



SERVICE BROCHURE



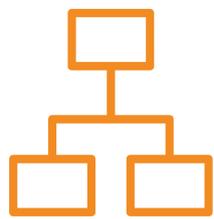
Business Changing **IT**

WHO WE ARE

848 believes the alignment of both business and technology helps build modern workplaces, empowers users, raises productivity and creates success for organisations, regardless of sector or size.

We combine both business-centric processes and technology-driven strategies to deliver: Business Changing IT

Using our PLAN - BUILD - RUN process, we can digital transform a business with a bespoke IT solution that is truly end user focused.



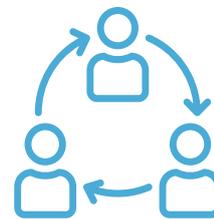
PLAN

Strategy
Architecture



BUILD

Infrastructure
Communications
Business Applications



RUN

Managed Services

PLAN

Not sure what you need or even where you want your IT system to take your business? We can get our heads together and come up with a strategy to transform and grow your business.

BUILD

If you know what solution is the perfect fit for your business, great, we can get started on the configuration and implementation of your new system. From infrastructure to applications and integrations, we can build your modern workplace.

RUN

Once your system is up and running, we can provide a tailored support service to keep your business online. Our Expert helpdesk goes beyond fault resolution to help you make the most of your new system.

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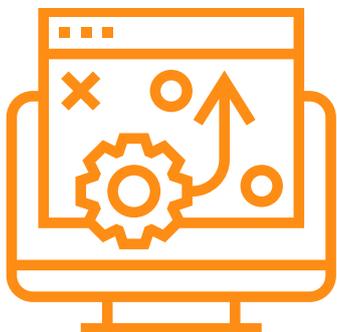
IT transformational projects come in all shapes and sizes. As a result, we have structured our offering as both the services, i.e. Microsoft 365, alongside the people who can deliver these through professional service day rates. This gives you the greatest flexibility when deciding on your IT needs.

Disclaimer

The information in this document is subject to change without notice.

1.0 PLAN

1.1 Strategy



Understand your technology and your business in the round before you plan what needs to change.

You can develop a robust roadmap with a clear destination. Work with us to identify the key business drivers and clearly define them.

SERVICE	CAPABILITIES
1.1.1 Infrastructure Health-check	Enterprise Architect / Solution Architect / Technical Design Architect / Functional Consultant
1.1.2 Cloud Readiness Assessment	Enterprise Architect / Solution Architect / Technical Design Architect / Functional Consultant
1.1.3 Digital Transformation	Enterprise Architect / Solution Architect
1.1.4 Discovery Assessment	Solution Architect / Functional Consultant
1.1.5 Architecture governance	Enterprise Architect
1.1.6 IT Project reviews	Enterprise Architect / Solution Architect / Technical Design Architect / Functional Consultant

Discovery Process

DIAGNOSE

We listen to you and gather information that allows us to understand your strategy and goals, why the change, what do you want to achieve and why have you made these choices? Our aim is for both parties to be happy the solution is the right for your users and your organisation.

ANALYSE

Analysing the information and understanding we have gained during the diagnostics phase, we can begin to unwrap your organisation to understand what it is you do today and what it is you need to do tomorrow. 848's methodology provides the framework with which we can cover all elements of the requirement, from business to infrastructure, from service to security.

DESIGN

With the information and understanding we have obtained from the diagnostics and analysis stages, we are then in a position to design a technical solution most suited to meet the objectives of your organisation and create: Business changing IT.

1.0 PLAN

1.1.1 Infrastructure Health-check



Discover how to improve the performance of your core infrastructure with this consultative service.

848 analyse your core infrastructure and core workloads to identify the root cause of performance issues. You benefit from the expert analysis and advice of an experienced infrastructure consultant together with a prioritised set of recommendations to stabilise or optimise infrastructure performance.

1.1.2 Cloud Readiness Assessment

848 help you to carry out an objective assessment of your business and technology to define a cloud migration strategy.

Leveraging the power of the 848 Architecture Framework we examine the key components of your organisation and the technology. In the infrastructure domain we can identify legacy technologies that need to be addressed, benefits of moving them to the cloud or hybrid models.

Servicing needs can be examined to identify benefits in monitoring, event management and more. Security is assessed to show where leading cloud service providers can deliver vastly improved security over on-premise technologies. Applications are reviewed and assessed for migration or transformation opportunities and how that might be achieved.

On the journey the use of the architecture framework often helps us to identify opportunities for you in the future. We may detect opportunities to improve the availability of information, new ways of working for the business or process improvements. The common approach delivers this value add to all our services.

1.0 PLAN

1.1.3 Digital Transformation

Digital transformation is not just about technology, it is business driven change leveraging technology to deliver value to the business.

Transformation covers all aspects of your business and it is vital that each aspect is ready to work together. Often over time an organisation will fall behind business practice and technology innovation that is affecting their vertical or horizontal. Transformation helps you move to a new digital way of working and, most importantly, introduces the ability to be agile. Delivering change without agility is encouraging the boom and bust approach to change and significant risk to the ability of an organisation to compete.

848 works with you to understand where you are on the journey. Do you have a strategy? Do you understand the business drivers? Do you have a clear view of what your business does and who for? Do you understand the changes required to address the drivers in the context of what you do?

Once we understand the starting point we can support you in planning the transformation. The journey can be summarised as:

STRATEGY

- Identify drivers for change which can be opportunities or risks.
- Define a policy to deal with the driver
- Identify key actions

CURRENT STATE

- Use the 848 Architecture Framework to identify the key components and their relationships across all domains [business, information, application, technology, security and service]

DEFINE CHANGE

- Identify what needs to change in each domain to address and deliver the drivers and their actions

PRIORITISE AND TRACK DEPENDENCY

- Identify enabling changes required to support future change
- Identify burning platforms and solutions
- Prioritise to achieve business driver imperatives

ROADMAP

- Define the roadmap with estimated deliveries
- Create work packages with draft charters and initiation documents
Prioritise to achieve business driver imperatives

Leveraging the 848 Architecture Framework leaves you not just with a roadmap of work packages ready to be designed or submitted to RFP but with an approach to architecture and knowledge transfer. Match this with the architecture governance service to introduce a new approach to organisational change

1.0 PLAN

1.1.4 Discovery Assessment

848 help you to carry out an objective assessment of your business and IT infrastructure to determine how they are managed, how developed/capable specific IT services are and to identify infrastructure improvement projects.

Even though spending on server, storage, network, and facilities infrastructure consumes 50% of budgets, businesses often struggle to answer questions on how they are doing or what should the next step be. Our assessment evaluates your current environment; infrastructure, applications, people and, processes and presents a report with a documented approach and set of recommendations.

At the outset of every project, we assess your current and desired state, so we can clearly plan the journey. Our Discovery Services can cover the entire IT estate or a specific area, for example the assessment of desktop applications readiness for a Windows upgrade project.

1.1.5 Architecture Governance

Architecture governance facilitates consistency and quality from idea to delivery. It is key to an agile, efficient and secure organisation.

Key to introducing governance is understanding what you are going to govern. In architecture this equates to defining what an architecture is. 848 Architecture Framework provides an out of the box architecture definition that can provide a baseline for any organisation, large or small.

When governance is introduced is key, too early and information is incomplete, too late and you are closing the stable door after the horse has bolted. We will work with you to understand how you deliver change, how that relates to the architecture framework and help you define a process where just enough information is ready at just the right time to make clear and quick decisions.

Who is going to govern which aspects is a significant issue. Often a cast of thousands gather to decide, many often lacking any insight into an aspect. Use the 848 Framework to align business roles to architectural aspects such as security managers and information governance teams to the information aspects. We will help you define appropriate teams to facilitate simplified but relevant governance of change.

1.0 PLAN

1.1.6 IT Project Reviews

A second opinion can always be useful.

IT projects move at pace and commonly experience fractures and issues. 848 project reviews can help you understand where fractures in the plan, build and run process may have occurred. We methodically examine every step in the process and every domain of the architecture to understand if any issues are critical. We are focussed on providing pragmatic and honest feedback. Pragmatic because we understand the pressures of delivering IT projects and that time, quality and cost can introduce compromises. We want to help you understand the risks, mitigate where possible and accept them with clear knowledge of the impact.

848 can call upon product and domain experts to back our EA's and governance professionals if we believe we need to dig a little deeper. We aim to provide a rounded picture that can help the management team make reliable decisions in the toughest of situations.

Call on our architecture governance service to help you address the root cause of the issue and set your project back on the right track. Use our digital transformation service to put you back in the driving seat with a clear vision your projects are working towards.

1.1.7 Azure Health Check

848's Azure Health Check service provides an end-to-end evaluation of your organisation's Azure workloads and strategy.

This service is designed to deliver the clarity and confidence you need to drive risk reductions and greater cost efficiencies from the cloud.

Consumption & Usage reporting

848 helps you understand you Azure bill and proactively identify savings

The information gathered is interpreted and compiled into a detailed report with actionable recommendations to help drive your cloud strategy and ensure you're able to move forwards with confidence, clarity and visibility of expenditure

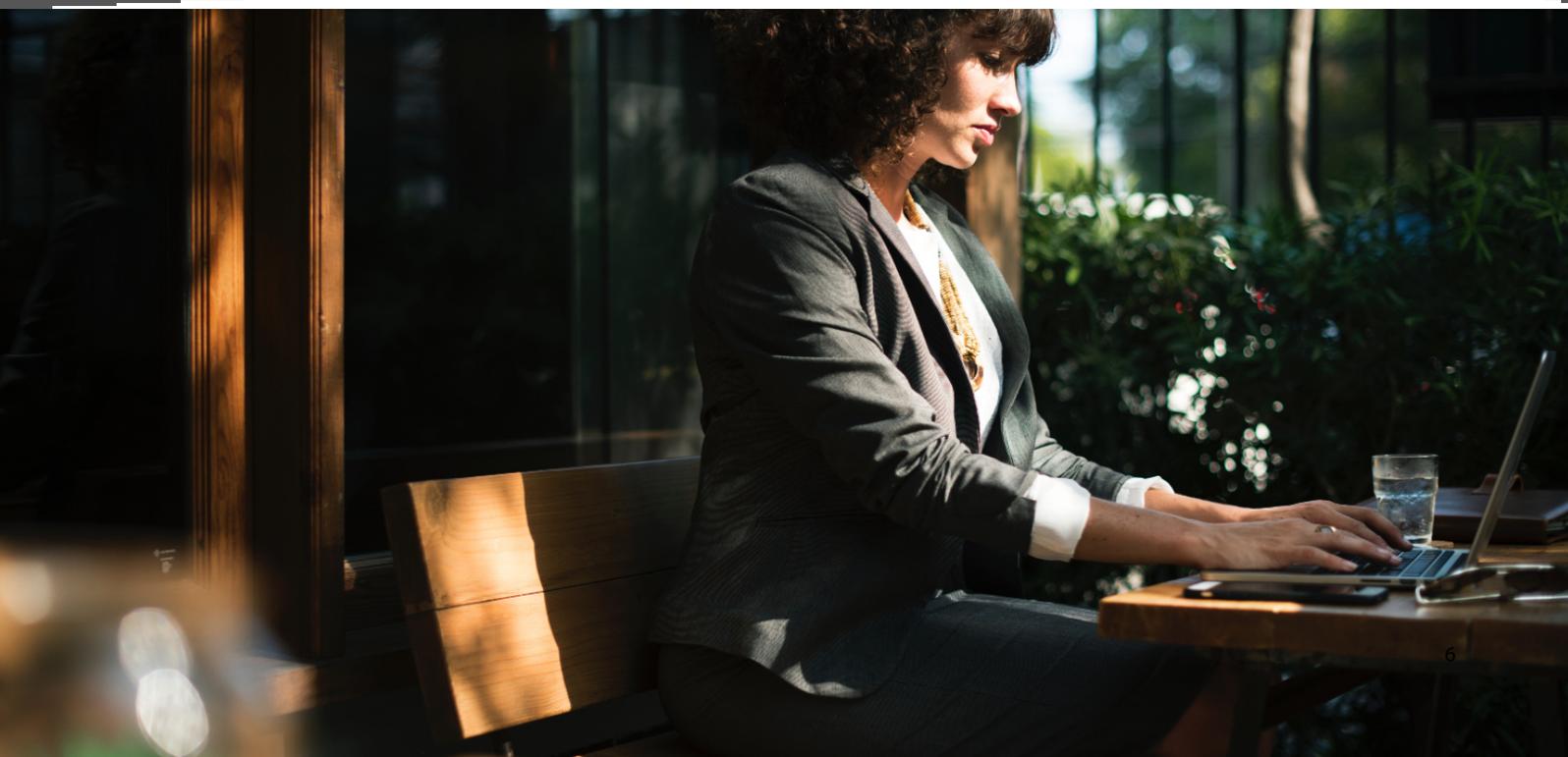
1.0 PLAN

1.1.8 Pen Test Remediation - Security/Infosec

Penetration tests are a fact of life for most organisations, allowing you to verify that you are following industry best practice.

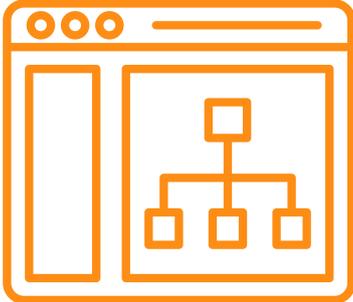
Results from a test, and consequent list of corrective actions, can require assistance regarding clarity and rectification. 848's Pen Test Remediation services offers you a support by way of improvement following the identification of any vulnerabilities. This may be in a single area where there is an indication of weakness in a process or development practices that could have replicated themselves or enabled a similar vulnerability in other locations.

Penetration tests are a fact of life for most organisations, allowing you to verify that you are following industry best practice.



1.0 PLAN

1.2 Architecture



Peace of mind that your IT system will support your goals and transform your workplace.

Whether we work together to examine your current business architectural designs or create a proof of concept, we will save you time and money in the long term

SERVICE	CAPABILITIES
1.2.1 RFP Support	Enterprise Architect / Solution Architect
1.2.2 Solution architectures	Solution Architect / Functional Consultant
1.2.3 Product architecture	Functional Consultant / Technical Design Architect

Discovery Process

DIAGNOSE

We listen to you and gather information that allows us to understand your strategy and goals, why the change, what do you want to achieve and why have you made these choices? Our aim is for both parties to be happy the solution is the right for your users and your organisation.

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DESIGN

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1.0 PLAN

1.2.1 RFP Support

Describing what you want efficiently in an RFP is the foundation of a quality IT project.

Many businesses today do not retain IT capability in house and therefore go to market for partners to deliver many of the IT projects they require. Whilst procurement specialists can help create the overall RFP and the framework within which bidders should respond the actual description of what the problem is can be lost.

848 RFP support provides high quality enterprise and solution architects to dissect the problem and logically describe it.

- We leverage the 848 Architecture Framework to cover every domain from business to infrastructure, security and service.
- We work with you to understand how you want to migrate to it, license it, test it and change your business to adopt it.
- We collaborate with your RFP authors to create a robust set of RFP documents that reduce bidder questions, support clarity in your demands and facilitate a successful delivery.

848 can also support you in bid evaluation [may require governance processes if 848 are bidding] by supplying architects, functional consultants and other experts to examine and translate the information you receive. We can align this back to your enterprise architecture where possible.



1.0 PLAN

1.2.2 Solution Architecture

Defining how a solution sits within your organisation is vital to delivering successful organisational change.

Architecture is an outward facing activity. It describes logically how the solution works and considers every aspect within the 848 Architecture Framework. Most importantly it describes how the solution will work when deployed within your organisation.

The architects will work with you to understand what you have today, what technology the solution will integrate with, what information you use and where, how the business works with the solutions and how you secure and service them.

They will move on to examining the requirements you have provided and the types of business and technology solutions that can be used to satisfy them. Products may be suggested that can satisfy the various requirements both functional and non-functional.

The solution architects will call on 848 domain experts to describe security, service and more to ensure that the solution is complete and proportionate.

It will prepare a solution architecture that is ready for interpretation by designers and product architects to define a configuration, customisation and extension of the chosen products to satisfy all requirements.

Key to this is providing traceability from requirements provided through the architecture down into product design. Whether you proceed with 848 or not the documented architecture will provide a solid basis for product architecture and design.



1.0 PLAN

1.2.3 Product Architecture

Delivering a product is more than switching it on, 848 can help get the most from your product.

Following on from solution architecture the product architects must understand how each component product will come together and be configured to deliver the solution. They follow the logical segmentation of responsibility defined in the solution architecture to document the configuration, customisation and extension of the various products to satisfy requirements both functional and non-functional.

The technical design architects will produce detailed documentation that enable build teams to develop and deploy the solution, build repeatable deployment scripts and most importantly to inform acceptance into service governance. Product architecture is fully focused on defining detail in a narrow set of architecture domains. Concentrating on application, information, integration and infrastructure provides a technical document that lives with the product and guides future detailed engineer works on the product. Consideration for the business, service and security domains is covered in the associated solutions architecture and allows for a full suite of documentation.

Most importantly a product architecture, or collection of, delivers you to the plan / build transition with information and documentation that supports good governance and confidence of delivery.

Concentrating on application, information, integration and infrastructure provides a technical document that lives with the product and guides future detailed engineer works on the product



2.0 BUILD

2.1 Infrastructure



Peace of mind that your IT system will support your goals and transform your workplace.

Whether we work together to examine your current business architectural designs or create a proof of concept, we will save you time and money in the long term

SERVICE	CAPABILITIES	PRODUCTS
2.1.1 Modern Workplace <ul style="list-style-type: none"> Microsoft 365 Unified Communications Application Lifecycle Migration Services Windows Migration Mobile Device Management Mobile Application Management 	Technical Design Architect, Solution Architect, Engineer and Consultant	Microsoft 365 (Office 365, Windows 10 Enterprise, Enterprise Mobility Suite) Skype for Business, Teams, Anywhere 365, AltiGen
2.1.2 Infrastructure Migration <ul style="list-style-type: none"> Infrastructure Migration Applications & SQL Databases 	Technical Design Architect, Solution Architect, Engineer and Consultant	Windows Server, Microsoft Azure
2.1.3 Managed Back-up and Recovery <ul style="list-style-type: none"> Azure Backup Azure Site Recovery Data Protection Manager 	Technical Design Architect, Solution Architect, Engineer and Consultant	Microsoft Azure Backup Server, Azure Site Recovery, Data Protection Manager (DPM)
2.1.4 Virtual Desktop <ul style="list-style-type: none"> Infrastructure Remote Desktop Services Virtual Desktop Infrastructure XenApp XenDesktop 	Technical Design Architect, Solution Architect, Engineer and Consultant	Microsoft Virtual Desktop Services, Citrix
2.1.5 Connectivity <ul style="list-style-type: none"> Cloud Managed Wi-Fi Cloud Connectivity Dedicated/Ethernet Circuits Fibre to the Cabinet (FTTC) Broadband Connectivity Remote access SIP Trunking 	NW Consultants, Technical Design Architect, Solution Architect, Engineer and Consultant	Meraki, UniFi, Cisco, Palo Alto, Fortinet,
2.1.6 Identity Management	Technical Design Architect, Solution Architect, Engineer and Consultant	Enterprise Mobility Suite
2.1.7 Managed Hosting	Technical Design Architect, Solution Architect, Engineer and Consultant	Microsoft Azure, On-premises infrastructure, 3rd Party Datacentres
2.1.8 Infrastructure as a Service	Technical Design Architect, Solution Architect, Engineer and Consultant	Microsoft Azure
2.1.9 Platform as a Service	Technical Design Architect, Solution Architect, Engineer and Consultant	Microsoft Azure, On-premises infrastructure, 3rd Party Datacentre

2.0 BUILD

2.1.1 Modern Workplace

Microsoft Office 365

Microsoft 365 is the latest software to revolutionise your working environment, bringing together all the leading business applications you know and love.

Using, business class email, calendars and programs on any device, with access to Word, Excel, PowerPoint, OneNote, documents, Windows 10 Enterprise and more, letting you collaborate these files into one easy-to-access location.

- Connect with customers, colleagues and suppliers.
- Bring together teams and resources, all in one place. Office 365 uses OneDrive, a cloud-based storage system, which keeps your files safe, secure, and accessible from anywhere.
- Rapid deployment means you can be using all the great communication and collaboration tools available in no time. You'll also have access to telephony, instant messaging, document management and collaboration technology that is fully integrated and easily scales to meet your changing business needs.
- You can accelerate the process of achieving your business goals through a range of services that can adapt and meet the need for increased mobility, security and flexibility.
- Collaborate via SharePoint, Yammer and enjoy Unified Communications via Skype for Business and Teams. Microsoft 365 integrates with your existing Active Directory structure.

Unified Communications

Leveraging the capabilities of Skype for Business or Microsoft Teams.

848 have the experience to implement complex unified communications solutions that encompass voice, instant messaging and video for both one-to-one and team meetings. 848 can implement both on-premises solutions to give you complete control over your environment, or, leverage hosted capabilities to negate any requirement for anything on-premises.

Application Delivery

Application Delivery is the process of selecting the best method of delivery for an application to the end user.

Following discovery work carried out across the application estate the application delivery solution can be designed and built. This could be in the form of a centralised delivery function such as Remote Desktop Services or an Electronic Software Distribution solution such as System Centre Configuration Manager or Intune.

2.0 BUILD

2.1.1 Modern Workplace

Migration Services

Our Migration Services provide you the expertise to reduce the time to market and reap the benefits of your new or upgraded platform sooner.

Whether you are looking to move to a single or multiple Cloud Services such as Office 365, Public Cloud, Hosted Back-up and Recovery or simply upgrade to the latest version of Windows, there are always risks with change. 848's Migration Services will bring our expertise and experience to make sure the risk is minimised, and the project goes as smoothly as possible with proactive reporting.

Windows Migration

Windows Migration is the process of migrating past generation environments to the latest Windows architecture.

Office 365 and the latest Windows platforms offer so many benefits. 848 can help you take advantage of them with a seamless, efficient and easy migration process. Our experience of migrating environments and data to Windows, Office, SQL etc, has led us to design a streamlined migration process and remove complications. A proven approach to provide a flexible and scalable migration framework, which provides early insight into compliancy of each of your applications.

Mobile Device Management

MDM is an efficient way to secure access to company data across mobile devices and BYOD initiatives.

848 provide effective strategy and implementation to suit the requirements of your business; minimising costs, maximising security and ensuring end user compliance. By discovering the current needs and usage of mobile devices, we can assemble a strategy through to deployment and user on boarding. MDM solutions are becoming an important component to not only manage configuration change across the mobile estate, but also secure and report on company data.

Mobile Application Management

MAM enables you to securely deploy and manage any type of mobile app to every user, delivering mobile experiences that work the way they should, right from the start.

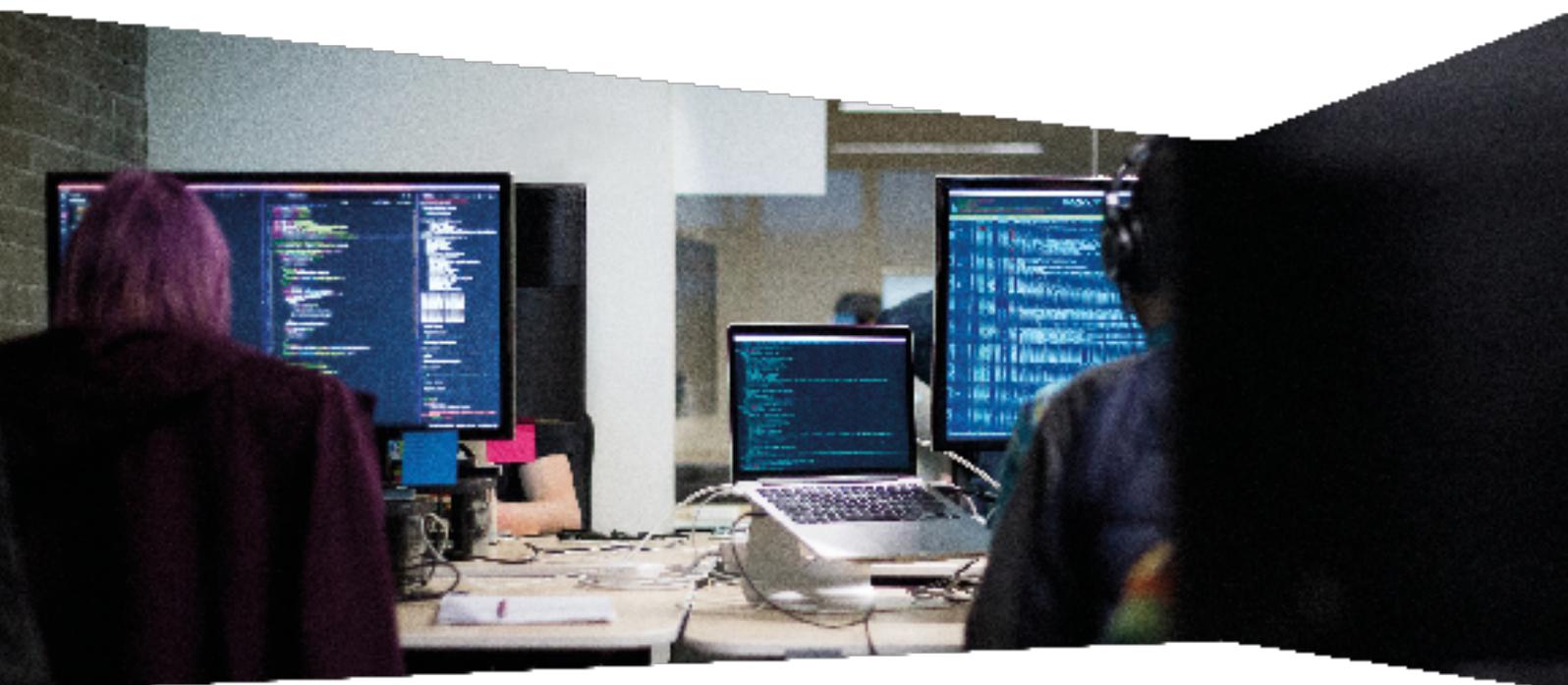
When using Microsoft Intune integrated with the newly released service packs for System Centre Configuration Manager, hybrid customers can now leverage the Mobile Application Management (MAM) capabilities of Intune and deploy application management policies to MAM managed apps. These policies allow you to ensure company compliance and security policies are met.

2.0 BUILD

2.1.2 Infrastructure Migration

Infrastructure Migration is the process of migrating past generation environments to the latest Windows architecture, or to the latest PaaS or SaaS environment.

Our approach to Infrastructure migration comes from our extensive background and experience in the industry, with a streamlined procedure to ensure there is minimal downtime and service disruption, securing a smooth transfer process that is suited to the needs of the client. Our skilled consultants can work across a multitude of hardware platforms including server, storage and network equipment.



Applications and SQL Databases

Reduce the complexity of your cloud migration by using a single comprehensive service designed as a seamless, end-to-end solution for moving on-premises Application and SQL Server databases to the cloud.

848's Migration Service is a fully managed service designed to enable seamless migrations from multiple database sources to Azure Data platforms with minimal downtime. It provides you with a comprehensive, highly available solution, whilst modernising your line of business (LOB) applications to meet today's IT challenges and your rapidly changing business needs. A by-product enabling faster development, higher productivity, reduced costs, and more secure applications throughout your organisation.

2.0 BUILD

2.1.4 Managed Back-up and Recovery

Business information and data has always been a key part of every business. If you lose your data, you could lose your business.

848's Backup and Recovery as a Service is a fully automated, highly secure online back-up and recovery solution designed to remove the complexity of managing an effective, reliable and usable system of back-up using traditional on-premise hardware by delivering scalable, very cost-effective and easily accessible hosted Back-up and Recovery as a Service.

BaaS reduces the risk associated with retaining local, on-premise servers and the 'Time to Recovery' by providing immediate access to an identical hosted replica of your on-premise servers, in the event of a disaster and the local network or servers become unavailable. The service scales to meet your growing backup requirements and protects your business from data loss every step of the way.

Virtual Recovery for Hosting is a service aimed at Managed Hosting Customers hosting applications and data on virtualised platforms. This service provides application availability and Disaster Recovery by replicating your business-critical virtual machines to a secondary recovery platform, hosted in the Cloud.

Azure Backup

Protect your data with a cloud-based backup as a service

Azure Backup gives you the flexibility to pick and choose the data you want to protect, for as long as you want to protect it. Backup is designed to be cost effective whether you're interested in short- or long-term retention. And, you can restore virtual machines or individual files and folders—in Azure or on-premises—as needed.

Azure Site Recovery

Azure Site Recovery orchestrates and manages disaster recovery for Azure VMs, and on-premises VMs and physical servers.

Business continuity and disaster recovery (BCDR) planning is an important factor for any business to keep your data safe and applications running when planned and unplanned outages occur. Azure Site Recovery supports a number of replication technologies to consistently replicate, protect, and seamlessly failover virtual machines and applications to private/public or hosted clouds.

Data Protection Manager

Data Protection Manager (DPM) is a robust enterprise backup and recovery system that contributes to our BCDR strategy by facilitating the backup and recovery of enterprise data.

When outages due to planned or unexpected issues occur, and source data is unavailable, you can use DPM to easily restore data to the original source or to an alternate location.

2.0 BUILD

2.1.5 Virtual Desktop Infrastructure - “Server Based Computing” or “Application Presentation”

VDI provides a platform for the delivery of a working, personal desktop to different user groups regardless of location or device.

848 provides a platform for the secure delivery of applications to any end-user device regardless of location. Utilising the latest technologies from Microsoft and Citrix, our hosted desktop services provide significant efficiencies and productivity gains, while reducing the burden of hardware management and security on internal IT teams. Whether your goal is to reduce PC refresh costs, support a BYOD programme, improve business continuity provisions or manage remote workers more effectively we can tailor a solution for your needs.

848 provides a platform for the secure delivery of applications to any end-user device regardless of location.

Remote Desktop Services

Remote Desktop Services (RDS) is the platform of choice for building virtualisation solutions, including delivering individual virtualised applications, providing secure mobile and remote desktop access, and providing end users the ability to run applications and desktops from the cloud.

RDS offers deployment flexibility, cost efficiency, and extensibility—all delivered through a variety of deployment options, including Windows Server 2016 for on-premises deployments, Microsoft Azure for cloud deployments, and a robust array of partner solutions. Depending on your environment and preferences, you can set up the RDS solution for session-based virtualisation, as a virtual desktop infrastructure (VDI), or as a combination of the two.

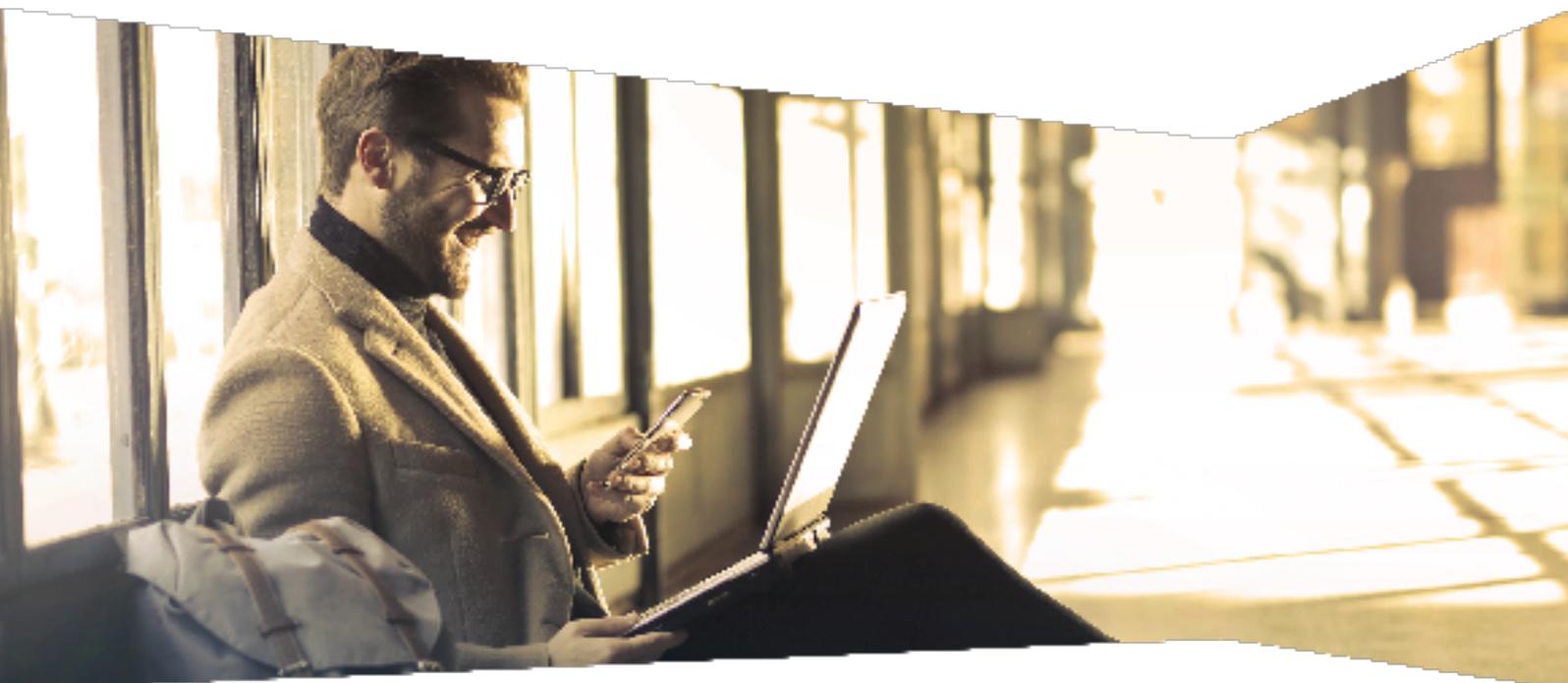
2.0 BUILD

2.1.6 Connectivity

Cloud Managed Wi-Fi

Cloud Managed Wi-Fi is a secure and flexible solution designed to improve the way your people work, provide insight into user behaviour, and help you engage better with them.

The solution is ideal for organisations who want to connect multiple sites over a wide area, need cost-effective Wi-Fi, control and monitor applications bandwidth or require enhanced analytics, or those who have limited IT resource. The technology is based on Cisco Meraki or Unifi.



Cloud Connectivity

Stable Internet Connectivity (a connection to the Internet) is a key driver for Cloud Computing.

The service offers consistent performance and dedicated bandwidth between the Cloud Provider and your network. There is no need to install dedicated circuits or acquire ports into multiple regions therefore offering rapid deployment of Cloud services delivered to your network. Cloud Connect works in conjunction with service such as Express Route or Direct Connect which you must consume as part of any Virtual Private Cloud configuration.

2.0 BUILD

2.1.6 Connectivity

Fibre to the Cabinet (FTTC / FTTP)

848's FTTC services offers superfast broadband connectivity with speeds far more than conventional broadband.

848 support your growing requirements to run more applications on and across the internet, including IP telephony, email and hosted apps, by managing the process of provision, delivery and deployment of hybrid copper and fibre connectivity on your behalf.



Broadband Connectivity

848 Broadband service provides cost-effective, business-only, always-on Internet connectivity to support remote working, cloud services and the demands of today's businesses.

Broadband is an umbrella term for several technologies including ADSL, ADSL Max and ADSL2+ services up to 24Mbps. 848 can also provide dedicated 4G connectivity using top tier providers for rapid deployment of broadband connectivity or to bolster

2.0 BUILD

2.1.6 Connectivity

SIP Trunking

SIP trunks offer a more flexible and lower cost alternative to ISDN for inbound and outbound voice calls.

SIP trunking is a standards-based replacement for traditional ISDN. It connects your PBX to the PSTN via broadband, ethernet or private circuit into our national network. Compared to ISDN our SIP trunking service is less costly per channel and more flexible in how and where geographic telephone numbers can be used. It's also quicker to install and provision and, as standard, it delivers extremely robust business continuity.

The service can support connections ranging from two channels for small PBX-equipped businesses to an unlimited number of channels for large enterprises and contact centres.

Our SIP trunks work seamlessly with each of the leading IP PBX brands in the UK market. Any business with a PBX can switch to our SIP trunking service and immediately benefit from a more flexible, less expensive and more resilient phone service.

Remote access

SSL VPN is a fully managed secure remote access service for remote workers and branch offices.

A flexible, cost-effective alternative to client-based VPNs giving users secure access to the corporate network via a web browser. A Virtual Private Network is a link between two separate locations using a secure connection or tunnel; for example, between a branch office and head office corporate network. The VPN secures the communication between the two points to protect unauthorised access to either site or interception of the traffic between the two.

Facilitating the same level of secure remote access for remote users is equally important in terms of protecting corporate data whilst enabling flexibility and inclusion for roaming users.

848 can advise, plan and deploy the most suitable Mobile User VPN solution to keep your users connected and protected. 848 will ensure you can get access to your resources in the most secure efficient manner, whether by VPN, or configuring conditional access policies within your cloud environment.

2.0 BUILD

2.1.7 Identity Management

Multi-Factor Authentication introduces a secondary factor of authentication for users connecting to the corporate network remotely or from mobile devices using SSL.

Overcoming the inherent security risk of static, user-defined passwords the service requests a dynamic OTP (one-time password) that the user can only retrieve from a security token in their possession. 848 can assist with reducing the cost of correctly authenticating remote access, securing your network and data from malicious attack and enabling single-sign-on too many cloud and on-premises applications, whilst confidently deploying remote and mobile workers and aligning authentication costs to actual user numbers.

2.1.8 Managed Hosting



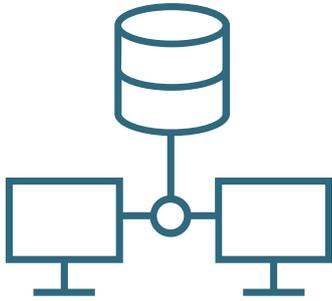
This service gives you on-demand access to compute and storage resources, that flex and scale to meet your changing requirements.

Understanding that you need to respond quickly to new business demands, 848 takes away the pain of resource planning and long lead-times with the responsiveness to extend and enhance your IT estate as your requirements change.

This service offers modular managed hosting services, expertly architected to provide a robust, secure and scalable platform on which to host websites, databases, applications and core business infrastructure. Every environment be it Cloud, Hybrid or on-premise is designed and built to meet the precise requirements of your business.

2.0 BUILD

2.1.9 Infrastructure as a Service



848 IaaS solutions are based on the Microsoft Azure platform, which is a proven stable environment for production, development and testing workloads.

848 recognises that in the world of cloud there is a vast array of different technologies that exist to deliver strategic requirements. Utilising Microsoft Azure technologies brings these together in a single managed platform with the service levels that you expect.

PaaS frees you from having to install in-house hardware and software to develop or run a new application.

2.1.10 Platform as a Service

PaaS frees you from having to install in-house hardware and software to develop or run a new application.

A PaaS provider builds and supplies a resilient and optimized environment on which users can install applications and data sets. Users can focus on creating and running applications rather than constructing and maintaining the underlying infrastructure and services.

2.0 BUILD

2.2 Business Applications

SERVICE	CAPABILITIES
2.2.1 Solution Development	Product Engineer, Functional Consultant
2.2.2 Product Services <ul style="list-style-type: none">• Microsoft Dynamics 365• Microsoft SharePoint• Microsoft Azure• Hosted Contact Centre (Anywhere 365 or Altigen)• Information Rights Management	Technical Design Architect, Solution Architect, Engineer and Consultant
Integration <ul style="list-style-type: none">• Hybrid Deployments• Enterprise Application Integration	Technical Design Architect, Solution Architect, Engineer and Consultant

2.2.1 Solution Development

Building a robust, well configured and secure solution that can be verified against a documented architecture.

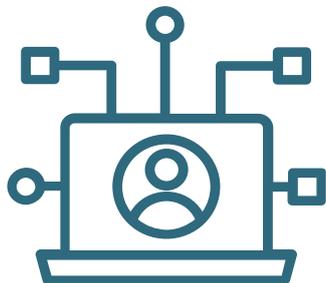
Using the technical design documents delivered either by 848 Product Architecture or your own work product engineers and functional consultants will deploy, configure, customise and extend the suite of products.

- They will conduct unit tests to prove that features of the system are meeting the relevant functional and non-functional requirements and build these into robust repeatable scripts that can deliver agility to your development pipeline in the future.
- They will confirm build against the technical designs and feedback on changes and updates to product documentation remains relevant and up to date. We have several build configurations in the 848 Build Library that can be deployed to increase speed of delivery and consistency of function.
- The engineer and consultant will work with you to agree a migration pipeline for legacy data identified during the solution architecture. They will build robust migration engines that can extract, transform and load data repeatably. Often migration engines can be used to facilitate business information needs in the final deployment maximising your return in investment.

848 product engineers are skilled in several products that include, but not limited to, Microsoft Dynamics 365, SharePoint, Azure, Microsoft productivity applications and Microsoft infrastructure applications.

2.0 BUILD

2.2.2 Product Services



848 has several skilled and certified engineers in Microsoft and other products. Some of these can be seen below.

Microsoft Dynamics 365

Microsoft Dynamics is a full customer relationship management and ERP suite with marketing, sales, service, finance and manufacturing capabilities.

Microsoft Dynamics 365 works with familiar Microsoft products to streamline processes across an entire business. We work with Microsoft as one of their preferred delivery partners for Microsoft Dynamics 365, where we hold the competencies for deployments in the mid-market. Our SureStart CRM deployment packages get you up and running in the shortest possible time and further add value to the investments you have made in IT elsewhere in your business.

Microsoft SharePoint

Share and manage content, knowledge, and applications to empower teamwork, quickly find information, and seamlessly collaborate across your organisation

SharePoint empowers teamwork with dynamic and productive team sites for every project team, department, and division. Share files, data, news, and resources. Customise your site to streamline your team's work. Collaborate effortlessly and securely with team members inside and outside your organization, across PCs, Macs, and mobile devices.

Microsoft Azure

Microsoft Azure is an open, flexible, Enterprise Grade Cloud Computing Platform which allows you to move faster, do more and save money with IaaS and PaaS

Microsoft Azure is an ever-expanding set of cloud services to help your organization meet your business challenges. It's the freedom to build, manage, and deploy applications on a massive, global network using your favourite tools and frameworks.

2.0 BUILD

2.2.2 Product Services continued

Hosted Contact Centre [Anywhere 365 or Altigen]

A Cloud-based solution, packed with advanced feature including multi-media, multi-channel capabilities, data capture and call recording.

Providing Inbound and Outbound functionality, easily allowing you to manage calls across multiple sites. Realise the benefits of contact centre, IVR, speech recognition, call recording, unified communications, outbound dialling and real-time reporting. Record and analyse performance to increase productivity and effectively manage activity.

Information Rights Management [Office 365 or Associated Products]

Information rights management (IRM) is a subset of digital rights management (DRM), technologies that protect sensitive information from unauthorised access.

848 can create secure policies to protect your data within the cloud, ensuring users can only access information on devices you want them to. Data can be controlled to prevent sensitive data types from leaving your organisation whether accidentally or intentionally. Reporting can be configured to alert users when potential breaches have occurred to facilitate swift action.



2.0 BUILD

2.3.1 Hybrid deployments



Defining the right application and data deployment model is a critical first step in the journey to use hybrid cloud.

To maximise investment in new applications, it is essential to combine both on-premises and cloud systems. With hybrid integration, businesses have a platform which spans both on-premises and cloud integration, allowing you to move towards cloud integration at your own pace. Hybrid cloud is attractive because it enables you to draw on the wide-ranging capabilities of public cloud service providers, while using private cloud deployment for sensitive applications and data.

**Your business works by helping people work together,
Enterprise Application Integration ensures your technology works
just as hard and communicates at all levels.**

2.3.2 Enterprise Application Integration

Your business works by helping people work together, Enterprise Application Integration ensures your technology works just as hard and communicates at all levels.

This service can simply be defined as the coordination of events and activities in a process at technical levels, to help achieve objectives laid down by your business. It involves direction and management of multiple component services to create a composite application or an end-to-end process, essentially aligning the business request with the applications, data, and infrastructure. It defines the policies and service levels through automated workflows, provisioning, and change management. This creates an application-aligned infrastructure that can be scaled up or down based on the needs of each application, sharing this coordination activity across multiple autonomous systems.

3.0 RUN

3.1 Managed Services

SERVICE	CAPABILITIES
3.1.1 Managed Database Service	Engineer/Consultant
3.1.2 Managed Service – Azure (IaaS)	Engineer/Consultant
3.1.3 Managed Service & Support – Existing/Legacy	Engineer/Consultant
3.1.4 Service Delivery Management	Engineer/Consultant

3.1.1 Managed Database Service

Information, data and databases are a critical part of any business irrespective of the database type, be it SQL or non-SQL based platforms.

Ensuring your data is secure and that your databases are optimised for performance and availability could be the difference between success and failure. Finding a partner, you can trust has never been so important. 848 offer a host of proactive Managed Database services to help you stay ahead and stay secure. Database upgrades, installation, configuration, migrations, Health checks, performance tuning and high availability & DR.

**848 offer a host of proactive
Managed Database services to help
you stay ahead and stay secure**

3.1.2 Managed Service & Support – Azure (IaaS)

Virtual machines deployed within public clouds can deteriorate over time as system updates, modifications and continual operation takes toll on performance.

Since many organisations rely heavily on the functionality provided by Azure's Infrastructure as a Service (IaaS) platform, having confidence that your workloads are operating efficiently is essential. Proactively assuring your organisation's critical business services are functioning optimally is a fundamental requirement, and one that should not be ignored.

848 provide a Managed Service that gives you:

- Visibility of all subscriptions, services, applications and infrastructure
- Understanding what's essential, what's redundant, what's working well and what needs attention
- Improvements in performance through right-sized resources and reduced complexity
- Control over usage, costs and how your organisation employs Azure to support strategic objectives
- Efficiencies in operations by enabling you to tailor your environment to fit your needs
- Confidence in future cost planning, and in the security of your data.

3.1.3 Managed Service & Support – Existing or Legacy Server/Application Estate

848 support services are underpinned by a customer support organisation and philosophy that means, whether technology is your core strength or not, you will always have access to expertise and knowledge whenever you need it.

Our people are extensions of your team, providing responsive assistance that is focused on your success. You're never far away from the answers you need, and we'll work with you as your dedicated technology partner. The cost of Support, whether outsource or on-premise, is dependent on your infrastructure requirements and/or the number of staff (or users) in your business.

3.0 RUN

3.1.4 Service Requests

A service request is a request for a pre-approved service that your organisation can offer to its end users.

You have the option to build within your service catalogue items which can include variable information that can be collected from your end user as well as a “behind the scenes” process that includes tasks and approvals that will be sent off to certain groups within your organisation. With Office 365 and Unified Communications (Skype for Business), 848 will be a resolver group for all Moves, Adds, Deletions and Changes regarding your Office 365 and SfB estate.



3.1.5 Service Delivery Management

Service management (ITSM) is the process of aligning enterprise IT services with business and a primary focus on the delivery of best services to end user.

Utilising a set of processes and functions that help align IT with your organisational goals to deliver value, whilst concentrating on delivering services that have a focus on the end user and that have an adequate amount of utility (fitness for purpose) and warranty (fitness for use).

4.0 QUALITY

4.0 Quality Assurance



In exercising our responsibility to our stakeholders, we will take all reasonable and appropriate measures to ensure that these assets are safeguarded from threats and vulnerabilities, and that business damage is prevented by minimising the impact of security incidents.

We are committed to ensuring that the sensitive information entrusted to our care by our customers is protected from unauthorised or accidental modification, loss, leakage or theft. Responsibility rests with all 848 employees to ensure that security is built in to the way we operate and is inherent in the products and services we deliver to you.

By providing a holistic approach to the security of your information, 848 helps to protect your business from the threats of today's rapidly-changing security landscape. Focussed on avoiding malicious disruption from new and emerging threats, we help protect your business from damaging loss of revenue, reputation and information. A comprehensive range of managed products and services provide complete protection at all levels of your IT infrastructure, from endpoint devices and desktop applications through to complex, multi-platform, multi-site environments.

Our services remove complexity and cost from protecting your business from malicious interruptions, giving you the confidence to drive your business forward. *vent estis acitat utem enitium facereped que volupta tatinih iliquunt omnient.*

4.1 GDPR

We understand what the implications are of the European General Data Protection Regulation (GDPR) and how you can ensure compliance.

848 applies GDPR regulations across everything we do. Our experts consult with you to determine the right solution for your business ensuring that full compliance is achieved across all areas, based on what your business needs to achieve.

5.0 PEOPLE

5.1 Pre-Sales Consultant

To provide pre-sales technical support to clients by identifying requirements and designing a commercially viable solution from within 848's product portfolio.

Primarily engaged in a presales technical consultancy role, the consultant will provide technical assistance and guidance during the pre-sales process by identifying your technical and business requirements, prior to designing a solution, consulting with technical teams about capabilities, and supporting business requirements. They act as a Subject Matter Expert (SME) in a particular field—e.g. business area, market or technology. They add value to you by providing expertise throughout the relationship and evaluation cycle.

Providing expertise throughout the relationship and evaluation cycle.

5.2 Engineer/Consultant

848 engineers/consultants demonstrate superb technical competency, delivering mission critical infrastructure and ensuring the highest levels of availability, performance and security.

Qualified systems engineers will have a background in IT, computer systems engineering, or systems engineering and analysis. The role includes but not exclusive to:

- Managing and monitoring all installed systems and infrastructure
- Installing, configuring, testing and maintaining operating systems, application software and system management tools
- Ensuring the highest levels of systems and infrastructure availability

5.0 PEOPLE

5.3 Senior Engineer/Consultant



848 senior engineer/consultant has several years of experience, applying their skills as either independent operators, or as a manager of a more junior team.

A senior engineer/consultant is somebody who can lead small teams, knows what they (themselves) are doing and can act within a group or on their own with minimal supervision. This can include overseeing activities of junior engineering teams, ensuring proper execution of duties and alignment with business vision and objectives. They provide senior-level contribution to a team that is responsible for the design, deployment, and maintenance of the business platforms.

5.4 Project Management

848's delivery methodology is based upon the principles advocated by Prince2 and ITIL best practice. All of 848's Project Managers are qualified Prince2 Practitioners and use a tailored Prince2 process-based methodology.

This methodology enables 848 to divide the overall Customer change programme into specific projects with manageable stages which fit in with specific project milestones.

Post commercial closure, the project will commence in earnest, with an initial project definition stage with all key stakeholders to understand and agree on key milestones before the formal project commencement.

This will include all key stakeholders, including the 848 Technical Architect and Project Manager as well as commercial and executive or project sponsor representation. These outcomes would be recorded and mutually agreed by you and 848.

848 will then ensure that all party's internal processes are aligned so we can deliver the services within the project or stage tolerances, ensuring close communication always.

The 848-project implementation process encompasses the stages of the project from initial analysis and design through to project closure. This will capture all key deliverables for both you and 848.

5.0 PEOPLE

5.5 Enterprise Architect

An enterprise architect (EA) is challenged with taking a company's business strategy and then defining a business systems architecture to support that strategy.

848 Enterprise architects consider the business strategy in the context of the whole organisation and its place within the wider community. 848 EA's consider a broad scope in the various architectural dimensions. We will work with you to document where you are today and where your strategy needs you to be tomorrow. We can advise on roadmaps that provide the benefits you need aligned to your strategic imperatives. This activity provides a solid platform to communicate business objectives to solution designers and providers.

The role includes but not exclusive to:

- Recommends and participates in activities related to the design, development and maintenance of the Enterprise Architecture
- Researches overall ICT solutions on the market for technical requirements and business needs.
- Advises and recommends enterprise architecture strategies, processes and methodologies.
- Recommends and participates in the analysis, evaluation and development of long term strategic and operating plans to ensure that the objectives are consistent with the long-term business objectives.
- Shares best practices, lessons learned and constantly updates the technical system architecture requirements based on changing technologies, and knowledge related to recent, current and upcoming vendor products and solutions.
- Identifies implementation risks and analyses potential impact and informs on the achievement of scheduled objectives.
- Recommends and participates in the design and implementation of standards and IT Service Management standards, tools and methodologies.



5.0 PEOPLE

5.6 Solution Architect

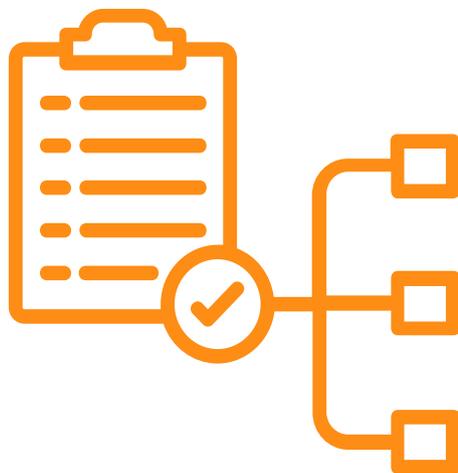
848 solution architects act as consultant, facilitator, and in-house expert– guiding and partnering with business development, product management and technology development teams to help define client needs.

They work with the client to agree a solution including technology product selection. Their role involves examining current business architectural designs and developing new architectures to deliver the business requirements.

They will work with other professionals to ensure successful implementation of such designs and completion of projects. They propose business and technical solutions using company products and those of supporting 3rd parties and work with delivery teams and clients to effectively implement solutions.

The role includes but not exclusive to:

- Designing functional technology solutions
- Overseeing development and implementation of programs
- Providing technical leadership and support to infrastructure and software development teams



848 believes the alignment of both business and technology helps build modern workplaces, empowers users, raises productivity and creates success for organisations, regardless of sector or size.

848 combines both business-centric processes and technology-driven strategies to deliver:

Business changing IT

ANDY MALLET, SOLUTIONS DIRECTOR, 848 Group

5.0 PEOPLE

Dynamics 365 Consultants

Our expertise with Microsoft Dynamics 365 allows us to supply the full range of consultancy roles for both Customer Engagement and Business Central requirements.

The roles range in capability and experience, including specialist knowledge such as a background in accounting, giving them valuable expertise in certain projects.

CAPABILITIES	SENIOR FUNCTIONAL CONSULTANT	SPECIALIST FUNCTIONAL CONSULTANT	FUNCTIONAL CONSULTANT
Providing guidance, support and leadership to the functional consultancy team	✓		
Providing specialist guidance to implementation teams e.g. Accountancy advice	✓	✓	
Understanding the business	✓	✓	✓
Capturing requirements	✓	✓	✓
Creating functional designs and requirements	✓	✓	✓
Validating and confirming requirements	✓	✓	
Deploying and configuring D365BC	✓	✓	✓
Supporting the delivery of training	✓	✓	✓
Capturing and documenting training requirements	✓	✓	

5.7 Dynamics 365 Business Central Senior Functional Consultant

Dynamics 365 Business Central Senior Functional Consultants have a deep understanding of the D365BC product and how to deploy, configure and test it. They possess strong business analysis skills with experience of accounting, manufacturing, HR and other ERP processes across a number of verticals.

They are responsible for converting a solutions architecture into a detailed functional design and configuration for D365BC in order to satisfy the business requirements. They work with the client to understand the requirement and work with them to achieve the best blend of changing the product to the process versus the process to the product.

5.0 PEOPLE

5.8 Dynamics 365 Business Central Specialist Functional Consultant

Dynamics 365 Business Central Specialist Functional Consultants have a deep understanding of the D365BC product and how to deploy, configure and test it within a certain context such as accounting.

They possess strong business analysis skills with verifiable and trained experience of their specialism across a number of verticals. They are responsible for supporting Senior Functional Consultants in the delivery of a client implementation

I believe we stand out from the competition as we lead with a client's needs and requirements in mind; rather than pigeon-holing clients by vertical or industry for ease of delivery.

Instead, we pride ourselves on being able to speak frankly and honestly to clients about what it is they require and how best to achieve this – relying on the wealth of experience and skills in our professionals throughout the four pillars of the group.

MATT JACKSON, 848 GROUP

5.9 Dynamics 365 Business Central Functional Consultant

Dynamics 365 Business Central Functional Consultants have a good understanding of the D365BC product and how to deploy, configure and test it.

They possess business skills that allow them to capture business requirements concerning one or more areas such as accountancy, manufacturing and HR. They are responsible for converting a solutions architecture into a detailed functional design and configuration for D365BC in order to satisfy the business requirements.

5.0 PEOPLE

5.10 Dynamics 365 Customer Engagement Senior Functional Consultant

Dynamics 365 Customer Engagement Senior Functional Consultants have a deep understanding of the D365CE product and how to deploy, configure and test it.

They possess strong business analysis skills with experience of customer engagement processes across a number of verticals. They are responsible for converting a solutions architecture into a detailed functional design and configuration for D365CE in order to satisfy the business requirements. They work with the client to understand the requirement and work with them to achieve the best blend of changing the product to the process versus the process to the product.

5.11 Dynamics 365 Customer Engagement Functional Consultant

Dynamics 365 Customer Engagement Functional Consultants have a good understanding of the D365CE product and how to deploy, configure and test it.

They possess business skills that allow them to capture business requirements concerning customer engagement processes. They are responsible for converting a solutions architecture into a detailed functional design and configuration for D365CE in order to satisfy the business requirements.



5.0 PEOPLE

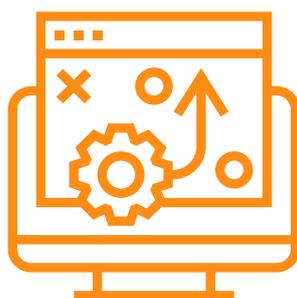
5.12 Dynamics 365 Senior Developer

Dynamics 365 Senior Developers are responsible for interpreting functional designs and converting to technical customisation specifications.

They have strong skills in code development, version control, unit testing and understand in detail the full software development lifecycle. They have significant experience across a number of verticals and can support proof of concepts, fit gap analysis and solutions architecture. They have experience of technologies that can extend and augment Dynamics 365 and how to configure, deploy and customise.

The role includes but not exclusive to:

- Providing guidance, support and leadership to the Dynamics development team
- Understanding functional requirements
- Creating technical designs and specifications
- Deploying and configuring D365CE
- Creating customisations for Dynamics 365 according to industry or vendor standards.
- Creating unit test scripts and implementing
- Defect resolution



Through our connections with the consulting arm of Deloitte and Ricoh IT Services, me and my team are able to design first-class technology services to be delivered by our experienced consulting team, supported by our equally skilled support team to both the largest and smallest customers.

TIM HAYWARD, 848 GROUP

5.0 PEOPLE

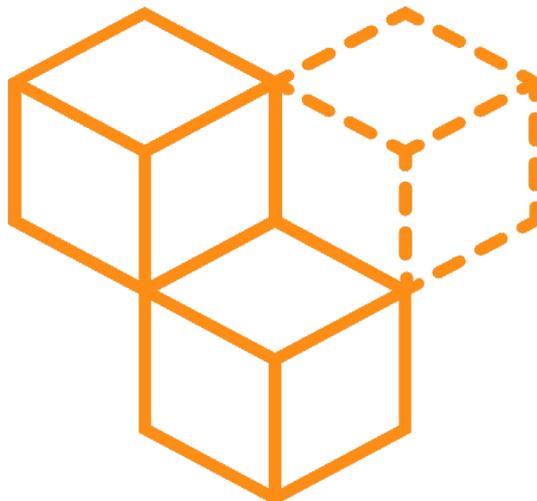
5.13 Dynamics 365 Developer

Dynamics 365 Developers are responsible for implementing technical customisation specifications.

They have strong skills in code development, version control, unit testing and understand their role in the software development lifecycle.

The role includes but not exclusive to:

- Implementing technical designs and specifications
- Deploying and configuring D365CE
- Creating customisations for Dynamics 365 according to industry or vendor standards.
- Implementing unit tests
- Defect resolution



Find out more...

Contact 848 03449 848 848