

# Personal IT Solutions

Custom Software & IT Infrastructure for Personalised Needs

## Overview

Technology should work for you — not the other way around. Our Personal IT Solutions service delivers bespoke software, tailored IT infrastructure, and dedicated technical support designed around your unique personal or small-business needs. From setting up your home network to building a custom productivity tool, we handle it all with precision, care, and transparency.

## Our Services

**Custom Software Development:** Bespoke desktop, web, or mobile applications built precisely around your workflow and requirements.

**Home & Office Network Setup:** Router configuration, Wi-Fi optimisation, LAN/WAN setup, and network security hardening.

**PC & Laptop Troubleshooting:** Hardware diagnostics, OS reinstallation, driver fixes, and performance tuning.

**Data Backup & Recovery:** Cloud backup configuration, local NAS setup, and professional data recovery from failed drives.

**Cybersecurity for Individuals:** Antivirus setup, VPN configuration, password manager deployment, and phishing awareness.

**Cloud Storage & Productivity Setup:** Google Workspace, Microsoft 365, OneDrive, and cloud tool integration tailored to your needs.

**Smart Home & IoT Configuration:** Smart device setup, automation scripting, and integration with voice assistants and apps.

**Remote IT Support:** On-demand remote desktop support for software issues, updates, and general IT queries.

## Solutions Matched to Your Needs

Your Need	Our Solution	Tools / Tech
Work from home setup	Ergonomic IT environment config	VPN, VoIP, cloud sync, dual monitor
Store & access files safely	Backup + cloud storage integration	Google Drive, NAS, Backblaze
Faster, secure internet	Network audit & optimisation	Mesh Wi-Fi, firewall, QoS settings

<b>Custom business tool</b>	Bespoke software development	Python, React, Electron, SQLite
<b>Protect personal data</b>	End-to-end security hardening	BitLocker, 2FA, password vaults
<b>Control smart home devices</b>	IoT automation & integration	Home Assistant, Alexa, Google Home
<b>Fix slow/broken device</b>	Hardware & software diagnostics	Malware removal, SSD upgrade, OS fix

## Support Plans

Plan	Best For	Includes
<b>One-Time Fix</b>	Single issue or setup	Diagnosis, fix & 7-day follow-up support
<b>Monthly Retainer</b>	Ongoing personal IT support	Up to 4 remote sessions + priority response
<b>Project-Based</b>	Custom software or setup	Scoped build with milestones and handover
<b>Annual Care Plan</b>	Full year peace of mind	Unlimited remote support + quarterly health checks

## Our Process

<b>01</b>	<b>Discovery Call</b> A free consultation to understand your situation, challenges, and goals.
<b>02</b>	<b>Assessment &amp; Proposal</b> Thorough analysis of your current IT setup followed by a clear action plan.
<b>03</b>	<b>Implementation</b> Hands-on setup, development, or repair carried out remotely or on-site.
<b>04</b>	<b>Testing &amp; Handover</b> Thorough quality checks and a walkthrough so you're confident using everything.
<b>05</b>	<b>Ongoing Support</b> Post-delivery support, maintenance, and updates as your needs evolve.

## Why Choose Us

---

- ✓ Patient, jargon-free communication — we speak your language, not tech-speak
- ✓ Remote and on-site support available across flexible time slots
- ✓ No unnecessary upselling — only solutions you genuinely need
- ✓ Strict data privacy and confidentiality across every engagement
- ✓ Fast response times with same-day support for urgent issues
- ✓ Trusted by professionals, freelancers, retirees, and home users alike

---

**Having an IT headache? We've got you covered.**

**Book a free discovery call and get personalised IT support today.**