Professional IT Services & Support

Why Infinium IT?

At Infinium IT, we understand the challenges that your park faces every day, and the pressure this places on your IT infrastructure.

The Infinium Team collectively have over 40 years of operational knowledge across the caravan and holiday park sector and whilst each park is individual, there are underlying trends that occur across the whole sector. We are passionate about your IT infrastructure and our main aim is to consistently deliver you a reliable, robust and recoverable network, and above all ensuring it is tailored to your individual needs.

Network & Infrastructure

It all starts with the network. Whether you operate from a single location, or multiple locations, understanding how your network fits together is paramount. Over time, holiday parks often expand over several areas within the park. In some cases, the main office, sales office, club house and swimming pool may all be in different buildings. Infinium will review your current infrastructure and make recommendations for an efficient networked solution to ensure your business operates as smoothly as possible. Multi-park groups can often work more efficiently by joining up the networks across several locations. This may be more than one park and may include the park owner's home. Infinium design, deliver and manage secure networking solutions from simple wireless links, to private wide area networks and secure Cloud based applications.

7 Day IT Support Desk

Once we understand how your network operates and how your other partners and providers link in we will be able to take control and place your business under and IT support contract. Our support will cover all your existing hardware and software. If a problem were to arise with your network, our helpdesk is manned by IT engineers 7 days a week. This gives you the peace of mind that there is always someone on the end of the phone with technical knowledge and expertise to provide immediate assistance with any issues that may occur. The engineers will be able to log onto your machine and resolve most issues remotely, however, if a remote resolution is not possible we will send an engineer to site next day.

Safe & Secure

We will ensure that all your operations are safe and secure through a managed and monitored network and 7-day support for your staff and systems. Business continuity planning will make sure that all essential data is backed up, often off site in one of our own data centres, and that anti-virus protection is applied in the right places. In order to safeguard the connectivity to your network and keep your business on line, redundancy measures can be put in place. In any instances where a serious event occurs, we will ensure that your business is back up and running as quickly as possible.

Procurement, Projects and Planning

When it comes to purchasing new technical products, most of our customers will contact us directly to seek advice, and to assist in the process. It is important to us that the decisions you make will be best for your business, and often your longer term plans that involve us delivering consistent hardware and software across your entire network. We provide free advice on which products and technology would be best suited to solve your technology needs. We are not tied to any hardware or software supplier, so any advice we give will be totally impartial.
Once we have advised you on the most suitable product for your business we will manage the procurement process, ensuring it arrives at your premises pre-configured specifically for your network and including any individual, non-standard software requirements. We are very happy to follow the process from start to finish to remove the stress of technology procurement.

Similarly with projects and plans, we become partners with our customers and do not just act as suppliers. We often work on IT strategies to improve your business operation over the short, medium and long term. Advances in technology are becoming a more frequent occurrence and you can rely on Infinium to keep you up to date. Our extensive knowledge of the caravan and holiday park sector, and expertise in infrastructure means that as a customer you will be well informed and supported, allowing you to concentrate on managing and growing your business.

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