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Unlocking Success with Fitzrovia IT: Guiding Your Path to Excellence

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Unlocking Success with Fitzrovia IT: Guiding Your Path to Excellence

In today's fast-paced digital landscape, businesses are often faced with a complex maze of IT challenges. Choosing the right path and ensuring a successful journey can be overwhelming. That's where MSP's such as Fitzrovia IT come in – as your steadfast guide and partner, helping you navigate the world of technology with confidence.

Welcome to our whitepaper, where we introduce Fitzrovia IT and how we can empower your organisation to thrive. We understand that every business is unique, and that's why we tailor our services to meet your specific needs. In these pages, we'll provide a glimpse into our identity, the comprehensive services we offer, and the valuable accreditations and partnerships that set us apart in the MSP industry.

As we dive into the details, you'll discover how Fitzrovia IT aligns our expertise with your business objectives, providing you with a clear direction to achieve success. Much like the sailors of old who relied on the North Star to find their way, the right MSP is like a trusted advisor, we're here to guide you through the challenges of IT management and ensure you reach your destination with confidence.

Join us on this journey as we unveil how Fitzrovia IT can be your trusted partner, offering solutions that simplify the complexities of IT and empower your business to excel. Your path to IT excellence starts here, with Fitzrovia IT.

Your Compass in the IT Universe: Meet Our Team

Daren Oliver – Chief Executive Officer

Daren co-founded Fitzrovia IT Limited in 1999 and assumed the role of Chief Executive Officer in 2005. With overarching responsibility for the management team at Fitzrovia, Daren is dedicated to shaping the strategic operational direction of the company and its clients. His contributions extend to achieving the Investors in People accreditation and ensuring compliance with the ISO 9001 (Quality Management), ISO 27001 (Data Security Management), ISO 14001 (Environmental Management), and ISO 45001 (Occupational Health & Safety Management), accreditations that Fitzrovia IT is proud to maintain today.

Daniel Stanbury – Director

In 2001, Daniel embarked on his professional journey as an IT engineer which led him to Fitzrovia IT in 2005, where he assumed the position of Senior Network Consultant. After progressing into a client-oriented capacity, he leveraged his extensive IT background to actively engage with clients at the strategic level. Daniel's trajectory through the varying levels of account management culminated in his appointment as Sales Director of Fitzrovia in 2010. In this role, he oversaw the sales division and satisfied the needs of prominent clients.

Anuj Mehta – Chief Technology Officer

Anuj's tenure at Fitzrovia IT began in 2006 as a Technical Architect before progressing to his current role. As the Technical Director, Anuj maintains active involvement with clientele, assuming responsibility for providing strategic IT guidance and spearheading the management of Digital Transformation Projects. Backed by a fervent dedication to the field of IT and boasting a professional history spanning over 15 years, Anuj brings a substantial reservoir of expertise garnered from prior engagements. His background encompasses proficient engagement in software programming and technical analysis, contributing significantly to his comprehensive skill set.

George Coumas – Chief Information Security Officer

George, who joined Fitzrovia in 2015, is tasked with leading the CyberSecurity Team. He orchestrates the strategic, engineering, implementation, and compliance aspects across Fitzrovia's clients. Through his role, George ensures clients are equipped to navigate contemporary cybersecurity challenges and facilitates business empowerment through fortified systems. Leveraging extensive experience acquired through diverse roles within global technology firms, George brings a wealth of technical insight spanning over 22 years to Fitzrovia IT.

Discover Your Digital Potential: Fitzrovia IT's Comprehensive IT Solutions

Our people provide comprehensive IT solutions tailored to empower businesses in today's digital landscape. With a commitment to excellence, we offer a wide spectrum of services designed to address the needs of organisations seeking to harness the full potential of technology and the potential harm from the cybersecurity risks that businesses face today. Our offerings are crafted to elevate efficiency, security, and innovation across your operations. We pride ourselves on being your trusted MSP in today's ever-evolving business landscape. Explore our comprehensive range of services and let Fitzrovia IT guide you towards unlocking your full digital potential.

Empowering Security, Ensuring Trust: Fitzrovia IT's Cybersecurity Services

Fitzrovia IT offers a comprehensive range of security services designed to protect businesses from a wide array of cyber threats and vulnerabilities. Some of the key security services they provide include:

Vulnerability Management

Identifying, evaluating, treating, and reporting on vulnerabilities in the security of systems and their software. This is a vital process as it highlights and prioritises possible threats and minimises the damage they may cause.

Managed Security Services

Offer complete security solutions as a service to help protect your systems, networks, and people. This will help mitigate risk, manage complexity, and provide security, network, and compliance expertise.

Security Monitoring and Alerting

This involves collecting and analysing information to detect suspicious behaviour or unauthorised system changes on your network, defining which types of behaviour should trigger alerts, and acting on alerts as needed.

Penetration Testing

The process of simulated cyber-attacks against computer systems to check for exploitable vulnerabilities. In the context of web application security, penetration testing is commonly used to augment a web application firewall (WAF).

Auditing

We produce a comprehensive review of our client's IT infrastructure. This ensures that appropriate policies and procedures are in place and that they work effectively. The goal of our audits is to identify weaknesses in the client's cybersecurity.
Depending on the nature of the organisation, it could be subject to several information security and data privacy laws, creating a complex net of requirements.

Compliance Programme

These programmes facilitate the process of ensuring that an organisation adheres to industry regulations, standards, and laws related to information security and data privacy.

Security Consultancy

We advise and work with organisations, looking at every level of a company's computer systems and how those systems interconnect, so they can determine the best way to protect a company's data.

Security Architecture and Engineering Services

We provide project-based support for developing or modernising documentation, such as design documents or architectural reviews.

Incident Response

This is where we handle a data breach or cyberattack. The goal of the response is to foresee the cyberattacks before they occur, and minimise the damage caused should the breach be successful, in terms of disruption and cost.

Managed Detection and Response Services

This service provides proactive threat hunting, monitoring, and responses by our team of IT security experts.

Overall, Fitzrovia IT's security services are designed to provide a holistic approach to cybersecurity, from risk assessment and prevention to incident response and recovery, helping organisations protect their digital assets and maintain business continuity.

Azure Solutions: Fueling Business Growth with Fitzrovia IT

Microsoft Azure is a cloud computing platform and infrastructure. It provides a range of services from building, deploying, and managing applications to services through Microsoft-managed data centres.

Fitzrovia IT offers a range of Azure services to help organisations harness the power of Microsoft Azure's cloud computing platform. Here are some of the Azure services that we provide:

Infrastructure Migrations and Configuration

Fitzrovia IT assists in migrating on-premises applications, data, and workloads to the Azure cloud. Our team provide expertise in designing and executing seamless migration strategies.

Backup and Business Continuity

We help organisations set up Azure Backup and disaster recovery solutions to ensure data protection and business continuity.

Automation

Fitzrovia IT empowers your organization to harness the full potential of Microsoft Azure's cloud computing platform with our Azure Automation service, streamlining operations and enhancing productivity.

Security and Governance

Fitzrovia IT provides Azure security solutions, including identity protection, encryption, and compliance management, to improve data security.

Monitoring and Alerting

Our team helps configure Azure Monitor and management tools to monitor application performance, diagnose issues, and optimise resources.

Data and Storage

Fitzrovia IT helps organisations utilise Azure Storage for secure, scalable, and cost-effective data storage solutions.

Connectivity

Fitzrovia IT offers a range of Azure services, including Connectivity, to help organisations leverage the power of Microsoft Azure's cloud computing platform, ensuring seamless and reliable connections for your business needs.

Fitzrovia IT's Azure services encompass a wide range of solutions to help organisations leverage Microsoft Azure's capabilities for enhanced scalability, flexibility, and efficiency in their cloud computing.

Office 365 Journeys: Transforming Work with Fitzrovia IT's Solutions

Fitzrovia IT offers a variety of services centred around Microsoft 365 to help organisations optimise their productivity, collaboration, and communication. Some of the Microsoft 365 services provided by Fitzrovia IT include:

Microsoft 365 Setup and Configuration

Our experts ensure a seamless transition to Microsoft 365 by setting up user accounts, configuring emails, and integrating the full suite of productivity tools.

SharePoint Implementation and Customisation

We design, implement, and customise SharePoint sites tailored to your organisation's unique needs through our specialised SharePoint services.

OneDrive Setup and Optimisation

Our team will guide you through the setup and the optimisation of OneDrive, to ensure secure access and efficient data sharing.

Teams Deployment and Collaboration

Fitzrovia IT will setup Teams to guarantee seamless communication, video conferencing, and real-time collaboration across your organisation.

Exchange Online Setup and Management

Our experts handle the migration, setup, and management, ensuring secure and efficient email communication.

Security and Compliance Configuration

Our security and compliance solutions will provide protection of your data and maintain compliance through the configuration of advanced threat protection, data loss protection, and compliance policies.

Microsoft Defender Setup and Management

Fitzrovia IT configure advanced threat protection, data loss prevention, and compliance policies to protect your data and maintain compliance.

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Device Management and Endpoint Security

We ensure secure and efficient device management with Microsoft Intune. From mobile devices to PCs, we optimise endpoints, enforce security policies, and streamline management.

Backup and Disaster Recover

Our expertise in safeguarding data and disaster recovery will ensure data continuity, efficient recovery, and compliance during unforeseen occurrences.

Training and User Adoption

Fitzrovia IT training programmes will maximise user adoption and proficiency. Our user-focused approach ensures that your teams leverage Microsoft tools to their full potential.

Migration Services

Seamlessly transition from legacy systems to the cloud with our migration services. We handle data migration, email transition, and content transfer, ensuring minimal disruption.

Consultation and Strategy Development

Start your digital transformation journey with our strategic consultation. Our experts assess your needs, design a roadmap, and guide your organisation towards optimised Microsoft technology adoption.

Overall, Fitzrovia IT's Microsoft 365 services encompass a range of solutions designed to enhance collaboration, productivity, and security within organisations by leveraging the capabilities of Microsoft's suite of cloud-based productivity tools.

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Navigating IT Support: Fitzrovia IT's Service Desk Expertise

The 24/7 service desk at Fitzrovia IT is responsible for providing technical support and assistance to employees and customers. Our team handle inquiries, troubleshoot technical issues, provide guidance on IT-related matters, and ensure that any IT problems are resolved efficiently to minimise disruptions. More specifically, the service desk helps with the following:

Incident Management

Our service desk is in control of the incident management process, using their expertise to return IT systems back to normal functionality as quick as possible.

Asset Management

The Service Desk acts as the central system for our staff. Hardware, software, cloud, and digital assets are stored in one accessible asset register which leads to ease of information retrieval, maintenance planning and more.

Self Service Tools

These tools allow users to solve their issues without contacting a member of the service desk. This leads to increased technician productivity due to reduced ticket volume.

Our Accreditations

In an era where the digital landscape offers both opportunity and risk, ensuring the highest standards of expertise, security, and compliance is paramount. At Fitzrovia IT, we recognise that trust is the cornerstone of any successful partnership, and that's why we've invested deeply in obtaining and maintaining a diverse range of industry accreditations. Our people are our most important asset, so achieving accreditations that highlight our dedication to our staff is central to our mission.

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Investors in People

Investors in People (IIP) Gold is an accreditation awarded to organisations that excel in people management and development. It signifies a high standard of workplace practices, our commitment to empowering our employees. Achieving IIP Gold requires meeting criteria which includes leadership effectiveness, employee engagement, continuous improvement, and a culture of learning and development. Organisations with IIP Gold recognition demonstrate their dedication to fostering a supportive and productive work environment, ultimately driving business success through the investment in their people.

"The Fitz survey benchmark survey score is significantly above the benchmark score for the population of IIP-recognised organisations and that for the sector (IT and Computer Services)".

– Investors in People

"Our people are our most valuable asset – Fitzrovia IT has fostered a culture of continuous improvement, nurturing talent, and empowering our workforce to thrive. The IIP Gold standard is a symbol of our collective achievements, and it motivates us to strive even higher and as a result, deliver the very best service to our clients."

– Daniel Stanbury, Director.

ISO (International Organization for Standardization)

ISO (International Organization for Standardization) accreditations are internationally recognised standards that organisations can adhere to in various domains to demonstrate their commitment to quality, security, and compliance. Fitzrovia IT are proud to have achieved the following ISO accreditations:

ISO 9001 – Quality Management: This standard focuses on a company's ability to consistently provide products and services that meet customer and regulatory requirements while enhancing customer satisfaction.

"By achieving the ISO 9001 accreditation, we have shown our dedication to implementing effective quality management systems. This means that our products and services meet the needs and expectations of our clients consistently."

– Daren Oliver, Chief Executive Officer

ISO 14001 – Environmental Management: It sets out criteria for an environmental management system that helps organisations minimise their impact on the environment and comply with applicable legal and regulatory requirements.

"The ISO 14001 accreditation demonstrates our commitment to environmental management. We have implemented processes to minimise our environmental impact, such as reducing waste and implementing sustainable practices."

– Daniel Stanbury, Director

ISO 27001 – Information Security Management: This standard provides a systematic approach to managing sensitive company information, ensuring its confidentiality, integrity, and availability.

"The ISO 27001 accreditation represents our dedication to information security. We have implemented systems to protect sensitive data and ensure the confidentiality, integrity, and availability of information."

– George Coumas, Chief Information Security Officer

ISO 45001 – Occupational Health and Safety Management: It provides a framework for organisations to manage health and safety risks, protect workers, and create safer work environments.

"Lastly, with the ISO 45001 accreditation, we have shown our commitment to occupational health and safety. We have implemented robust systems to ensure the safety and well-being of our employees and stakeholders, minimising the risk of workplace incidents and injuries."

– Daren Oliver, Chief Executive Officer

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Best Companies

Best Companies is an independent organisation that conducts employee engagement surveys to identify and recognise outstanding workplaces. Through its surveys, Best Companies assesses employee satisfaction, well-being, and engagement levels within organisations. These surveys gather insights on various aspects of work life, including leadership, job satisfaction, career development, work-life balance, and more. Based on the survey results, Best Companies compiles rankings and awards to highlight the organisations that prioritise employee welfare and create positive workplace cultures. Being recognised by Best Companies is often considered a testament to an organisation's commitment to fostering a supportive and fulfilling work environment. Achieving recognition from Best Companies can enhance an organisation's reputation, attract, and retain top talent, and contribute to sustained business success through engaged and motivated employees.

We are proud to announce that in Q2 2023, Fitzrovia IT has been ranked as one of the "Top 100 Best Small Companies to work for", "Top 50 Best Small Company to work for in the UK", a "Top 25 Best Small Company to work for in London", and a "Top 25 Best Technology Company to work for in the UK".

Cyber Essentials Plus

Cyber Essentials Plus is an enhanced audit that provides additional assurance in terms of the IASME Cyber Security Framework. This is an attestation that your business has additional security controls to ensure that there the security posture is positioned at a higher level. Cyber Essentials Plus involves a live test/security assessment of the controls implemented in the Cyber Essentials Basic Tier, to validate that they have been correctly implemented.

"Cyber Essentials is a government-backed scheme by the National Cyber Security Centre (NCSC) that ensures that UK Businesses have a minimum level of cybersecurity protections and controls in place to ensure that critical cyber risk is mitigated. It is a technical assurance certification that ensures that key controls around threat protection, malware, and vulnerabilities are mitigated to ensure that businesses have a strong security posture."

– George Coumas, Chief Information Security Officer.

IASME Cyber Assurance

The IASME Cyber Assurance Standard is a comprehensive cybersecurity standard that provides a guarantee that an organisation has implemented a range of cybersecurity, data protection, and privacy measures to protect themselves and their customers. By adhering to IASME's comprehensive standards for cybersecurity, Fitzrovia IT has the backing from a third-party organisation to show our clients that we are a reliable MSP who will help protect you from malicious actors that intend to acquire unauthorised information disclosure, steal, or disrupt your services and processes.

"IASME Cyber Assurance is an Assurance Accreditation aimed at ensuring that businesses have the correct Governance, Risk, and Compliance (GRC) processes in place. It is aimed at ensuring that core controls are in place from a documentation, process, and procedures perspective, to ensure that GDPR and data protection risk is mitigated".

– George Coumas, Chief Information Security Officer.

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Microsoft Solution Partners

Microsoft Solutions Partners are organisations that collaborate closely with Microsoft to develop, implement, and support solutions built on Microsoft technologies. They play a crucial role in extending the reach and effectiveness of Microsoft products and services, providing tailored solutions to meet the diverse needs of businesses and customers.

Modern Workplace

The first of Fitzrovia IT Microsoft Solution Partners accreditations is Modern Workplace. Companies awarded the accreditation are specialised companies that collaborate with Microsoft to provide tailored solutions and services centered around enhancing the modern workplace experience. These partners possess expertise in leveraging Microsoft's suite of productivity tools and technologies, including Microsoft 365 and related applications. They also work closely with Microsoft to design and implement innovative solutions that encourages businesses to create more collaborative, efficient, and flexible work environments. By leveraging our expertise, Fitzrovia IT assists businesses in adopting and maximising the benefits of modern workplace solutions, ultimately fostering a more agile and empowered workforce.

"As a Solutions Partner for Modern Work, Fitzrovia demonstrates our broad capability to help our clients boost their productivity and make the shift to hybrid work using Microsoft 365."

– Anuj Mehta, Chief Technology Officer.

Infrastructure

Microsoft Solution Partners of Infrastructure are organisations that provide customised solutions and services focused on optimising and managing IT infrastructure. Partners possess in-depth expertise in Microsoft's technology such as Azure cloud services and networking solutions. As a Microsoft Solution Partners of Infrastructure, we offer cloud migration, infrastructure modernisation, hybrid solutions, network optimisation, and security enhancement. The benefits for Fitzrovia IT as a Microsoft Solution Partner of Infrastructure include increased customer reach, expanded technical skilling and enablement, and encouraged the develop of the business.

"As a Solutions Partner for Infrastructure, Fitzrovia demonstrates our broad capability to help clients accelerate the migration of key infrastructure workloads to Azure."

– Anuj Mehta, Chief Technology Officer.

Security

The security badge for Microsoft Solutions Partners signifies a commitment to maintaining the highest security standards when developing and delivering solutions within the Microsoft ecosystem. It assures clients that these partners prioritize data protection, privacy, and cybersecurity in their offerings, enhancing trust and confidence in their services. As a Solutions Partner for Security, Fitzrovia IT demonstrates our broad capability to help customers safeguard their entire organisation with integrated security, compliance, and identity solutions.

"As a Solutions Partner for Security, Fitzrovia demonstrates our broad capability to help clients safeguard their entire organization with integrated security, compliance, and identity solutions."

– George Coumas, Chief Information Security Officer

Our Trusted Partners: Paving the Way to Excellence

In the heart of our managed IT services at Fitzrovia IT, lies the strength of our partnerships. We recognise that to deliver exceptional solutions, we must collaborate with industry leaders who share our unwavering commitment to excellence. In this section of our whitepaper, we proudly introduce you to four pivotal partners who form the backbone of our service offerings.

Microsoft: Innovating the Digital Experience

Microsoft, a global technology juggernaut, is an integral part of our collaborative efforts. Our partnership empowers us to provide cutting-edge solutions that redefine your digital experience. From Microsoft Windows and Office to Azure cloud services, we bring you a world of possibilities, delivering innovation and productivity to your business.

Egress Software: Safeguarding Your Data's Journey

Egress Software stands at the forefront of cybersecurity, reinforcing our security strategy. With their specialisation in data protection and secure communication solutions, your sensitive information remains fortified against threats and breaches. As our partner, Egress ensures the secure transmission of your critical data, solidifying our dedication to data security and privacy.

Tenable: Fortifying Your Cyber Defences

Tenable, a trusted name in cybersecurity, empowers us to provide robust vulnerability management solutions. Through our partnership, we proactively identify and mitigate vulnerabilities within your IT infrastructure, strengthening your cybersecurity defenses and reducing risk. With Tenable's support, we ensure your digital landscape remains resilient in the face of ever-evolving threats.

ConnectWise: Streamlining Your IT Operations

ConnectWise, a pioneer in business management software, plays a pivotal role in optimising our service delivery. Their suite of tools tailored for managed service providers and IT professionals streamlines operations, enhances customer service, and fuels business growth. Through our partnership with ConnectWise, we offer you efficiency, transparency, and scalability in managing your IT needs.

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Throughout this whitepaper, we've unveiled the essence of Fitzrovia IT, showcasing the pillars that make us your unparalleled choice as your Managed Service Providers. As you reach this conclusion, we invite you to reflect on the compelling reasons why Fitzrovia IT stands out among the crowd, and why choosing us is the paramount decision for your business's IT needs.

- Leadership in Expertise and Dedication.
- Comprehensive Solution Offerings.
- Accreditations That Showcase our Excellence.
- Trusted Partnerships.

In conclusion, your choice of an MSP is more than a business decision; it's a partnership that shapes your digital future. As you consider your options, we invite you to reflect on Fitzrovia IT's unwavering commitment to your success, our comprehensive solutions, our esteemed accreditations, and our trusted partnerships. These are the cornerstones that differentiate us in the competitive landscape, and we stand ready to embark on this transformative journey with you.
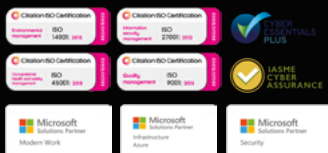
Choose excellence. Choose innovation. Choose Fitzrovia IT. Your path to a brighter, digitally empowered future begins here.

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INVESTORS IN PEOPLE
We invest in people Gold