Primary Capital

Managed IT & cybersecurity services

DOHERTY ASSOCIATES
Combined Expertise

Primary

Introducing Primary Capital

Primary is an established UK mid-market private equity firm, investing into high-growth and sector-leading B2B products and services companies.

The challenge

Primary was seeking to strengthen its IT infrastructure to effectively counter threats from an ever-changing cybersecurity landscape. Their incumbent provider was unable to provide a seamless, round-the-clock detection and response service.

Consequently, Primary required a partner who could deliver proactive, integrated security and service excellence; a one-stop best-in-class IT managed services and managed security provider.

The approach

"Doherty Associates stood out immediately. The team mapped out our infrastructure, have worked flexibly and diligently to transition us from our incumbent, and have provided punctual help desk support – quick responses, real solutions, and always a human touch. Their Kuala Lumpur team adds out-of-hours reassurance.

Doherty's expertise with Microsoft 365 Copilot, including tailored demos and training, has provided us with confidence as we embrace the AI revolution! We feel aligned and supported as we move forward.

Doherty's approach means we will be protected against the latest threats and able to take advantage of new productivity gains. The transition process has not created any disruption to our business."

Neel Mehta, Finance Partner

> "I heard about Doherty Associates through my CFO network. Their name came up repeatedly, and after meeting the senior team, it was clear we shared the same ethos and approach to service.

> We're in a service industry and know what good service looks like. With Doherty's help desk, tickets are resolved quickly; our business and expectations matter to the team.

> The dedicated security centre at Doherty gives us good confidence. Their analysts are well-trained and specialised, and their integrated IT and cyber services are a differentiator.

Neel Mehta
Finance Partner

The solution

24/7 helpdesk support

All users benefit from round-the-clock helpdesk access and a dedicated account director to ensure issues are resolved quickly.

Managed security service

Doherty delivers market-leading managed detection and response, breach detection, threat hunting and DDQ advisory.

Security & compliance

Security baselines are maintained across platforms, supporting Cyber Essentials accreditation and ensuring robust regulatory compliance.

Microsoft 365 management

Primary's Microsoft 365 tenant is continuously monitored by the same dedicated team for service health, security, compliance and optimal performance.

Network & server monitoring

Doherty provides unlimited support for networking and server issues, ensuring rapid incident response and reliability.

Service enablement

Our consultancy-led approach ensures Primary leverages every solution fully, driving productivity, security and measurable business value.

The benefits

PE sector experience

Doherty brings decades of experience working with private equity funds, with solutions built on understanding the unique challenges and demands of the industry.

Integrated managed services

Primary benefits from truly integrated IT and cyber security managed services, with all core systems and platforms monitored and optimised for performance and compliance.

Dedicated security team

A specialised security centre of excellence delivers integrated IT and cyber services, with highly trained analysts monitoring threats and providing expert guidance.

Service excellence

Doherty's client experience is built on integrity and reliability. Promises are kept, and service excellence is reflected in a 99%+ customer satisfaction score and a client churn rate far below industry average.

24/7 support

True 'follow the sun' support from London and Kuala Lumpur means Primary's users are never left waiting. Issues are resolved quickly, and out-of-hours reassurance is always available.

Proactive approach

Doherty's team actively monitors for new threats and productivity opportunities, keeping Primary ahead of the curve and protected against the latest risks.

Client-centric partnership

Doherty's approach is built on partnership, with dedicated account management, clear documentation, and ongoing consultancy to support Primary's evolving needs.

Seamless transition

Doherty's transition process is proven and low risk, ensuring end-user productivity is maintained throughout onboarding and migration.

Ready to upgrade your IT support?

Get in touch →

About Doherty Associates

Doherty Associates provide intelligent IT solutions to a long list of satisfied clients. Based in central London, we have a 30-year track record of empowering workforce productivity, security and innovation. We offer an authentic ongoing relationship designed to support your personal journey, not a 'one size fits all' approach. It all starts with understanding your priorities, so please get in touch.

W: doherty.co.uk   **T:** +44 (0)20 8987 1150
E: enquiries@doherty.co.uk

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