

AzteQ Company Profile

Technology and Digital Enablement Specialists



Executive Summary

The AzteQ Group of companies provide end to end digital enablement services, specialising in the delivery of managed and professional services for organisations. AzteQ works with clients from solution and service design through to a fully functioning infrastructure kept stable and secure through proactive managed services and support.

We can deliver a full range of technology services from consultancy and design, through to implementation and ongoing management and support of systems and services.

Our objective is to enable our customers with the right people, process and technology to succeed in the digital business world and we are committed to helping organisations overcome challenges and unlock opportunities using technology.

MANAGED SERVICES

- 24/7 Global Service Desk
- Security Operations Centre
- Network Operations Centre
- Cyber Security
- Asset Lifecycle



DISCOVERY & DESIGN

- Proof of concept
- Evaluation
- Demonstration
- Technology Pilot

DEPLOYMENT & ADOPTION

- Pre-Stage & Imaging
- User Adoption
- Service Adoption
- Channel Management

LOGISTICAL SERVICES

- Warehousing
- Asset Recovery
- Commission / Decommission

Our ethos of being dedicated to service and customer experience underpins everything we do. We always aim to exceed our customer's expectations.

AzteQ specialise in user adoption training, engaging with end users to understand how new technology will impact them & identify what training and support they need to give them a great user experience. What determines the success of any investment within any organisation is end user buy-in and engagement.

All managed services include regular assessments to fully understand how well technology is used within our client's business and to identify opportunities to release maximum value from their investment in technology.



AzteQ's Customer Experience team ensure service quality standards are met, through regular service reviews with clients, and the consolidation of feedback from the service desk, project teams and surveys.

Key characteristics of our services include:

- ✓ Strong service competence
- ✓ A full understanding and appreciation of the service requirements
- ✓ The transfer of best practice across our business
- ✓ A commitment to the training and development of employees
- ✓ An approach to team building and behavioural change
- ✓ A pricing solution based on service and value for money

I hope you will find the following to be interesting to read, and I look forward to the opportunity of assisting you further with any potential needs.

Tim Barber
Managing Director

Our Services

Managed Services

AzteQ's Managed Services are contracted services underpinned by a service level agreement, which details the services to be delivered to the client, and the service levels that will be achieved as a minimum throughout the term of the contract.

- Managed service options include, but are not limited to:
- IT Helpdesk
- Remote Monitoring, Management and Maintenance of Infrastructure and Devices
- Managed Security
- Managed Cloud Backups and Disaster Recovery
- Cloud Services
- Hosting Services
- Vendor Management
- User and Device Setup
- Microsoft Licensing
- Warranty Management
- Managed Connectivity
- VOIP \ Cloud Telephony \ Unified Communications
- Change Management
- Regular Technology Strategy Reviews for Budgeting and Planning

Professional Services

Professional services can be described as project work or AD-HOC support and maintenance that falls outside of a contracted SLA (Managed Service). AzteQ's Professional services include but are not limited to:

- Consultancy and Solution Design
- IT Strategy
- Supply and Install of Structured Cabling Solutions
- Supply and Install Network Solutions
- Supply and Install server infrastructure (Cloud and on-premises)
- Supply and Install Wireless Network Solutions
- Supply and Install Audio Visual and Video Conferencing Solutions
- Device Refresh
- User Adoption Training
- Site Moves
- Project Management
- Application Development

Our Proposition

Managed Services

Every client is different, as such, AzteQ can provide a completely outsourced IT solution, or provide services to bolster an existing IT department or service that is in place.

AzteQ's Managed Services provide next generation service delivery – delivering enterprise level IT infrastructure management.

Our service desk and Network Operation Centre (NOC) consist of 700+ highly skilled engineers and subject matter experts, working 24/7 to ensure core IT infrastructure is kept available and secure. This is combined with a dedicated customer success manager working with you and your team to ensure that your organisation is getting the best from the service.

A typical business IT infrastructure consists of multiple systems and services, supplied by a multitude of vendors. When an issue or fault occurs, management, ownership and resolution can become problematic. We incorporate a vendor management process to deliver a single point of contact and ownership; working cross vendor to expedite a resolution and manage within specified service levels.

We own the issue life cycle from logging to resolution. We can then use this data to provide reporting to identify where vendors are not achieving contracted service levels.

AzteQ will deliver a service to ensure that the systems on which your business relies, remains in a secure and functional state - keeping downtime to an absolute minimum.

Our managed services are delivered in line with the ITIL Service Management Framework, which is a globally recognised standard of detailed practices for IT service management.

Key service areas:

- Server and Network Infrastructure Monitoring, Management, Maintenance, Security and Support
- Workstation Monitoring, Management, Maintenance and Security and Support
- 24 x 7 Service Desk and Network Operation Centre (NOC)
- Cyber Security and Disaster Recovery
- Vendor Management
- Service Level Agreement
- On-Site Engineer Resource
- Regular Service Reporting

Success Factors

AzteQ have identified a number of critical success factors that we believe will help continue to drive the service delivery for our clients.

Working closely with our clients to understand their requirements

We gain a complete understanding of your requirements and challenges to ensure a best-in-class, bespoke offering with value driven outcomes covering:

- User Experience Analysis
- Technical Asset Audit and Analysis
- Cyber Security and Compliance Review

Staff Training

We ensure that AzteQ's staff are all fully trained in the systems and services they support and are always kept up to date with industry trends and best practice. This ensures a consistent high-quality service offering across all departments.

Client Training

What determines the success of any investment within any organisation is end user buy-in and engagement. AzteQ specialise in ensuring that client's end users not only understand "How" to use new solutions and services, but "Why" they have been implemented and the benefits they should expect to see.

What Makes AzteQ Different

- Specialists in user experience analysis
- Specialists in user adoption training
- Deliver full range of technology services from design through to implementation and ongoing management
- Structured to focus on customer experience and ensure we consistently exceed expectation
- We provide innovative solutions without detriment to cost
- Flexible – we tailor our solutions to meet our customer's requirements and focus on continuous service improvement

Our attitude is to work with our clients – not for our clients, and this philosophy has helped us to develop strong, longstanding relationships with a significant number of clients. Through understanding their individual needs, we have developed a strong knowledge of different sectors and the demands placed upon organisations within them. As such, our operational model is built to deliver exceptional results through understanding and informed knowledge.

Next Steps

- ✓ If you would like to hear more about how AzteQ could assist your organisation, please feel free to get in touch with us via our contact details detailed below.
- ✓ We are proud of the work that goes into our business, and we'll happily tell you all about it. We would welcome the opportunity to work with you, and if we are fortunate enough to be selected to be of service, you will find everyone at AzteQ to be friendly, dedicated and professional.

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Governance, Compliance and Insurance

Insurances

AzteQ confirms that it has the following insurances:

- Public & Products Liability £5.0m
- Employers Liability £10.0m
- Professional Indemnity £2.0m

Project and service delivery Governance ITIL, Agile, Prince2

AzteQ adheres to internally recognised standards for both service delivery and project management. We commit to training our staff to follow the defined governance and ensure any partners and subcontractors we engage with adhere to the same standards. We continually improve and adopt these practices for client engagements and equally adopt within our business.

ISO 27001, 9001, 14001 and 45001 Accreditation

The Quality Systems has been documented and is maintained and managed using our digital assets. It provides automated management with guidance for defined process, documentation responsibilities, strategy, objectives.

Health & Safety

AzteQ operates a stringent H&S strategy, to provide the information, training and supervision, needed to ensure all Health & Safety requirements are achieved. AzteQ is safe contractor as well as ISO 45001 accredited.



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AzteQ Group is a limited company registered in England and Wales. Registered number: 12027238.
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