primend

Customer service and IT support for the Baltics

3 countries, 1 team

We have fully integrated all Baltic teams as one, and we offer support with the same values, helpdesk, client management processes and standards. We have a total of 50 specialists who speak 6 languages and have more than 30 different Microsoft certificates combined. We are one of the biggest Microsoft partners in the Baltic States and have been awarded with Microsoft Partner of the Year title 7 times.

Primend offices are in Tallinn, Riga and Vilnius. Primend offers end-user support (1st level), server and network support (2nd level) and high-end Microsoft M365 and Azure consultations. Primend has one centralized datacenter "Primend Cloud" for all Baltic clients.

Value-added benefits of working with one IT Partner in Baltics

1st level end-user support

- Standardized and centralized customer service procedures in all three countries to support your business needs
- IT Service Management according to ITIL 4
- Centralized service reporting for local IT managers
- Centralized IT documentation

Primend certified specialists

- 50 specialists who speak EE, LV, LT, RU, PL, and EN
- Specialists who have 30+ Microsoft certificates from PC operating systems to high-level cloud infrastructure

Benefits of IT support for Baltics

- Same user experience and customer satisfaction in all three countries
- Fewer IT partners – which simplifies communication
- Through centralization of customer service processes, we can optimize the expenditures
- We have resources to support and consult clients on all IT-related questions and needs
- Through centralized customer service, we can offer efficiency and faster SLA for incidents and problems
- Better price for IT hardware and smoother logistics between countries
- Services and solutions along the entire value chain

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