RECOMMENDED TECHNOLOGY PLATFORM

Ginko IT

Overview

What is a "Recommended Technology Platform"?

With well over 60 years of collective experience as a team, we tackle technology problems every day.

The products below are the ones that, in our day-to-day experience, give the best return on investment — for us to set up, and for you to run, across their working life. They are not the cheapest option on the shelf. They are the ones that cost you least over three to five years.

Reviewed September 2026. We revisit this list at least once a year, and sooner when a vendor changes something that matters.

Recommended Technology Platform

Operating system	Windows 11 Pro, version 25H2
Server operating system	Windows Server 2025
Laptops and workstations	Dell Pro · Lenovo ThinkPad and ThinkCentre · HP EliteBook and ProBook
Servers	Dell PowerEdge · Lenovo ThinkSystem · HPE ProLiant
Switches	HPE Aruba Networking · Cisco · UniFi
Routers and firewalls	WatchGuard · Fortinet · Sophos · Cisco Meraki
Small office and multifunction printers	Brother · Epson
Peripherals (keyboards, mice, webcams)	Logitech · Microsoft
Office applications	Microsoft 365
Endpoint protection	Microsoft Defender · Huntress
Backup	Veeam · Cove

We also supply and support **Microsoft Surface for Business** where you ask for it. It is not our default, but it is a well-made business device and we are happy to quote it.

A note on names. Dell renamed its entire business range during 2025–26 — what you knew as Latitude is now **Dell Pro**, and Precision is now **Dell Pro Precision**. Same machines, same warranty, new badge. If a quote from elsewhere still says Latitude, it is either old stock or an old quote.

Purchasing a Work Computer

We are happy to quote and supply a suitable machine for what you actually do with it. You are also free to supply your own. If you do, here is what to look for.

Business, not home. Many computers on the retail shelf are built for home use and are not made for the rigours of day-in, day-out business use. The chassis, the hinges, the keyboard and the thermals are all built to a different price.

Windows 11 Pro, not Home. Windows 11 Home is a cut-down version and lacks things a business needs — domain and Entra ID join, BitLocker management, Group Policy, and the controls our management tools rely on. If a machine comes with Windows 11 Home it was not designed for business use, and we would recommend a different model. Upgrading afterwards means buying a licence — $130 from the Microsoft Store — plus a couple of hours of chargeable work, and in some cases it causes problems of its own. Between the licence and the labour you are usually past the price difference of buying the right machine in the first place, and you have a machine that spent its first week being fiddled with. Start with the right edition installed.

Business-grade warranty. Home machines are not backed by a business warranty. If something fails, the machine generally goes away for repair and you are without it for weeks. Our recommended brands back their business devices with next-business-day onsite warranty.

Driver and firmware support. Cheaper brands often lack proper driver and BIOS update tooling. Our recommended brands ship with management software that scans the machine and makes updates quick and predictable. That sounds minor until a firmware bug needs patching across forty machines.

The models we select are the ones that, in our experience, give the best return. Put bluntly: the less you spend on a computer, the more likely it is to cause problems — which costs you time lost and money spent on support.

Minimum Specifications

For a general office machine, buy business grade with at least:

- **Brands:** Dell Pro · Lenovo ThinkPad · HP EliteBook or ProBook
- **Operating system:** Windows 11 Pro
- **Processor:** Intel Core Ultra, or Intel Core i5 13th generation or newer, or AMD Ryzen Pro 7000 series or newer
- **Memory:** 16GB minimum. 32GB if the machine runs design software, large spreadsheets, or a lot of browser tabs alongside Teams
- **Storage:** 512GB NVMe SSD or larger
- **Security:** TPM 2.0 and UEFI Secure Boot, both enabled. These are not optional — Windows 11 will not install or update without them
- **Warranty:** 3 years next-business-day onsite

Raise the specification if the machine runs CAD, the Adobe suite, or anything else that works the processor hard.

On Copilot+ PCs. Microsoft's on-device AI features — Recall, Click to Do, and the local Copilot functions — need a **Copilot+ PC**: a neural processing unit rated at 40 TOPS or more, 16GB of memory and 256GB of storage. A normal business laptop will run Microsoft 365 Copilot perfectly well, because that work happens in the cloud. You only need Copilot+ hardware for the features that run on the device itself. Worth knowing before someone pays a premium for it, and worth specifying if you are buying machines you expect to keep for five years.

What We No Longer Support

These have reached, or are about to reach, the end of vendor support. Once a product is out of support it stops receiving security updates, and running one is a finding on any security questionnaire or cyber insurance renewal.

Windows 10	Ended 14 October 2025
Windows 11 version 23H2 (Pro)	Ended 11 November 2025
Windows 11 version 24H2 (Pro)	Ends 13 October 2026
Windows Server 2012 and 2012 R2	Ended 10 October 2023
Windows Server 2016	Security updates only — ends 12 January 2027
Windows Server 2019	Security updates only — ends 9 January 2029
Windows Server 2022	Full support ends 13 October 2026, security updates to 14 October 2031
Office 2016 and Office 2019	Ended 14 October 2025
Exchange Server 2016 and 2019	Ended 14 October 2025

Two of those are worth acting on now. **Windows 11 24H2 leaves support on 13 October 2026**, so any machine still on it needs to be moved to 25H2 — for most fleets that is a small update, not a rebuild. And **Windows Server 2022 drops to security-updates-only on the same day**, which is not urgent but does put a date on your next server refresh.

We will keep supporting an out-of-support system while you plan the replacement. We will not pretend it is safe, and we will not certify it as compliant.

Third Party Hardware and Software

Our technicians solve a wide range of problems, but for products outside this platform it may take us extra time to get familiar with managing and supporting them.

Keep your software under maintenance. All third party and line-of-business software must be covered by a current maintenance, support or subscription agreement with the vendor who makes it. This matters more than it sounds.

- When something breaks inside an application, only the people who wrote it can fix it. Without a current agreement the vendor will not take our call, and there is no escalation path — we are left guessing at someone else's code.
- Software that is out of maintenance usually stops receiving updates, including security patches. That becomes a finding on a security questionnaire and a problem at cyber insurance renewal.
- It is also the most common reason a server or an operating system cannot be upgraded: the application is only certified on a version that has itself gone out of support, and nobody can re-certify it.

If an application is out of maintenance we will still do what we can, but we may be limited to workarounds rather than fixes, and that time is chargeable. Please tell us before a renewal lapses — it is far easier to keep an agreement current than to reinstate one after something has gone wrong.

Where an issue can and should be handled by the vendor, we will help you deal with them directly — that is usually the fastest route to a fix. It helps if we are listed as an authorised contact on your account, so we can raise a case without you having to relay messages. We are happy to sort that out with each vendor once.

We can still buy from other vendors at your request, subject to our distributors stocking it. If unforeseen issues come up during setup, installation or ongoing use, we may need to invoice that time separately.

Where a brand outside our recommended list does not provide proper update tooling, we will not upgrade drivers, BIOS or the operating system on it, because in our experience that adds far more time and risk than it is worth.

If Your Computer Does Not Meet These Specifications

That is fine. We are still happy to work on it. Be aware that there may be limitations, that tasks can take longer, and that this can mean higher support costs.

If you have a managed services agreement, machines that do not meet the minimum specifications above are not eligible for flat-fee setup charges, and work on them is billed at our standard hourly rate.