Team To Create National Network of Trained Analysts To Support Corporate Customers**

Amicus ITS, one of the UK's leading 24x365 IT Managed Service Providers and a data security specialist, is opening an office in Newcastle this month – creating a number of jobs for the region.

With almost 30 years' experience in the IT industry, Amicus ITS provides technology support and holistic solutions to healthcare, regulated industries and blue chip corporates.

Amicus ITS's Newcastle operation, which will be based in Brunswick Village, is an extension of its UK footprint nationally and compliments the company's existing technology support operations globally. The new office will initially provide 24x365 technical service desk support, with an ambition of making Newcastle the base for its Security Operations Centre in the future.

**Steve Jackson**, Managing Director of Amicus ITS, said: *"Opening an office in Newcastle comes at a really exciting time for us. We have just completed investments into two leading data-centric UK technology firms offering Business Intelligence and big data analytics, plus data protection and replication solutions on top of our advanced cyber security services, Foxcatcher<sup>TM</sup> and Amicus Viper<sup>TM</sup> which were launched earlier this year. There is a real desire from our customers to have trained technical support from a single point of contact. Our service desk staff do this very effectively and we look to continue this good practice with our new service desk team in Newcastle."*

*"We assessed 13 locations across the UK and I believe Newcastle is a natural home for our new service desk hub. There is a great work ethic here and a unique, vibrant energy that we are keen to tap into. The city's apprenticeship schemes are the best I've seen. The initial team of apprentices and Service Desk Analysts we've just recruited, in conjunction with QA, will be well trained and prepared to manage our customer's 'Any Place, Anywhere, Any Device' workplace scenarios."*

*"Invest Newcastle have welcomed us warmly, introducing us to key players in the region. The team have instilled confidence in me that we have chosen the right location and will receive great support to grow our office here."*

*"Newcastle has a fantastic infrastructure and assets enabling us to develop relationships with the institutions and business community located in the city. Our passion for data security resonates here, with institutions such as the Centre for Cybercrime and Computer Security based within the city. In addition Newcastle University, with whom we have started to engage, has expertise in big data and cyber security".*

Amicus ITS is looking to open discussions with SMEs in the region and explore opportunities to collaborate and support each other in growth.

**Catherine Walker**, inward investment director at Invest Newcastle, a service delivered by NewcastleGateshead Initiative on behalf of Newcastle to attract and secure new investment and jobs for the city, said: *"Amicus ITS are leaders in their field. It's a great boost for the city to have them join our brilliant technology sector, and bring more jobs into the region.*

*"We've been delighted to support them in their move and are working with them to embed them into the business community here. We look forward to working with them going forward and helping them to realise their ambitions for growth."*

**Ciara Small**, senior investment manager at Invest Newcastle, has been Amicus ITS's key contact during their expansion process, leading on Invest Newcastle's support for Amicus ITS's location appraisal, as well as making key introductions into the North East business community.

Anyone wishing to find out more should contact Steve Jackson on 02380 429429.