{ I.T. *is not* ROCKET SCIENCE }

THE ULTIMATE I.T. EXPERIENCE FOR THE SME'S AND MID-MARKET BUSINESSES

By combining a more personal approach to service and the ultimate technical skillset, we create an unrivalled customer experience.

breathetechnology

infrastructure | support | security | cloud

The Workplace
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You can call our team
on 01223209920

WHO WE ARE

Breathe Technology was setup in 2003, with the goal to provide traditional I.T. Support for SME's and Schools.

As the organisation developed, we evolved into a 'Best of Breed' Managed I.T. Services & Infrastructure provider but with a niche skillset that applied better to larger networks. Both locally in the UK but also international sites.

Our Mission Statement

To deliver the best managed service through a business that distinguishes itself by skillset, professionalism, work ethic, and loyalty to our customers.

Our Customers?

Below is a list of some of our Business Customers

BMW/Mini

Care Networks

Coel

C. Lewis & Company

CyanConnode

DKMS

Espial

Gewiss

Heineken

Imanova

Iris

Isogenica

NAPP

NIAB

Tide Construction Limited

Twitter

Yahoo

Sample list of some of our Educational Customers

Ashcroft Technology Academy

Bungay High School

Cardinal NewmanCatholic Scool

Hampton Academies Trust

Kimbolton School

Methodist School

Oundle School

University of Cambridge

University of Nottingham

Virgo Fidelis Convent Senior School

Sacred Heart Catholic School

Samuel Ward Academy Trust
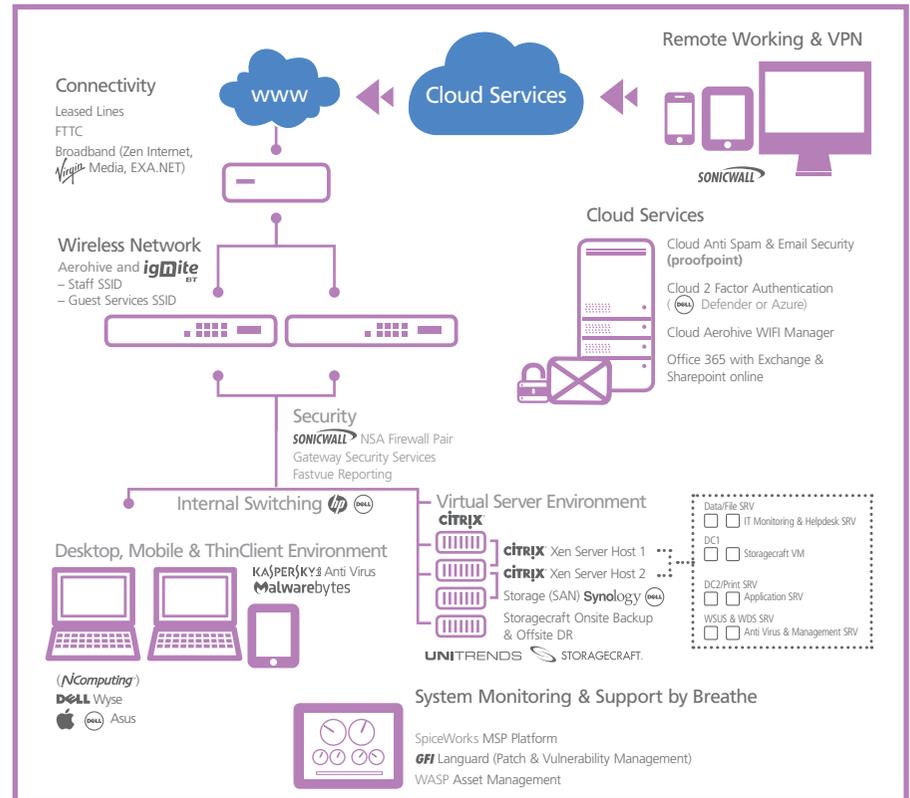
St John Fisher Catholic High School

I.T. THAT WORKS

It's not Rocket Science!

Our processes and methodology is based on industry best practice and has been standardised. We don't experiment, there are no surprises and it works.

We have the track record and references to prove it!

Templated Network Design

Since 2003 we have developed a Templated Network Design. It's not about the hardware, but rather the way we design and build our networks.


Connectivity
Leased Lines
FTTC
Broadband (Zen Internet, Virgin Media, EXA.NET)

Remote Working & VPN

www   Cloud Services

SONICWALL

Cloud Services
Cloud Anti Spam & Email Security (proofpoint)
Cloud 2 Factor Authentication (Dell Defender or Azure)
Cloud Aerohive WIFI Manager
Office 365 with Exchange & Sharepoint online

Wireless Network
Aerohive and ignite BT
– Staff SSID
– Guest Services SSID

Security
SONICWALL NSA Firewall Pair
Gateway Security Services
Fastvue Reporting

Internal Switching hp Dell

Virtual Server Environment
CITRIX
CITRIX Xen Server Host 1
CITRIX Xen Server Host 2
Storage (SAN) Synology Dell
Storagecraft Onsite Backup & Offsite DR
UNITRENDS STORAGECRAFT.

Data/File SRV
IT Monitoring & Helpdesk SRV
DC1
Storagecraft VM
DC2/Print SRV
Application SRV
WSUS & WDS SRV
Anti Virus & Management SRV

Desktop, Mobile & ThinClient Environment
KASPERSKY Anti Virus
Malwarebytes

NComputing
Dell Wyse
Apple Dell Asus

System Monitoring & Support by Breathe
SpiceWorks MSP Platform
GFI Languard (Patch & Vulnerability Management)
WASP Asset Management

YOURS & OURS

We are experts in the technologies you use

SONICWALL®
Secure First · Gold ·

proofpoint

DELL

Authorised
Reseller

Microsoft®

SAMSUNG

UBIQUITI
NETWORKS

FERTINET®

STORAGECRAFT.

NetSupport

UNITRENDS

vmware™

CiTRIX®

GFi

hp

KASPERSKY lab

NComputing

Synology®

XIRRUS
AUTHORIZED PARTNER

SOPHOS

Aerohive
NETWORKS

We partner only with best of breed vendors and
have close relationships with them.

This ensures we are trained by them and receive
the best support and pricing for our customers.
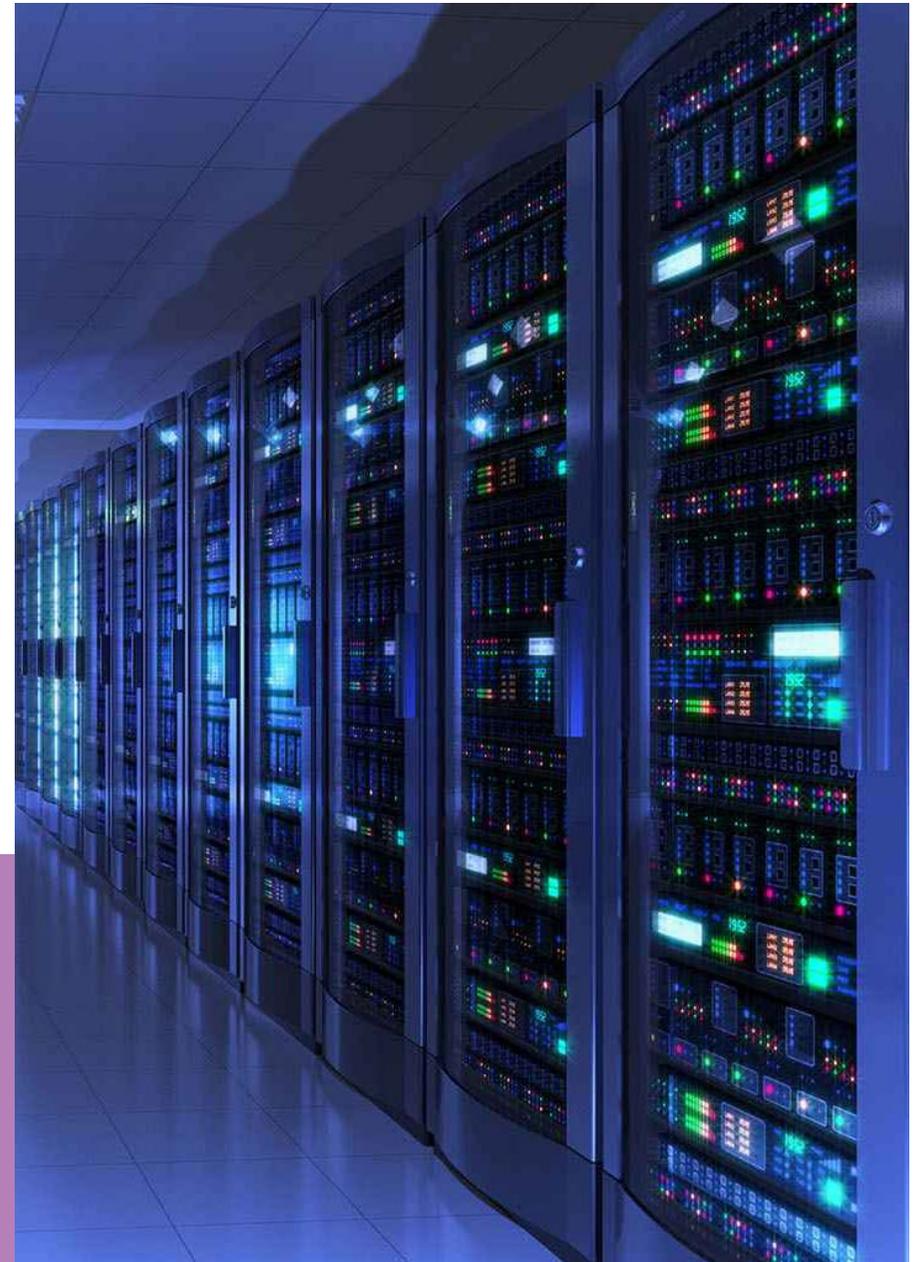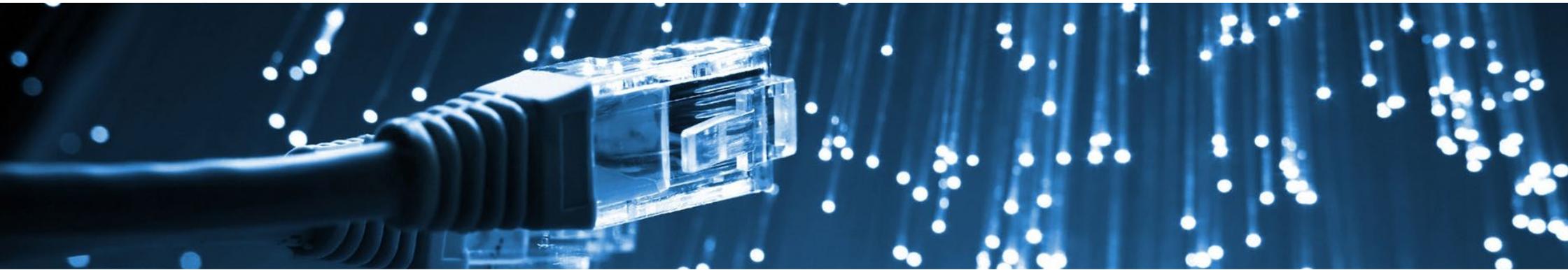
THE MANAGED SERVICES MODEL

The benefits you should get if your I.T. is outsourced…

1. One point of contact for all your I.T. needs

2. You are able to buy in specialised skillsets for the time you need only.

3. It's simply not possible to employ Desktop Support, Server Support, Networks and Security Engineers. And you don't need them all, all the time…

4. You can provide an escalation point for your internal team or outsource completely. The models are flexible.

5. Support is provided for the daily operation and project teams made available when needed

6. Training and HR is offloaded to the Managed Services Supplier

7. There is no single point of failure… Holidays, Training and Sick Leave does not affect you. Continuity of service.

8. Services, Hardware, Software and Licensing is available from a single point of contact.

9. Your support should be provided in your language and cover all the countries of your operation

Problems associated with the traditional support helpdesk …

Helpdesk Structure …

Level 1: Entry Level Engineers, mainly 'Call Loggers'

Level 2: Escalation point for basic issues i.e Password reset

Level 3: Actually Technical Consultants … in reality, only 1 or 2 truly experienced engineers on a traditional helpdesk

The problem …

- The support team doesn't know you or your network … no relationship
- Frustrating customer experience as you are passed between levels of support
- Long lead times for complex problem resolution
- No pro-active management or responsibility … just break fix
- No help with planning & I.T. Strategy as they only do Break – Fix
- Most Support Companies now try and do it all remotely!
- We do not believe in a traditional tiered helpdesk!

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WHAT MAKES US THE BEST AT WHAT WE DO?

"It's a balance of the ultimate skillset and a touch of personal service"

1 We offer our customers a *'more personal service'*

It's all about the relationship and customer experience!

We allocate each of our customers a dedicated team.
- Dedicated Account Manager
- Dedicated Technical Lead
- Backup Technical Lead

This means you have a team working for you, that you have a relationship with. You know them and they know you. It's also the only way to ensure that an engineer takes responsibility and pro-actively supports your organisation

2 Technical Lead will have the Ultimate Skillset

Each Technical Lead is trained to have the Ultimate 'All In One' Skillset.

Breathe use a Technical Mastery Programme internally for Staff Development

EACH ENGINEER HAS THE FOLLOWING SKILLS:

- Desktop (Traditional Desktop, VDI, Mobile)
- Servers & Storage (Including Virtualization)
- Networks (On Premises, Cloud)
- Network Security & Safeguarding
- Connectivity and communications

The Result?
A single point of contact for the help you need!

These are our 2 USP's… ➡ More Personal Service ✚ The Ultimate Skillset

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MANAGED SERVICES PACKAGE FOR YOU

The Base Package

1. Your Dedicated Team
2. Unlimited Telephone, Email and Remote Support (Access to level 3 consultant helpdesk)
3. 24/7 Monitoring and Alerting
4. After Hour, Mission Critical Systems Repair (No Extra Cost)
5. We supply the Managed Services Software at no charge (monitoring, alerting, remote access, helpdesk)
6. Detailed System Documentation
7. A site visit report after each site visit
8. Pro-Active Maintenance and Monthly Report

1. LEAD TECHNICAL CONSULTANT
   (Scheduled Monthly/ Bi Monthly Visits, 9:00 – 17:30, Mon- Fri)
   • Day-to-day technical management and problem resolution
   • Pro-active tasks and network checks, windows updates, anti virus updates and scanning, backup etc.
   • Performs site visits (responsibility and relationship)
   • Maintains your documentation

2. BACKUP TECHNICAL CONSULTANT
   • Continuity of service (holidays, training, sick leave)

3. ACCOUNT MANAGER
   (Quarterly visits and available daily, 9:00 – 17:30, Mon- Fri)
   • Quarterly review meetings
   • Customer service
   • Quick response on quotes and pricing of projects

Additional to your Base Package you can choose the number of on-site visits you receive from your lead and if you need Strategic I.T. Support.

Options 1

VIRTUAL I.T. DIRECTOR FOR STRATEGIC SUPPORT
(2 Scheduled Bi-Annual Visits with 8 Hour Work Allocation.
Including email and Telephone contact)
• Provides Strategic support
• Bridging the gap between business and technical to achieve organizational goals
• Network Security design
• ICT policies and procedures including SANS Methology and ISO27001
• Ongoing development and guidance

Options 2

YOUR TECHNICAL VISITS

Your Technical Lead Consultant will perform your regular visits. These are based on your requirements and most of our customers have weekly, Bi-Weekly or Monthly Visits.

The cost for these is based on how often your Consultant visits. It works best when it's on a fixed day like every second Tuesday. Your staff will soon get used to the structure and have his requests ready.

This is normally managed by a dedicated contact with your business. After each visit, a site visit report will be reduced showing what we have done for you. This means you have transparency and know what you're getting for your money.

These visits are also used to do our ' Pro Active Monthly Checks' which means that we are looking after the system and not just waiting for it to break. You receive a report showing that your Firewall, Network, Servers, Backup, Windows updates etc are all looked after. Basically peace of mind and no complicated reports.

Annually, we will also do your Network MOT. Basically a mini audit so that you know what the status of your system is and if you need to budget for any refresh. It also helps us align IT with your Business Strategy and plans.

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And if you need project work…

I.T. & Communications Infrastructure

- I.T. & Communications Infrastructure
- Design and installation of new networks or upgrades (Physical Networks and Cloud)
- New Build I.T. Design and Implementation or complete overhaul
- Network Audits, Security Audits, Pen Testing
- Internet Connectivity and Telecomms
- Firewalls and Security
- Network Switching and WIFI
- Servers, Virtualization and Storage
- Backup and Disaster Recovery
- Desktop supply and install
- VDI (Desktop Virtualization)

- Microsoft Licensing and Software
- Cloud Systems (Microsoft Office 365, MS Azure, Email Security & Anti Spam for Office 365, Two Factor Authentication for VPN, Storage, Backup)
- Hosed/ Cloud Telephony

Audio Visual Systems

- Digital Signage
- Reception AV
- Board room and meeting room AV
- Demo Rooms
- Video Walls and NOC setup

What happens next?

1 If you require a project

- We will assign an account manager and if required a pre-sales technical consultant.
- They will visit your site, understand your requirements and provide guidance where needed
- A detailed, itemised quote will be produced
- We offer a price guarantee. Our prices will never have hidden extras and we will complete the work at the quoted price. Even if it runs over.

- If you are happy with your quote, the project will be planned and you will receive the required documentation such as Projects Plans and Statements of Work
- On completion the work will be reviewed and handed over by you and us
- We always offer support contracts on the projects delivered and will be there to help you going forward.

2 Select us as your Managed I.T. Support Partner

▷ **ONBOARDING PROCESS**
- We assign your team and introduce them to you

▷ **NETWORK AUDIT**   (If you have booked one)
- It's the perfect time as we'll document the system, licenses and passwords before the other support company leaves
- We'll create an easy to understand overview and highlight risks and issues. It becomes your 'To Do' List

▷ **HANDOVER WITH THE CURRENT SUPPLIER**
- We'll help you through this process, to ensure it's stress free

▷ **PRO-ACTIVE SUPPORT COMMENCES**
- You're experience of great I.T. support starts and your scheduled visits commence

▷ **REVIEW MEETINGS**
- The first review takes place 3 month after your start date…to ensure we're exceeding expectation

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CASE STUDY:

Mid-Market Business – New Network, Security, Managed Services

Our anonymous customer is a spin-off company from a very well known technology brand that trades globally. You most likely had one of their devices at some point. As a new business venture, their service department was setup as a new company. This would allow the service company to service their own requirements but also work for other large infrastructure providers.

These service companies have been setup across Europe and some other further afield destinations.

Breathe offer reduced project rates to support customers….

Their method of operation was influenced heavily by the parent company and although they have the ability to be flexible and agile, like an SME, they still answer the corporate parent.

This meant they needed strict policies, security and processes in place from day one.

BREATHE TECHNOLOGY WORKED HARD DURING THE TENDER PROCESS AND WON THE CONTRACT BASED ON THE FOLLOWING:

1. Our Network Design, which is a Hybrid, on-premises/cloud design. It's cost effective, high performance, secure and has an impeccable track record.

2. **Our approach to service Breathe's USP's are:**

    •   We offer a more personal approach to service. This is done by allocating a dedicated team to each customer consisting of technical and account management. Meaning that they know the customer and the customer knows them. Rather than a traditional helpdesk approach. Additionally, it ensures that the networks are proactively maintained, rather than simple break fix.

    •   The technical team have the 'ultimate skillset'. Most MSP's have a tiered helpdesk with different skillsets in level 1, level 2, level 3 etc. the engineers are qualified in individual disciplines such as desktop or server support. Breathe has developed an internal 'Technical Mastery Programme'.

Breathe were the first MSP to win a contract for the setup of one of these service businesses, that at the time, globally were being serviced by a large international MSP.

The Challenge

The customer started with investment from the parent company, but they had to run a slick operation and were accountable for every penny spent.

The network technically needed to be designed in a way that it would allow for rapid growth. The business started with 15 employees only. They were very interested in leveraging the benefits of modern networking such as Cloud Services.

Security was a requirement from day one with speak of an audit from the parent company, their customers had high expectations of security and finally a possible ISO 27001 accreditation.

From a service perspective, they required a fully outsourced support arrangement with pro-active management and the ability for the service to scale with the growth of their organisation.

The Project

- The network was designed by Craig van Aswegen and approved by the customer before any work commenced. The project documentation consisted of a Topology Diagram, High level design document specifying the strategy, features and equipment. A statement of works and project plan accompanied this process.

- The design would cover all customer security requirements and leverage the benefits from Cloud and Physical Infrastructure. The network would be easily scalable, cost effective as well as a secure flexibility to work from anywhere. This would potentially become a blue print for the other branches not currently working with Breathe.

- From a support perspective, Breathe had a vision of becoming a central point of contact for Europe, with support in the relevant language and site visits by being locally based in the relevant country. Essentially it would create a knowledge hub and a centralised support team for he customer.

- The building that was leased by the customer already contained professionally installed CAT6 data Cabling and Network Cabinets in the Comm's room. A precaution, Breathe Surveyed the site to ensure everything required for the project was available and tested the cabling.

- The 15 staff members urgently required laptops and email access. The company domain was purchased and the initial Microsoft Azure Services setup.
This consisted of Azure AD Premium for user authentication, InTune for policies and device management(MDM) and Microsoft Office 365 for Business Email. This gave them the critical tools they needed to get started and allowed the Breathe project team to build their network.

The infrastructure consisted of:

1. Connectivity based on a 300MB symmetrical leased line. Breathe surveyed the site and customer requirements to provide the most cost effective leased line, with the right functionality and SLA's. Connectivity is critical when you consider the cloud services element. Additionally, a cost effective ADSL connection was provisioned as a backup connection. Automatic failover was configured.

2. Switching was based on HP1910 Switching. The switches are entry level but provided the required level of processing speed, Fibre Connectivity and VLAN's to separate the Voice Network, Printing, CCTV Network, SAN (Storage Network) and Wireless VLAN's from the Primary LAN that the user machines and laptops connected to.

3. The wireless network was created using Aerohive Technology. The access points provide the latest 802.11ac Wave 1 and Wave 2 technology with cloud management and ability to create guest services with managed access. The access points also integrate with the firewall to create a more secure network.

4. Dell hardware was used to create the server environment and Citrix Xen Server used as the Hypervisor. VMWare and Hyper-V is available but Citrix was used as it provided all the required virtualization functionality at a fraction of the cost of VMWare. Hyper-V was not used as there was some budget available for the Hypervisor and it's preferred to virtualize before launching into the operating system. This provides higher levels of security and reliability.

5. Storage was provisioned for the server environment using Synology hardware. High performance, reliable with 10GB connectivity and yet very competitively priced. This was connected to the SAN switching setup. A separate Synology appliance was used for backup storage and an offsite appliance hosted in the Breathe Data Centre for Disaster Recovery purposes.

6. The Desktop Environment was based on Dell Laptops with a standardised image that has been locked down to adhere to the security requirements.

7. Office 365 with Exchange Online was deployed with Cloud based anti spam.

8. The following layered security approach was applied:

   - SonicWall UTM Firewall with Security Services at the gateway. This includes the latest sandbox technology to identify new malware. Integrated functions additional to the intelligent firewall are secure remote access VPN, Guest Services, Internet Load balancing, Web and Application Filtering with Fastvie reporting.

   - Proofpoint Cloud Email Filtering

   - Kaspersky Cloud Anti-Virus and Desktop Encryption used for all laptops.

   - GFI Languard for vulnerability scanning and patch management on the network.

   - Storagecraft provided a comprehensive all in one backup solution for the servers (Physical and Virtual) and the Cloud office 365 Environment.

9. Telephony was provided as a Hosted System. Fully featured, low cost and using Polycom VOIP Handsets. Users could work from home and function as if they were in the office. All Branches across the world could be added and calls made at no charge between the different branches.

Managed Services

After the network was built, Breathe started proving a completely outsourced Managed Service as the customer had no internal IT Staff.

Based on the USP's mentioned earlier, a dedicated team was assigned consisting of:

Technical Lead trained on all IT disciplines with a backup consultant that will provide cover for holidays, training or sickness…ensuring continuity of service. This lead would perform the weekly site visits (this is structured depending on the customer requirements). The lead is responsible for proactive management and ensures that the network is being maintained as if the site had an internal IT Manager. This includes Windows updates, Firewall, Server, Backup Monitoring etc. After each site visit a Site Visit Report is sent to all stake holders. Once a month, a Proactive Maintenance Process is completed and the report sent to all stakeholders. Annually a Network MOT is performed to ensure that the network is performing, meets the business strategic objectives and future upgrades or refreshes are identified and budgeted for.

An Account Manager visits monthly to provide customer service and assists with any purchases that are required.

ALL MANAGED SERVICES FROM BREATHE ARE DELIVERED WITH THE FOLLOWING BASE PACKAGE:

• Our support agreements include unlimited telephone, email and remote support.

• Visits are always performed by your lead at scheduled times. This can be multiple days a week, once a month or even once a quarter. Whatever works best for you and your budget.

• As a standard, at no extra cost, we provide an alerting and monitoring service with out of hours repair for core systems 24/7.

• Once a month you receive a Pro Active Maintenance Check of the overall system and an easy to understand management report showing you that all core systems are working and alerting you to any potential issues.

• You will receive a monthly Site Visit Report after every visit and we will document your system. This information is always freely available.

An additional feature called the Virtual I.T. Director was used ad hoc to help with strategic planning and the Parent Company Audit based on the ISO27001 and SANS requirements.

Summary

The project was delivered and the network accommodated the rapid expansion, which was from 15 users to 142 within the first year. Without any significant changes or downtime. To add users, laptop hardware and some additional licensing was required.

All network and security audits were passed including a 3rd party pentest.

The success of the Breathe approach to I.T. was proven when the new site in France with 3 branches was awarded to Breathe which includes the NOC (Network Operations Centre) which requires very high levels of security and uptime. A multi-national Helpdesk is currently in operation and working successfully, with support in the relevant language and locally based engineers performing site visits.

Breathe is currently in conversation with other country managers exploring a vision of a UK based knowledge hub and international support desk.

"Breathe Technology installed the Baufritz UK network and have supported us from day one. They Interface with our German HQ, IT team where needed and understand how we work. They're pleasant, reliable and trustworthy.
– Oliver Rehm, Managing Director – Baufritz UK (http://www.baufritz.com/uk/)

"Breathe Technology have grown the network – and the support we receive – alongside the business over the last few years. It works, and they are always there when we need them. They have proven to be a valuable business partner and we would recommend them to anyone that needs a complete network and support provider."
– Alan Maggs, Director, Premier Plus Limited (http://www.premierplusltd.co.uk/)

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