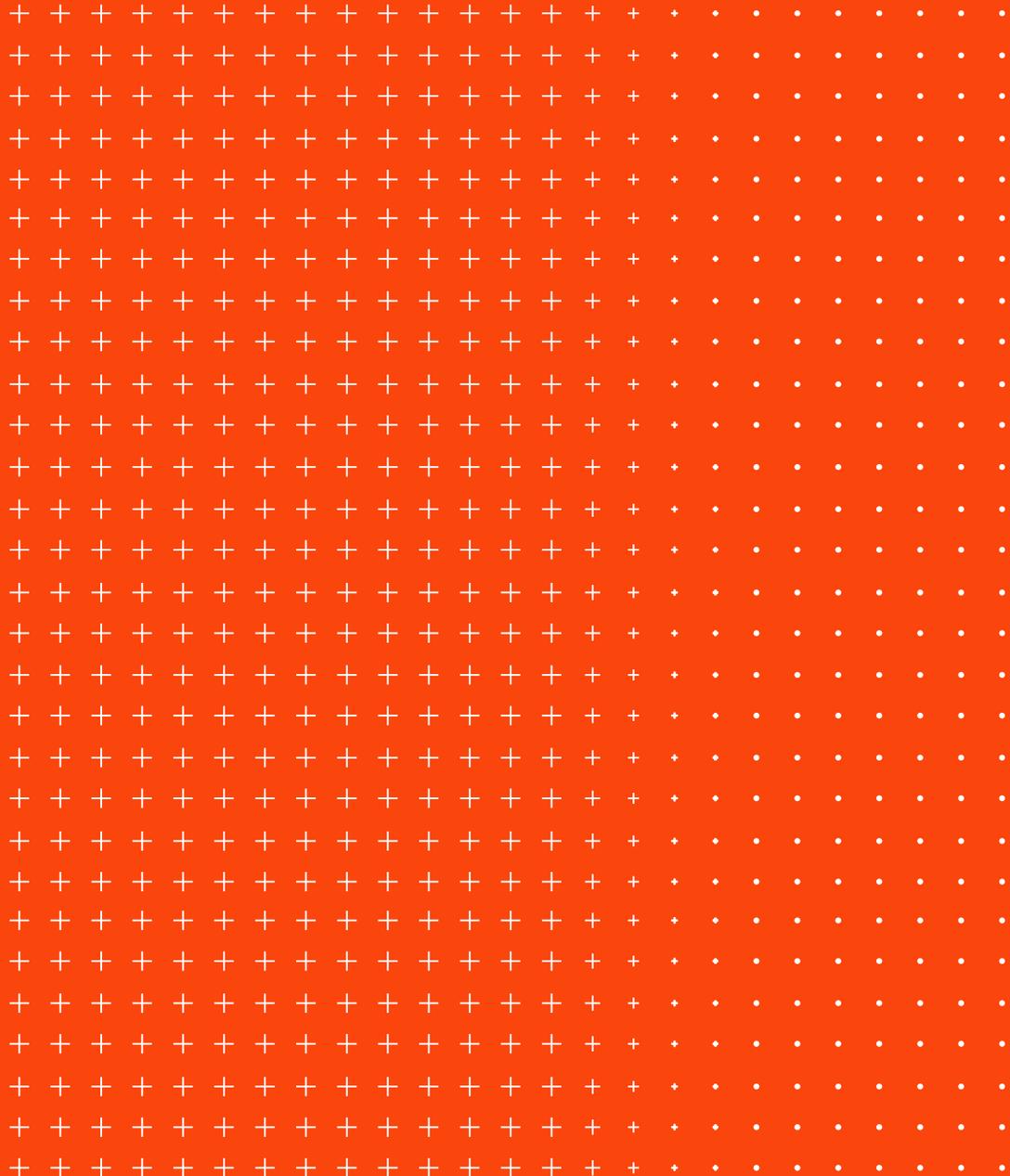


Content + Cloud

Living + Breathing
Client Success

Company Overview



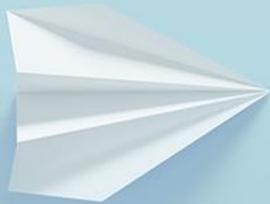
Content + Cloud



Content+Cloud is one of the UK's leading technology services, solutions and support providers, with a passion for helping ambitious organisations and their people to succeed.



We help clients transform the way they do business. What sets Content+Cloud apart is our long track record of success.



Content

Content, secondary only to people, is an organisation's most valuable resource. Whether in the form of files, processes, data or systems, without content, work as we know it is impossible. Content fuels the work that we do, how we collaborate and ultimately the value that we create...

Cloud

To maximise the potential of their content, we help our clients to not only transition to the cloud, but to scale, secure, evolve and transform the way they work using the vast array of functionality and capabilities of the cloud.

As we at Content+Cloud align ourselves with the strategy of Microsoft's Three Clouds, ensuring that we can deliver our services through the cloud, a secure and scalable resource is more important than ever.

While our name benefits from its recognisability with Microsoft, it is also a true reflection of what we do every day for our clients, and our evolution as a group of businesses.





**Content
+ Cloud**

Content+Cloud is the new name for the IT Lab Group.

itlab

 **contentandcode**

IT Lab and Content and Code will be re-branded Content+Cloud.


sol-tec
CLOUD EMPOWERED SOLUTIONS

M I R U S

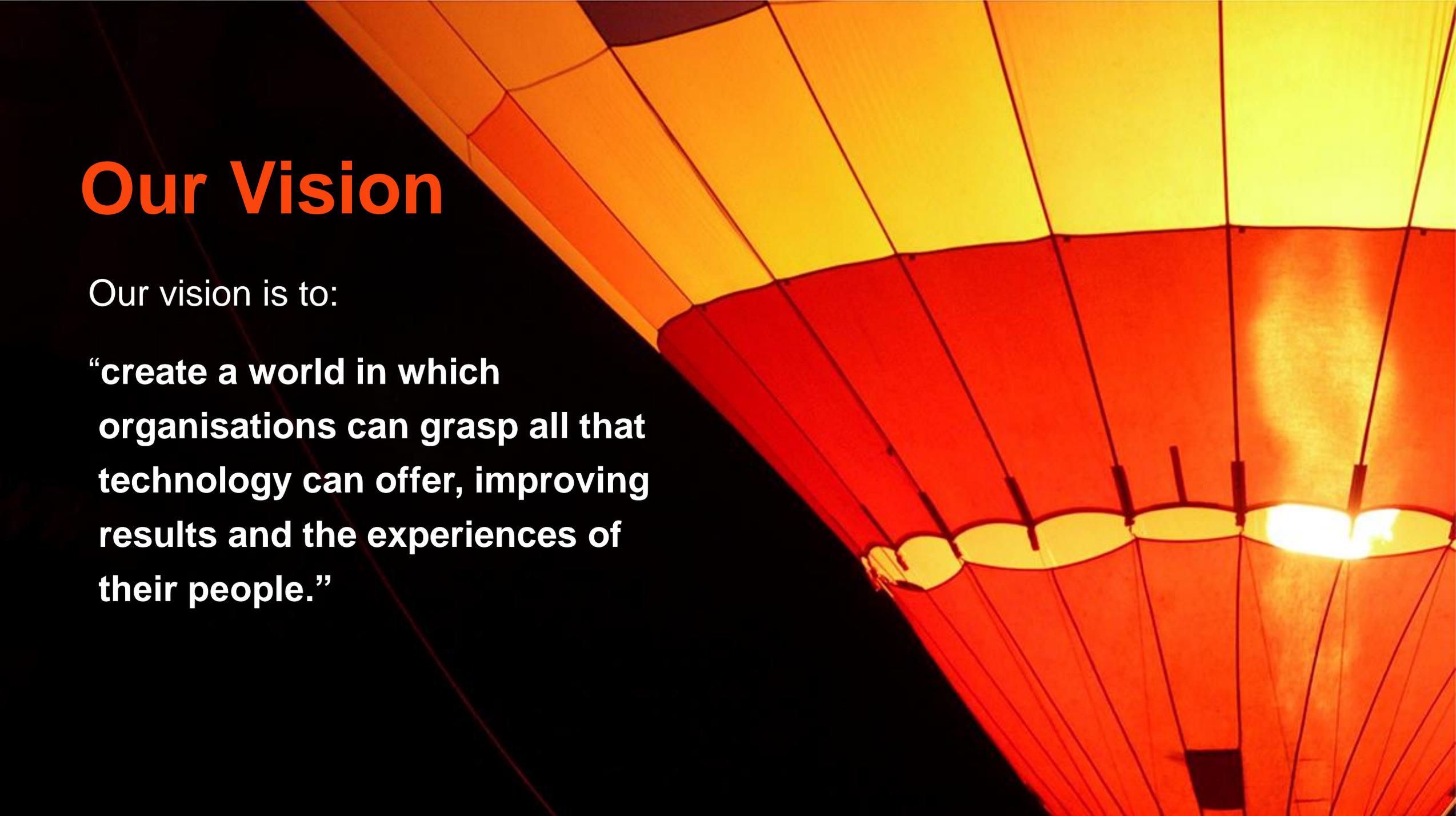
 Perspective Risk

 **FRESH**

Sol-Tec, Mirus, Perspective Risk and FRESH brands will continue.



Our Vision



Our vision is to:

“create a world in which organisations can grasp all that technology can offer, improving results and the experiences of their people.”

Our Mission

“
**Empowering ambitious organisations,
and their people, to succeed.”**

Working with us, our clients transform the way they do business. They optimise the way their people work and take advantage of flexible and secure platforms on which to operate.

Our clients enjoy technology solutions and user experiences that meet the high expectations of their employees and teams operating in a digitally transformed world.



Our business in stats



750+
Employees

5
Office
Locations

UK's most
awarded
MICROSOFT
Partner

Top 25
MSP
in the UK

1 of 5
Microsoft
Managed Desktop
Partners in the
World

UK's No.1
Penetration
Testing
Specialist

3 MVPs
(Microsoft
Most Valued
Professional)

22
Worldwide
Delivery
Partners

24x7x365
Global
Support

13 GOLD
Microsoft
Competencies

19
Microsoft
Awards

SOC
Powered by
Azure Sentinel

900+
Clients

95%
Customer
Satisfaction
Scores

Azure
Advanced
Specialisation

44,000+
SOC Alerts
Annually

Top 50
MSP Award
for Mirus
(SMB)

ISO
9001, 27001
22301 and 45001

19 awards in 13 years.....



Microsoft Partner of the Year
2020 Finalist
Customer Experience

Microsoft Partner of the Year
2020 Finalist
Modern End Point Management

Microsoft Partner of the Year
2019 Finalist
Modern Workplace Transformation

Microsoft Partner of the Year
2019 Finalist
Customer Experience

Microsoft Partner of the Year
2019 Finalist
Azure Influencer Award

Microsoft Partner of the Year
2018 Winner
Customer Experience

Microsoft Partner of the Year
2018 Finalist
Modern Workplace

Microsoft Partner of the Year
2017 Winner
Cloud Productivity

Microsoft Partner of the Year
2017 Finalist
Customer Experience

Microsoft Partner of the Year
2017 Finalist
United Kingdom

Microsoft Partner of the Year
2016 Winner
Collaboration and Content

Microsoft Partner of the Year
2015 Finalist
Collaboration and Content

Microsoft Partner of the Year
2014 Finalist
Cloud Excellence

Microsoft Partner of the Year
2012 Finalist
Office 365 Solution

Microsoft Partner of the Year
2011 Finalist
Content Management

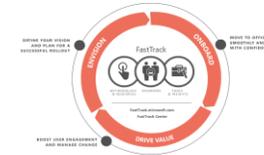
Microsoft Partner of the Year
2010 Winner
Enterprise Content Management

Microsoft Partner of the Year
2010 Winner
United Kingdom

Microsoft Partner of the Year
2009 Winner
Portals and Collaboration

Microsoft Partner of the Year
2007 Winner
Enterprise Search

We live and breathe Microsoft.....



- Gold Collaboration and Content
- Gold Cloud Productivity
- Gold Communications
- Gold Cloud Platform
- Gold Messaging
- Gold App Development
- Gold Datacentre
- Gold Data Analytics
- Gold Data Platform
- Gold Dev Ops
- Gold Windows and Devices
- Gold Small add Mid Market Solutions
- Gold Enterprise Mobility Management
- Silver Enterprise Resource Management
- Silver Security

- ✓ Microsoft Azure Elite Partner
- ✓ Microsoft Advanced Specialisation Windows and SQL Migration to Azure
- ✓ FastTrack Ready Partner
- ✓ Best ranked blogs and Microsoft books published
- ✓ On Beta and TAP programmes
- ✓ In Redmond working with product teams
- ✓ Office 365 launch partner
- ✓ Microsoft 365 launch partner
- ✓ Microsoft F1 launch partner
- ✓ Microsoft Managed Desktop launch partner
- ✓ Azure Sentinel Launch Partner
- ✓ Office 365 Partner Advisory Council
- ✓ Modern End Point Mgmt Partner Advisory Council
- ✓ Security Partner Advisory Council



Recognition



2020 WINNER
MSP 501
Channel Futures.



Information Security Management



Quality Management



Business Continuity Management



Health & Safety Management



Security Cleared Engineers



IASME Consortium[®]

Assured Service Provider



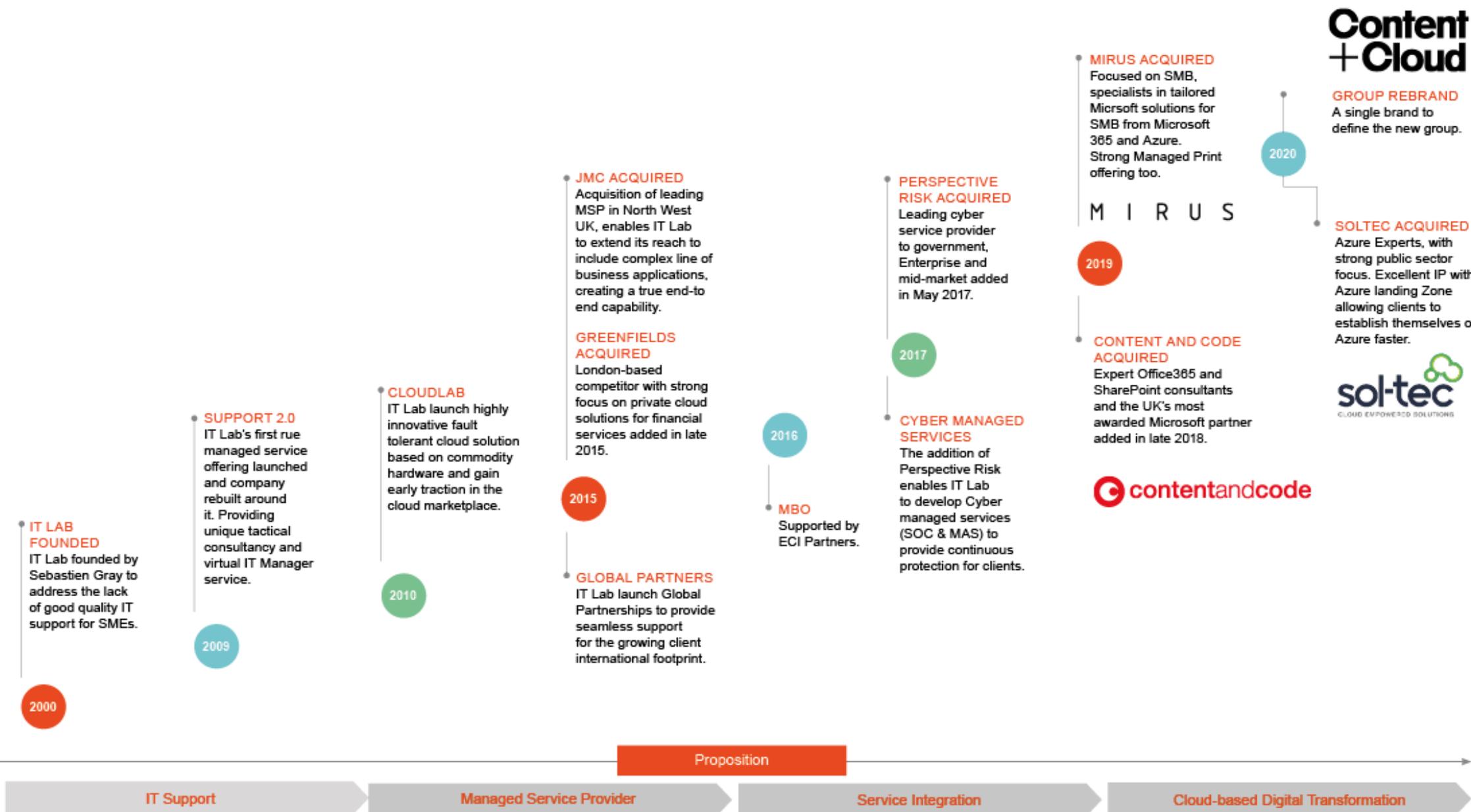
in association with
National Cyber Security Centre



Some of our clients



The journey so far



At Content+Cloud we engage with clients in three different ways.



Professional Services

We can help transform or evolve your organisation. Whatever your programme of change we can help to make it happen. We offer strategic guidance and assistance on a project-by-project basis with a focus on defined and agreed outcomes.

Our Professional Services include advisory services, security services, enterprise solutions and applications delivery, and infrastructure solutions.



Managed Services

Services that flex and evolve with your organisation. For clients looking for ongoing services, we offer a range of Managed Services including support services, security services, infrastructure management, service integration, managed DevOps services, managed print services, ongoing support and development for SharePoint and Power Apps Platform solutions, and enterprise application services.

All our Managed Services are created around individual clients and their specific needs, focused on the real needs of the end user, and are always designed with future flexibility and scalability in mind.



Specialist Consultancy

Access to a highly qualified expert or team. For those seeking to address specific technical challenges requiring specialist advice, we offer access to our team of highly qualified consultants and technology specialists.

The range of challenges addressed is inevitably wide-ranging and highly varied. In particular, our expert Microsoft team (including Microsoft MVPs) provides clients with insight and delivery expertise, across Microsoft's Three Clouds. As a result, Microsoft regularly introduces Content+Cloud to clients requiring specialist advice on the effective use, implementation and adoption of Microsoft 365, Teams, SharePoint, Dynamics 365, Azure and the Power Platform.



Comprehensive and expert services

At Content+Cloud we help our clients to succeed and to transform the way their businesses operate, the way their users work, and provide them with flexible and secure platforms with which to do it.

Our portfolio of Professional and Managed Services enables our customers to truly leverage the power of Microsoft's Three Clouds: Microsoft 365, Azure and Dynamics 365.

Professional Services

Technical Consulting

Whether you are looking to collaborate with SharePoint or Microsoft Teams; automate business process through Dynamics and Power Platform, or migrate and modernise your applications in Azure, our highly accredited, industry recognised, technical consultants will focus on your core objectives and bring their unique technical expertise to deliver these outcomes.

Security and Compliance

Content+Cloud has built an award-winning reputation helping our clients successfully secure their data, cloud footprint, digital identities, and ensuring a more secure workplace. Our CHECK and CREST-certified penetration testing services, through to deeper proactive Red Teaming exercises, ensure our clients understand their security risks. Our compliance services are designed to ensure continued compliance to agreed standards.

Business Consulting and Change Management

Whether you are at the start of your transformation journey or looking for a specific outcome, our consultants will work with you to shape the solutions to achieve these objectives. Equally, moving to new, modern technologies may present a whole new way of working. Our Prosci® qualified Adoption and Change Managers can help empower your organisation to embrace and embed change.

Apps and Development

We understand that each of our clients is unique and has a different set of requirements. This is why we offer a full range of tailored development services including: SharePoint, Microsoft 365 and Power Platform development, as well as wider DevOps services within Azure and the Microsoft 365 suite of technologies.

Managed Services



Support

Our heritage is built upon providing market-leading support for our clients. Whether you require a dedicated service desk with 24/7 support; a shared service desk able to scale with your business; or even global support to meet the needs of your users around the world, we can deliver end to end service as well as work alongside internal teams and resolver groups.

DevOps Services

Application delivery has moved from one-off implementations to a continuous evolution and optimisation model. Our DevOps services deliver critical applications faster, while enabling you to have greater agility within your business across and beyond the Microsoft technology stack.

Service Management and Design

Our ServiceNow ITSM platform is the foundation for our ITIL-aligned enterprise class, managed support services. By providing world class service management, we enable organisations to use best of breed solutions and services. Our Service Management and Design team will ensure your organisation enjoys cohesive and accountable end-to-end services.

Penetration Testing & Managed Cyber Services

The rate of cyber-attacks is on the rise. In today's age, poor security is a commercial concern. We'll assess your current threat landscape, ensure your IT operations are protected through detecting and responding in real-time to mitigate your risk, and prevent data loss with fully managed security services through our dedicated SOC and NOC, and remediate known gaps.

Technologies



Microsoft 365

We have helped hundreds of organisations change the way they work with Microsoft 365. Whether you're looking to implement new end-user compute solutions like Microsoft Managed Desktop, Teams, Exchange Online or securing your environment with EMS, we'll work with you to identify your goals and requirements to maximise your Microsoft 365 investment.

Azure and Infrastructure Services

Azure provides a flexible and open platform, enabling the build, development and optimisation of apps across the Microsoft Cloud. Content+Cloud can support your transition to the cloud from support of existing on premise environments; Cloud Readiness & Adoption Assessments; initial IaaS cloud migration onto our Cloudlab platform or Azure, through to PaaS app modernisation and optimisation.

Dynamics 365

Great design and configuration alongside a decade of support experience from our Dynamics team, means that we can empower our clients to work smarter, better and with greater visibility with our Dynamics ERP solutions. In addition to unlocking the potential of D365, we partner with industry related providers, for example PSA solutions or manufacturing and logistics PMI solutions, to deliver end-to-end business process efficiency.

Fresh

Fresh is an intranet solution and digital workspace, which improves internal communication and collaboration for any size organisation. Acting as a perfect launch pad for Office 365, Fresh simplifies your user's experience, creates an internal community and supports adoption and productivity through the increased usage of Office 365 tools and apps.

How we help clients succeed



Our mission, that we live and breathe is, to empower ambitious organisations and their people to succeed.

We do this in four main ways:

TRANSFORM

Typically, transformation involves new ways of working, new ways of reaching and servicing customers, and new ways of taking key services to market. Our task is to leverage technology to make such bold ambitions real.

We've helped a global management, engineering and development consultancy become fully digital. We've helped a major retailer standardise processes across its estate. We assist our clients in defining the change they are seeking, and we make it a reality.

EVOLVE

On their digital journey, our clients have many different priorities. Some ask us to increase collaboration by unlocking Microsoft Teams, improve user adoption and engagement, or develop a mobile app to raise levels of customer satisfaction.

Others ask us to create business cases to deploy a company-wide digital workspace, to migrate workloads to Azure or to redefine their organisation's security model.

In all cases, we agree the metrics that describe success (on your terms), ensuring the desired outcome is clear from the outset.

SECURE

Poor security can compromise organisational and personal data, disable users, lock systems, create regulatory and financial exposure, prevent business from being transacted and, most importantly, undermine corporate reputation.

At Content+Cloud we do not think of our clients' security as just a hardware device, a software application or an occasional penetration test. For us, security is a state of mind, integral to all that we do. We work with clients as they seek to move security up the agenda, embedding it – technically, operationally and culturally – into all that they do.

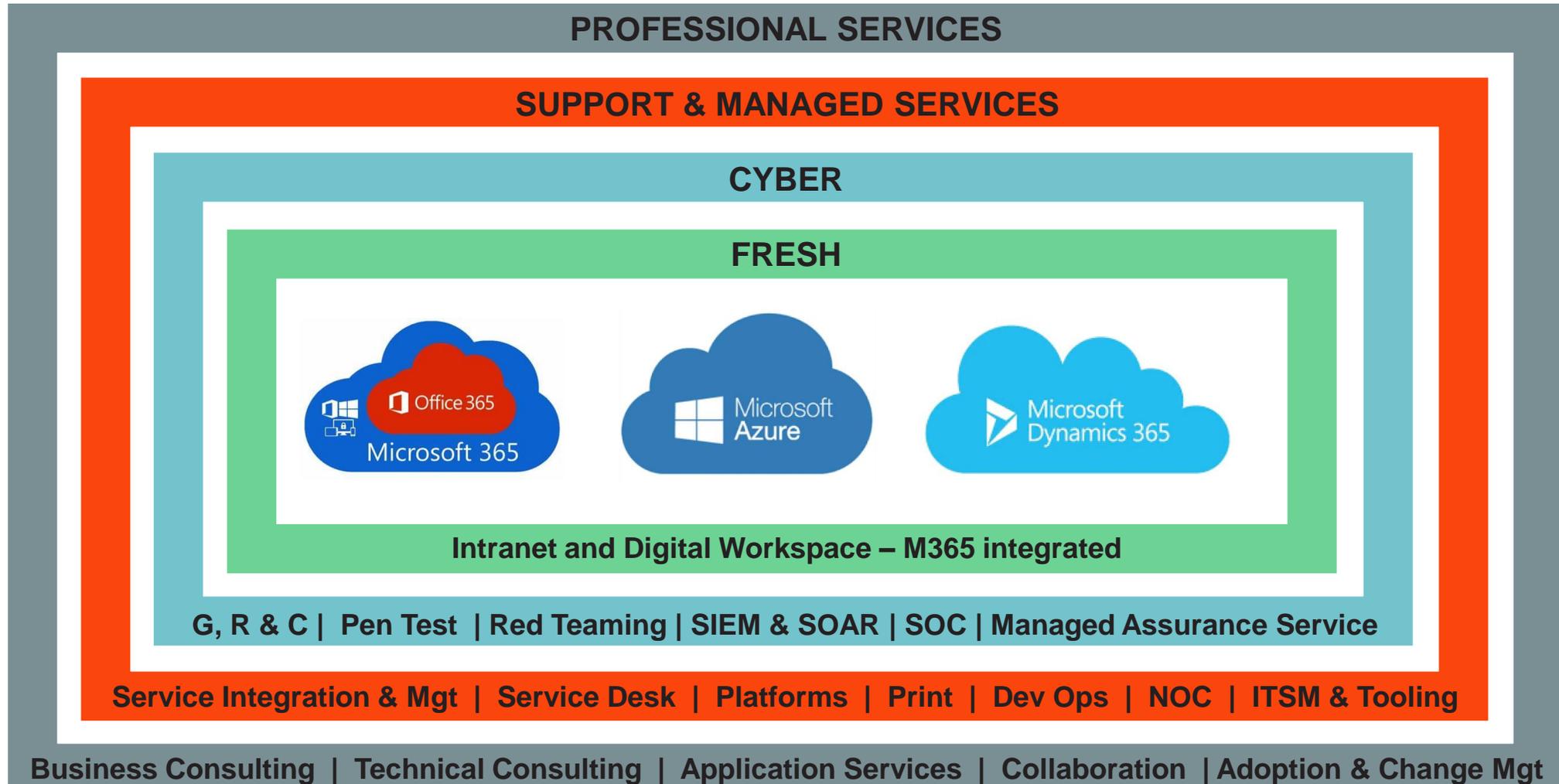
SUPPORT

There is a direct link between high-quality user support and high-quality business performance. Put simply: it's not easy to deliver your best business results if your people are unable to take advantage of the technology that you've invested in.

This is why, at Content+Cloud, we take user support so seriously, designing our services around the varied needs, attitudes and abilities of your users. We help improve usage and adoption, whilst also providing highly responsive day-to-day support.

Content+Cloud support services keep systems and services running, ensuring uptime and availability. Our support services have the capability to be truly global, delivering a genuine 24/7 service, wherever your users may be.

Our overall proposition



Professional services offering



ADVISORY

Strategy and Roadmap
Development

User Research and Persona
Generation

Prosci© Driven Change
Management

Digital Insights

Training Development and
Implementation

ENTERPRISE APPLICATIONS

Fresh (Intranet and Digital
Workspace)

Microsoft 365 and Teams
Enablement

SharePoint Development
and Migration Services

Power Apps and Flow

Microsoft 365 Service Design

Microsoft Dynamics

SECURITY

Enterprise Mobility + Security

Security Design

Penetration Testing

Red Teaming

Governance, Risk and
Compliance

Virtual CISO

INFRASTRUCTURE

Architecture and Design

Remote Working Solutions

Access and Identity

Networking and WAN Services

Managed services offering



SUPPORT

24/7 Service Desk

On Site Support

Global Support

Service Integration and
Management

Managed and Secure Print

ENTERPRISE APPLICATIONS

Microsoft 365

Microsoft Premier Support

Microsoft Managed Desktop

Microsoft Dynamics

SharePoint

Fresh (Intranet and Digital
Workspace)

SECURITY

Security Operations Centre
(SOC)

Enterprise Mobility + Security

Managed Assurance Services

Network Operations Centre
(NOC)

INFRASTRUCTURE

Hybrid Cloud

Infrastructure-as-a-Service
(Cloudlab)

Azure

Global partner support professional network



Providing a single global service

Content+Cloud has developed a series of 22 global relationships with local partners, in major cities around the world, to extend its geographical service reach for clients with international operations.

We can provide seamless support for International's overseas offices by developing workflows with the existing local support team in place at each local office.





**We work hard
to recruit some
of the finest
technical minds
in our industry**

A global force.

Employing more than 750 exceptionally talented individuals

Our offices are located in London, Manchester, Milton Keynes, Reading and Cape Town, South Africa

22 long-established partners around the world, enabling us to deliver a truly global service.

Everyone at Content+Cloud has a part to play in our clients' success, and we truly do live and breathe that every day.

As our reputation has grown over the years, we've been able to attract exceptionally talented individuals.

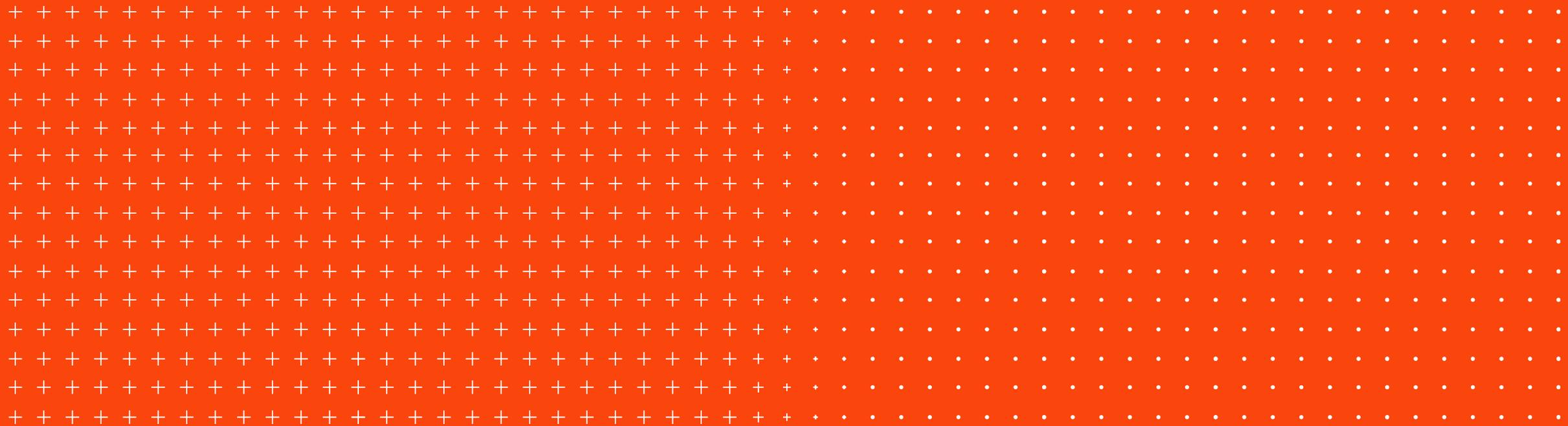
All our people are driven by a desire to deliver success for our clients.

We look for people who are driven by a desire to go the extra mile for our clients, focusing on the little things that make a big difference.

We see every client challenge as an opportunity for fresh thinking, and every client journey as an adventure.



**This is the real
Content+Cloud
difference:
the mindset of
our people.**



Content + Cloud

Living + Breathing
Client Success

“Content + Cloud delivered exactly what was needed to ensure a successful business outcome – from technology design and architecture, to delivery and execution and on-going support and services. Having helped us successfully transition CAS into the Cygnet environment, we now have a strong foundation to drive that transformation forward.”

David Ewing, IT Director, Cygnet Health Care