WELCOME TO

kfp

ABOUT US

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KFP Total IT Solutions is a specialist provider of IT solutions and services to the retail industry. We have over 25 years experience working with household brands supporting their IT Infrastructure from installing the latest cutting-edge POS systems to full wireless installation across multiple store locations.

Our expertise in the retail industry is what separates us from the rest. Our passion is taking our customers from four empty walls to a fully functioning retail store providing them with an all-encompassing IT solution.

OUR FULL SERVICE OFFERING:

- POS
- New stores
- Refitting existing stores
- Wireless solutions
- Wireless WAN
- 5G technology
- Structured cabling
- Warehouse & logistics
- Retail technology
- Project management
- Retail helpdesk support
- PED rollout services

WHY KFP

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- 95% SLA success across our diverse range of retail and hospitality customers

- We currently support thousands of retail locations across the UK and Europe

- Our leading Helpdesk team manage over 14,000 technical support instances annually

- Over 25,000 on-site interventions managed annually across support calls and project-related services throughout the UK and Europe

- 16,000 sq. ft. HQ site, alongside our 4,000 sq. ft. facilities in Ireland and Netherlands locations with dedicated repairs, configuration, and warehousing facilities

Big enough to cope...
Small enough to care...

HOW IT ALL STARTED

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KFP started out in the late 1990s purely as a cabling company. In 2013 we took a different direction with a vision and the ambition to focus 100% on supporting the retail industry. When we started out, it was with two customers (who are still with us today) and only four members of staff.

After record year on year growth, we now employ circa. 75 members of staff, turnover of approximately £15 million, and provide the world's largest retail, hospitality and convenience businesses with leading European IT support services.

> " Our vision for the future is to become the number one go-to company for everything IT, procurement and services for retail, hospitality and convenience.

OUR MISSION STATEMENT

Our mission is simple – to provide our retail customers with truly integrated IT solutions that make a real difference to their business.

We help retailers thrive using the latest cutting-edge technology. It's the KFP way to work tirelessly to deliver the best levels of service and support for all of our customers.

We have the expertise, passion, and desire to deliver on all projects and exceed customer expectations. Retailers go further because we are **K**nowledgeable, **F**ocused, and **P**rofessional.

OUR CULTURE

We operate a culture in which our employees are empowered to facilitate customer satisfaction. Ownership and responsibility are deeply rooted principles within KFP. We have a strong belief in the people who work within our business and operate a policy of promotion and personal development from within. The success of the business to date is underpinned by our valuable employees and they remain key to our business going forward.

OUR OFFERINGS

POS

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HP is one of the market leaders supplying end to end business computing in server and storage infrastructure, desktop, and printing meaning that they are one of the only infrastructure vendors in the market who can offer a true end to end solution.

We are an approved HP business & service partner with retail IT specialisation. We can offer the entire HP range of POS systems and peripherals to ensure you can give your customers a truly exceptional experience.

TOSHIBA

We are an approved Toshiba Business & Services Partner with retail IT specialisation. We offer the entire range of modular, all-in-one & mobile-based retail devices along with a raft of accessories and options to provide a tailored solution for all retail based environments.

TOSHIBA
TOGETHER COMMERCE ALLIANCE
SERVICES PARTNER

TOSHIBA
TOGETHER COMMERCE ALLIANCE
RESELLER
GOLD

We work with Toshiba as both a Gold Partner and Authorised Services Provider, offering their latest POS systems. Not only can we cost-effectively source all of the hardware you will require, but we can also assist with the configuration, set up, rollout and support across your retail stores.

TOUCH SCREEN SOLUTIONS

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Elo Touch delivers industry-leading POS terminals, all-in-one computers, monitors & self-service solutions that fit all of your business demands.

Designed specifically for retail, hospitality and convenience, Elo is the perfect solution for all environments, providing best in class touch technology, reliable and unified architecture, and a seamless design.

AN AUTHORIZED

ēlo

ELITE PARTNER

VALUE-ADDED RESELLER

As an Elo Elite Partner, we have the accreditation, knowledge and experience of installing and supporting the full range of Elo POS and touch screen portfolio.

NEW STORES

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Planning a new store rollout can be a complex operation but done right with the right project management team will ensure your new store opens without a glitch. We work tirelessly to ensure we meet your new store open day deadline and ensure the rollout of technology for your new store is completed on time and within budget.

THE FULL SCOPE OF YOUR PROJECT

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What makes KFP stand out is our ability to provide a comprehensive service that incorporates a process and starts with fully understanding the scope of your project. Once we have fully understood the specification and the requirements of your new store project, our leading project team will produce a project plan from rollout through to completion.

COLLABORATION

What makes KFP a leading IT provider in opening new retail stores is our ability to work in collaboration with other trades, often shopfitters and electricians to ensure work is carried out to the highest standards. We know that it's our ability to partner with other trades that ensure your project rollout is successful.

SERVER ROOM DEVELOPMENTS

Key to any successful IT deployment within a new store is an effective server room. It is imperative that any central server room environment be fully serviceable, manageable and resilient. We have extensive experience & understanding working in server rooms, and all associated networking, cable management, power requirements, routing and telco needs to ensure a robust and reliable IT core at the heart of your retail store.

YOUR DEPLOYMENT PROGRAMME

A thoroughly planned deployment programme is key to an efficient rollout. Our project management team prepare a detailed deployment schedule, including project initiation & documentation and then prepare configuration, build and installation.

POS ROLLOUT

As part of your new store project, we provide the configuration, set up, and rollout of your POS hardware. As HP Partner First – Retail Specialist and a Toshiba Authorised Service Partner we are able to cost-effectively source your hardware at the most competitive prices and provide all repairs and technical support. As well as leading POS technology, we can rollout the latest registers, debit and credit card devices, mobile and tablet POS systems for your new store.

NETWORKING

The network requirement differs for each retail store. As a CISCO Select Partner we are able to provide design, supply and implementation of end to end networks to seamlessly connect your users to the network, across the internet from your new store to head office locations.

TECHNOLOGY REFRESH FOR EXISTING STORES

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We will always support your IT infrastructure, but should you need your technology replacing, we can cost-effectively source over 25,000+ IT related products for your entire retail estate. As well as installing your technology, we can provide multiple layers of technical support.

UPGRADING, RELOCATING, EXPANDING?

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We work with many of our customers providing store refit and refresh work, which will usually involve a new look and feel to modernise their store. This will often involve the need to upgrade, relocate or even replace your IT equipment in-store and replacing your POS terminals.

MINIMISING IMPACT ON TRADING

We work hard to minimise the impact on trading in all situations. Not only do we undertake rigorous pre-delivery checks and ghost applications for fast, efficient installation, we also work in partnership with other trades to ensure that there is no impact on current trading.

OUR PROCUREMENT BENEFITS TO YOUR RETAIL BUSINESS:

- We communicate directly with industry manufacturing leaders getting the most up to date hardware at the best prices
- Specialist POS and Retail function
- Supply of replacement parts HP, Toshiba & ELO Service Partner
- Ability to offer a single supply chain

FULL TECHNOLOGY UPGRADE

The pace of retail is constantly changing, meaning new standards, new trends and most importantly, new technology. If you are looking to upgrade your retail technology across your stores, we can cost-effectively supply you with the best market rates for switches, routers, servers, POS terminals, cabling and wireless technology.

When upgrading your technology, you may also want to consider upgrading:
- Routing and telco services
- Traffic counting solutions
- Click & collect services
- Payment devices
- Time recording platforms
- Back of house PC and office technology
- Digital signage
- RFID

TECHNOLOGY MOUNTING SOLUTIONS

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As an Ergonomic Solutions partner, can supply you with market-leading ergonomically designed technology mounting solutions which includes POS stands, mounts and enclosures for point of sale technology and tablet & mobility solutions.

spacepole®

an ergonomic
solutions company

MOUNTING TECHNOLOGY

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Ergonomic Solutions mounting technology include at present, over 10 million unique installations of point of sale stands and other ergonomic solutions products, including over 4 million specific payment solutions worldwide. In the retail industry, Ergonomic Solutions supply over 60% of the world's top 50 retailers, making their technology mounting solutions the preferred supplier of choice.

BUILT TO LAST

Ergonomic Solutions provide best-in-class POS mounting solutions and payment stands for the latest technology in retail, hospitality, convenience, and grocery. A true market leader providing built to last mounting technology that ensures end to end fixed POS systems, mobile and tablet kiosks are safe and secure.

BUILT WITH SAFETY & SECURITY IN MIND

Ergonomic Solutions mounting technology is made with security in mind. Secure protection and PCI compliance is guaranteed with their ClickSafe tethering lock technology. The technology is designed to keep your point of sale and payment technology equipment totally safe with security tether cables for all environments.

- Ergonomic Solutions has established themselves as industry leaders in mounting technology over the last 25 years

- Technology that is built around core values of being agile and responsive to each customer requirement

- Cost-effective solutions that help with the changes needed for safe and secure in-store contactless payments

WIRELESS SOLUTIONS

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"The most successful wireless network deployments are planned, surveyed & deployed." - *KFP Total IT Solutions*

Wireless technology plays a huge role in today's modern retail store. What makes KFP different is that we believe that it's not a simple case of installing a wireless access point in the middle of a store and hoping for the best. We work with our customers and provide them with a wireless deployment journey from understanding their conceptual needs, to surveying locations for suitability, designing a bespoke solution, and then implementation.

STEP 1 - INITIAL REQUIREMENTS

The first step is to understand your wireless solution needs. We think it is vital that we fully understand the services & platforms that are needed from the wireless network that will work best for each of your retail stores.

STEP 2 - PERFORMANCE SURVEYS

This is often a phase which is overlooked, but we believe that it is the most critical. Only once a full wireless survey has been conducted in-store using market-leading analysis tools can a network be correctly designed & implemented. It is not just all about coverage but other factors such as saturation rates from surrounding networks, interference, frequency performance and the structural makeup of a building can all play a major role in the success of any wireless deployment. Our detailed surveys address all of these elements, and more. Upon completion we overlay the results to store plans pinpointing the best locations to ensure full coverage and performance.

STEP 3 - NETWORK DESIGN

Along with the information gathered during the initial requirements phase, we use this with the survey reports to begin mapping out the detail for the network design. From network IDs, to log in requirements, promotional & loyalty elements, bandwidth allowances, timed session limits, through to required connectivity & user management, we start to build the network and understand how it will operate.

STEP 4 - DEPLOYMENT

At the deployment stage, we are now ready to install your bespoke wireless solution. We work to a detailed rollout plan where we assess any possible structured cabling implementations needed to ensure we can position wireless access point in just the right place.

We understand that a large proportion of the work will need to take place outside of trading hours (unless being deployed in new stores) and we will take away the headache of arranging shopping centre security passes and relevant access by doing it all for you.

5G FAILOVER & WIRELESS WAN CONNECTIVITY

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Our partner Cradlepoint has the most extensive portfolio of enterprise-class wireless routers and adapters for modern businesses looking to leverage 5G technology. We can support you with 5G failover but mainly as a direct wireless WAN provider, saving you money and keeping you connected.

FAILOVER

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As an out of the box solution, we can provide you with a 4G/5G failover solution to give you that peace of mind that if and when you main network fails, you have a reliable and robust backup solution, that keeps you trading, and keeps you profitable.

CUT THE WIRES & SAVE MONEY

Technology is transforming retail. From brick-and-mortar locations to pop-ups, kiosks, and vending machines, dependable connectivity drives customer experiences and enables critical applications and services. Cradlepoint's NetCloud Service and wireless edge routers unlock the power of LTE and 5G to create a secure, nonstop WAN edge that connects everything inside the store and out — wherever you transact with customers.

TEMPORARY NETWORK TOTAL FLEXIBILITY

Given the fleeting nature of most pop-up scenarios, it isn't realistic or practical to invest anywhere near the same amount of IT resources or energy in setting up a pop-up network as one would a primary network. Speed and simplicity are essential when it comes to deploying the necessary technology infrastructure for pop-up and temporary networks.

MAINLINE WIRELESS WAN

By unlocking the power of 4G LTE and 5G cellular networks, we can give your WAN the boundless reach, nonstop reliability, and real-time agility it needs to keep up with your business and get you ready for trading.

Not only do we want to keep you connected, but we also want to save you money. Through remote management via the NetCloud portal, and best in class 4G/5G router technology, we can help you to connect fixed and temporary sites (pop-up stores), vehicles, field forces, and IoT devices, anywhere. Simply. Securely. Wirelessly.

STRUCTURED CABLING SOLUTIONS

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We offer a wealth of experience and a raft of varying services to ensure your business can implement an environment which is specific for your needs. Suitable structured cabling underpins any technology deployment in both retail and hospitality environments.
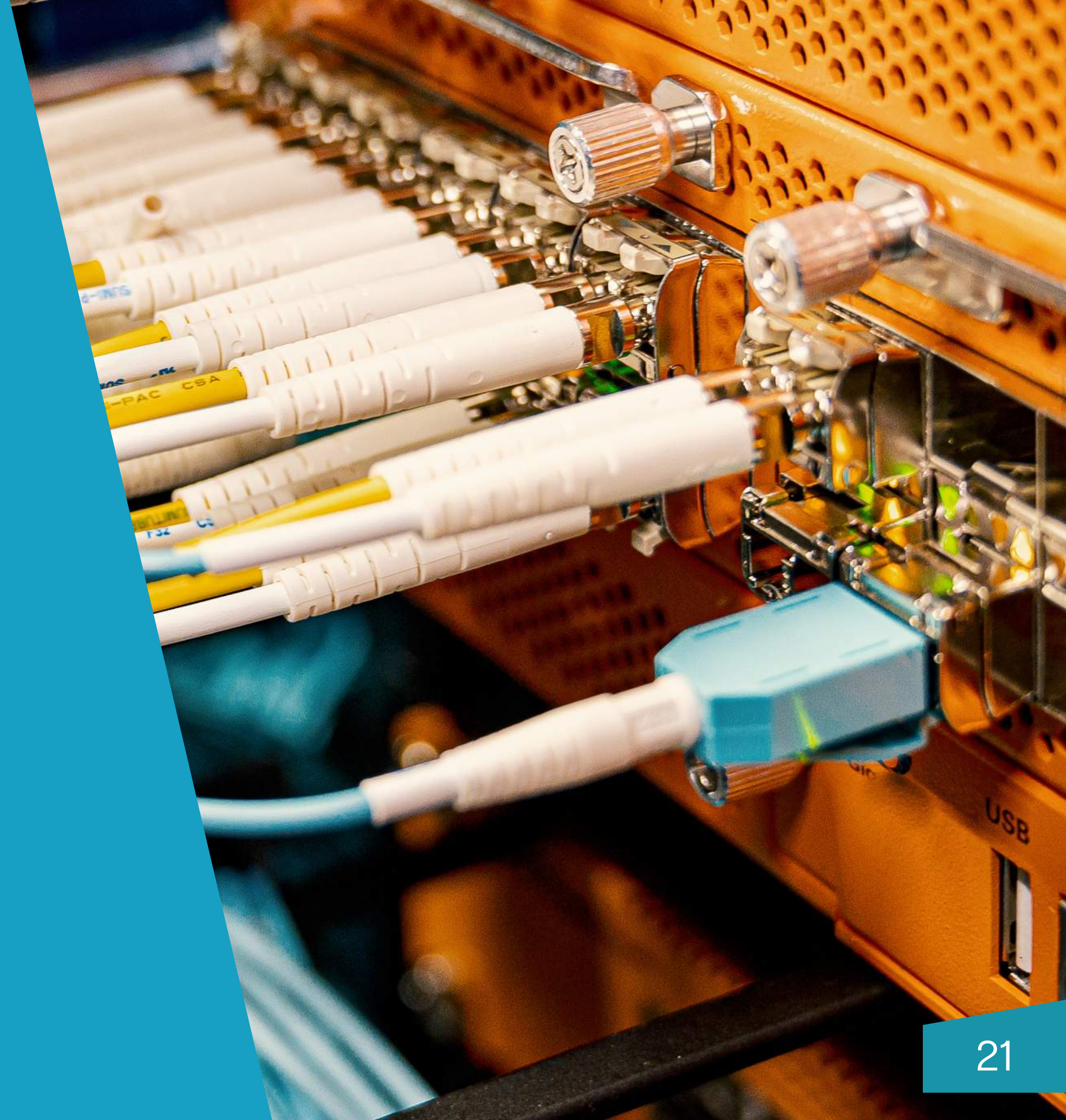
HIGH STANDARD INSTALLATION
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We can supply, install and maintain the full range of copper network cabling systems. We pride ourselves in performing installation works to the highest possible standards and to back this up with high-quality userfriendly documentation, enabling us to transform the ideas and real requirements of our clients into the best, futureproofed, functional system solutions available.

QUALITY & KNOWLEDGE

We offer a range of high-quality market-leading structured cabling systems, supported by our highly experienced and professional teams. Our installation engineers have detailed knowledge of the most up to date transmission techniques and communications technology providing you with the best possible service. Cat 5e UTP/FTP/STP, Cabling Cat 6 UTP/STP, Cabling Cat 6A UTP/STP, Cat 7 STP Coax Based Cabling Systems, AV Cabling Systems VoIP (Voice over IP) Systems, Copper Cabling Systems, Fibre Optic Cabling Systems, Voice Cabling Systems and Containment Systems.

What makes KFP different is that all employees are trained to the highest standards, have the latest technical skills and are health and safety conscience. Our engineers receive regular training from our leading vendor partners to keep up to date with the latest technology.

COMMSCOPE®

Solution Provider

DESIGN & INSTALLATION

Today's evolving industry demands mean that intricate attention to the design and installation of your cabling infrastructure is paramount. A correctly designed and installed structured cabling system will far exceed the lifetime of the associated hardware and this is why we strive to provide solutions tailored to meet both immediate and future technology needs.

As authorised installers for a number of market-leading manufacturers and distributors, we are also able to offer underwritten 25 year product and performance warranties.

WAREHOUSE & LOGISTICS

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The Warehouse & Logistics department is key to our business as it's the backbone that helps our retail customers from tier-one retailers with 1,000+ store locations to smaller tier-two retailers streamline their operations and reduce costs through effective dispatch of IT stock throughout Europe.

RELIABLE DELIVERY

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From start to finish, it's the KFP way to ensure the delivery of your necessary goods are sent to the required place, at the essential time, and in the appropriate state. Order fulfilment is the core of our warehousing & distribution services and we strive to offer expedited distribution to all of our retail customers. We achieve this level of service because of our internal processes and the ability to track an order from purchasing, to dispatch and delivery.

ON TIME & WITHIN BUDGET

Located at our Oxfordshire head office, we have a logistics and distribution team whose role is focused on ensuring that the right products are delivered to your store locations on time and within budget.

EFFICIENT LOGISTICS

We believe that the pace of retail is forever changing and with this change comes the need for more efficient logistics. We are currently operating throughout the UK and Europe, with an ever-increasing need to supply our customers' with hardware including POS terminals, servers, cabling and many other products to our customers site in a timely and cost-efficient manner. We work with tier-one carriers such as FedEx, UPS, and DHL to ensure efficient service.

DEPOT SERVICE

Our depot service is the most cost-effective and efficient way to keep your equipment up and running. We offer several different program options to give you time-saving benefits while keeping your equipment maintenance and repair costs as low as possible.

What makes KFP special is that we have forward stock locations, therefore, stock availability to hand all over Europe. Stock is never too far from customers which means if stock failures occur, our break-fix solutions ensure minimal downtime for your retail operation.

RMA

As part of our RMA process, we have an award-winning warranty services team that is able to fix broken stock for your retail estate. Your stock will then be added back into circulation for break-fix services. With our break-fix solution, you will rest assured that stock will be available at short notice in order to keep your store operating with minimal downtime.

SUPPORTING YOUR GROWTH & SEASONAL NEEDS

You may be in need of increased storage, shipping, and equipment required to support your business during seasonal or large growth cycles. Our depot service is able to offer customers total flexibility to either increase or decrease their space, equipment, and storage requirements.

PED ROLLOUT SERVICES

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As a leading Retail IT services provider, KFP has been supporting multiple retailers with PED installation services across Europe. Our commitment is to provide the latest PED technology, followed by a seamless installation and rollout of your PEDs across multiple store estates. We also provide leading helpdesk support service, if your PED device becomes faulty, we step in to ensure the technology is fixed and back online.

PED PROJECT PLAN

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The smooth rollout of your PED project is paramount to us. We believe that strategically aligning our business with yours and providing you with a dedicated project manager, to support you from start to finish.

We take away the aggravation of arranging onsite permits for our engineers and liaise directly with the correct stakeholders to ensure a smooth start to your project.

PED INSTALLATION

KFP has a wealth of experience in the installation, configuration and testing of PED devices and ensures that our installation services are delivered to the highest standards.

TESTING & SITE SIGN OFF

Our engineers will not only successfully rollout your PED devices across multiple stores but we have a thorough test and sign off process to ensure all devices are running efficiently and that your store can trade before we leave your store.

Once the project has been rolled out, we can provide you with a range of post-installation support to minimise any PED downtime in the near future. This will be key to ensuring your retail operation keeps trading.

SECURE CAGING & STORAGE AREA

In order to ensure PCI Compliance, you need the space and security in your facilities to store PED devices being shipped to and being returned from stores. We have the facilities and the security, all housed under one roof within our 11,000 sq. ft. purpose-built facility to support the safe and secure storage of your PED device technology.

PROJECT MANAGEMENT

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It's the KFP way to become an extension of our customers IT team. By doing this we ensure the projects we manage run seamlessly because we have invested in the relationships from day one. We believe that for a project, whether a large scale POS rollout or cabling installation, you will notice that you have a partner and not just another IT supplier.

EXPERIENCED IN ACHIEVING TIGHT DEADLINES

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25 years in retail means we have been able to manage the most complex and demanding projects with a proven cross-functional approach. Our scalable solutions offer a quick start-up to support the toughest time-lines for opening a brand new store, relocating or upgrading technology in your existing stores.

MINIMAL DISRUPTION & HASSLE-FREE

We will communicate with you throughout your entire project to ensure your project runs smoothly, meaning your retail team instore can remain productive during the project from start to finish. Minimal disruption and hassle-free is what makes KFP different.

Our scalable solutions offer a quick start-up to support the toughest timelines for opening a new store, relocating or upgrading technology in-store:

- Delivery of operational improvements and cost efficiencies due to our experience of project rollouts
- Dedicated project manager and one point of contact from project start to completion
- Trusted approach aligned to leading project management methodologies
- Fully managed approach with regards to configuration and implementation of devices in-store - we are experienced in the process, with expert technical knowledge

We believe our partner-lead approach is what makes KFP different from the rest. We have found that this method is the most effective for ensuring your project is a success and the end result exceeds your expectations and delivers on all project specifications and requirements.

HELPDESK SUPPORT

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We work closely with our customers every step of the way by using our industry-specific service desk ticketing platform that enables us to successfully manage individual customer queries. We ensure all aspects of your retail infrastructure is supported which includes POS, cabling and network faults, wireless networks and that your back of house IT gets resolved quickly and efficiently.

LEADING HELPDESK SUPPORT

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Helpdesk support is delivered by a member of the helpdesk team either by phone, through our advanced ticketing system or onsite via one of our engineers.

AN EXTENSION TO YOUR OPERATION

As a retailer, you will be glad to know that we have an enviable reputation which has been built on 25 years of trust via long-term relationships with our customers. We believe that by working as an extension of your retail operation and becoming deep-rooted in your business as if it was our own, is the most efficient and a rewarding way of supporting you.
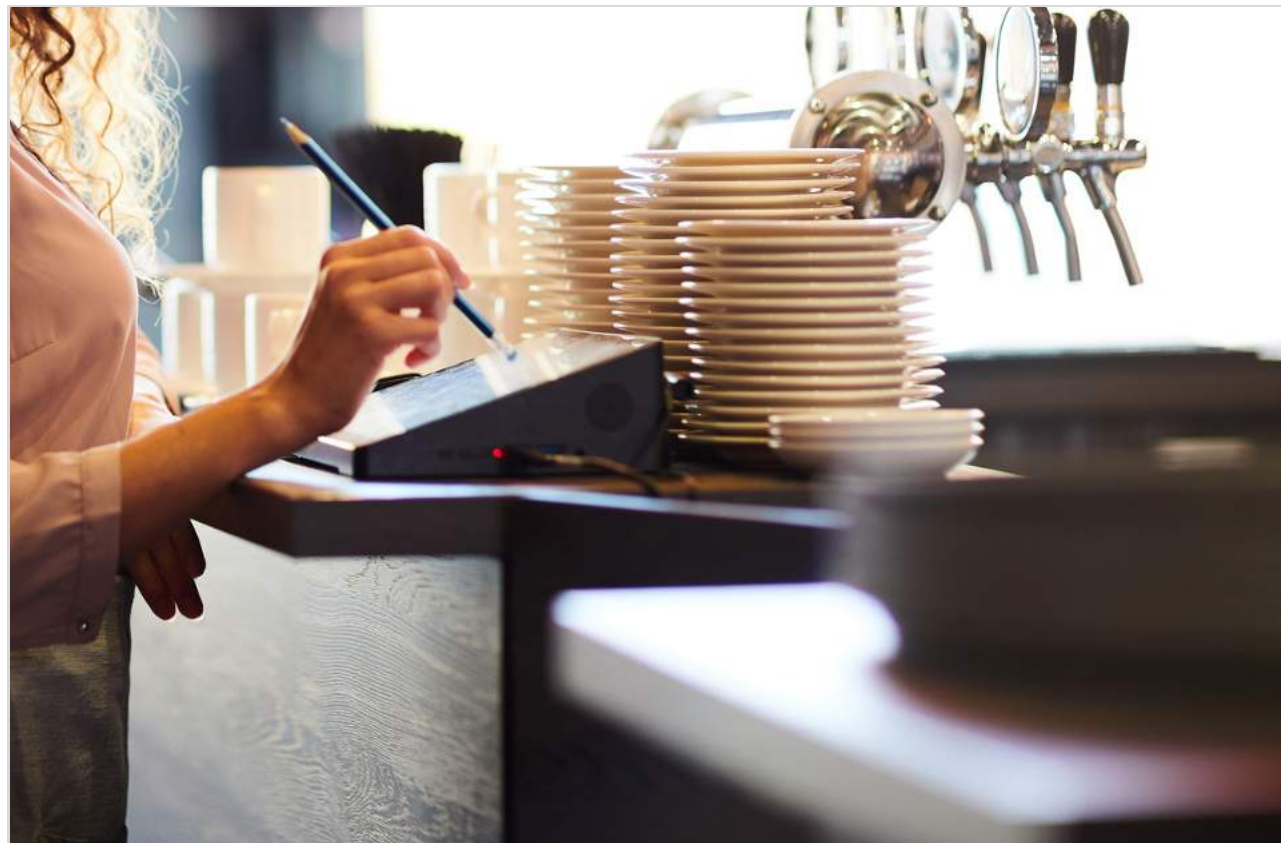
THROUGH GROWTH & CHANGE

The world of retail is forever changing and so does the technology. At KFP we manage and maintain solutions during their technology life cycle and throughout all technology developments. We support you as your retail estate grows and changes direction.

- Fully manned Helpdesk Support
- Futureproof on-going support which moves with your retail operation
- Remote support
- Open 24 hours a day, 7 days a week 364 days a year
- Multiple SLA options that are tailored to your specific requirements

THE BENEFITS OF KFP RETAIL IT SUPPORT INCLUDE:

On the rare occasion when issues arise after installation, you know that you can rely on KFP to ensure that support will be there to keep your retail operation moving.

The benefits of KFP Retail IT Support include:

- Expertise
- Cost-effective
- Quality and continuous improvement approach
- Regular updates and reports regarding stock and call volume statistics
- Saving you time and efficiency across your retail estate

OUR ACCREDITATIONS

SafeContractor is a leading third-party accreditation scheme which recognises very high standards in health & safety management amongst UK contractors. Our application was driven by the need for us to offer a uniformed standard practice across the business. Under the scheme, we underwent a vetting process which examined our overall health & safety procedures and the track record of the business having met with the stringent standards of the accreditation process.

ISO 9001 is recognised worldwide as the international benchmark for quality within an organisation. By achieving our ISO 9001 certification, we are able to demonstrate to customers and suppliers that the systems we have in place meet the high standards set out by the International Organisation for Standardisation (ISO). To gain the ISO 9001 certification, KFP had to demonstrate our dedication and commitment to meeting our customers' needs, operating efficient management processes and delivering consistent, good quality products and services. Each year, an external Audit is carried out by a third party to ensure our systems are maintained and any non-conformances are noted for correction.

The Payment Card Industry Data Security Standard (PCI DSS) applies to companies of any size that deals with credit card payments/devices. If your company intends to accept card payment, and store, process and transmit cardholder data, you need to host your data securely with a PCI compliant hosting provider. KFP has achieved PCI compliance to support the large scale rollout of PED terminals across multiple customers covering the European region.

As our world becomes increasingly reliant on technology, our ISO/IEC 27001 certification will demonstrate our proven ability to implement systems and processes that offer protection against data misuse and security breaches. ISO 27001 enables businesses to demonstrate the ability to improve data security, advance strategies to be mitigated, continuously improving our focus on incoming legal or technological updates and affirms the establishment of trust between business and customer.

Life Style Sports - Case Study

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INTRODUCTION

Life Style Sports are Ireland's largest sports retailer, operating out of 42 stores in the Republic of Ireland and Ireland. The business approached KFP during 2019 to assist with the rollout of new POS technology in store to support the front-end element of a major Microsoft Dynamics 365 roll out. KFP deployed approx. 120 fixed POS, and 70x mobile devices to allow trade on the sales floor.

CHALLENGES

Life Style Sports benefited from our many years of experience in supporting some of the world's leading brands. Our expertise, experience and ability to go above and beyond, was key to ensuring this rollout was and continues to be a success.

DELIVERING PROJECT EXCELLENCE

With over 25 years experience in providing retail IT projects, we were confident that not only could we provide Life Style Sports with a full and professional rollout service, but we could achieve it well within budget and within the required time frame.

HIGHLY QUALIFIED EUROPEAN IT SUPPORT PARTNER

Life Style Sports chose KFP for our ability to meet tight deadlines, provide quality installation services, and for our high standards of expertise and qualifications. To date, we are proud to be SafeContractor approved, PCI Compliant and ISO 9001 registered.

To view our full case study

LIFE STYLE SPORTS

FatFace - Case Study
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INTRODUCTION

FatFace is a British lifestyle clothing and accessories retailer, operating out of 200+ stores across the UK and USA. KFP assisted with the rollout of 500x hp Engage One/Go POS devices to 200+ stores across UK & USA. In addition, KFP implemented Wi-Fi services and network cabinet installations as part of the project to support the overall installation. Post install. we provide ongoing break/fix & helpdesk support for all stores.

To view our full case study

CHALLENGES

Following the implementation of Microsoft Dynamics 365 across many areas of the business, a POS upgrade was required in store to take advantage of the company wide implementation. In turn, in store infrastructure required upgrading to deliver reliable network & Wi-Fi capabilities to effectively support the new POS technology. A key driver for this rollout was to enable mobile point of sale.

DELIVERING PROJECT EXCELLENCE

With over 25 years experience providing retail IT services & support, we were confident that not only could we provide FatFace with a full and professional rollout service, but we could achieve it within budget and the required time frame.

HIGHLY QUALIFIED EUROPEAN IT SUPPORT PARTNER

FatFace chose KFP for our ability to meet tight deadlines, provide quality installation services, and for our high standards of expertise and qualifications. To date, we are proud to be SafeContractor approved, PCI Compliant, ISO 9001 registered and 27001 registered.

FATFACE

KFP TOTAL IT SOLUTIONS

KFP Total IT Solutions Ltd. (HQ)
4 Foxcombe Court
Wyndyke Furlong
Abingdon Business Park
Abingdon
OX14 1DZ

Tel: +44 (0) 1235 539101

KFP Total IT Solutions (Wales)
Mamhilad House
Mamhilad Park Estate
Pontypool
Torfaen
NP4 0HZ

Tel: +44 (0) 1235 539101

KFP European IT Services Ltd.
Unit 2, Block A
Grattan Business Park
Clonshaugh
Dublin 17
D17 FW02

Tel: +353 (1) 906 1701

KFP Total IT Solutions B.V.
De Tuinderij 12
3833 SC
Leusden, Utrecht
The Netherlands

Tel: +31 332865400

KFP Total IT Solutions GmbH
Ernst-Heinkel-Ring 5-7
85662 Hohenbrunn
Germany

Tel: +49 8938030697

www.kfpit.com

hello@kfpit.com