ARO

Technology.
Only better.

Cloud Support Services
Business Transformation

ARO

The reality is, it's no longer about the technology.

Today, every organisation can access pretty much the same IT.

But not the same
IT performance.

ARO Technology.
Only better.

We are an Enterprise Performance Partner.

We provide our clients with sustainable competitive advantages by wrapping world-class cloud technologies in first-class service.

Our Platinum and Gold partnerships include:

Microsoft Solutions Partner — Business Applications	Microsoft Solutions Partner — Digital & App Innovation Azure	Microsoft Solutions Partner — Modern Work	Microsoft Solutions Partner — Infrastructure Azure	Microsoft Solutions Partner — Data & AI Azure
aruba Solution Provider GOLD PARTNER	DELL Technologies PLATINUM PARTNER	Gamma Platinum Partner	SONICWALL Secure First • Platinum •	Barracuda EMIA Partner of the Year 2022

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Cloud

Microsoft and Cloud Services
365, Dynamics, Power Platform, Teams

Hybrid Cloud Infrastructure
Full Hybrid Capabilities, Public, Private, Hyper Converged

Next Generation Networking
Campus and DC, Large scale indoor/outdoor

IPAM, Network access, WAN, LAN

Backup and Protection
Immutable, Offsite, Data Replication, DR

Cyber Security
Next Generation Firewalls, DDI Security, SIEM, SOC

Collaboration

Unified Communications
Unified Communications

In house Mitel Cloud platform

In house Microsoft Teams Cloud Voice platform

Contact Centre
Full AI and workforce management options

Business Mobiles
ISP for O2 and Vodafone, Strategic Partner for EE

Connectivity
Broadband, Leased Line, SD-WAN

SIP and Business Voice

AV and Meeting Room Solutions

Data Centre Services

Public and Private Sector

Private Cloud

SaaS

TRE

Secure storage / retrieval

Managed Data Centre Services

Managed connectivity

Managed firewalls

24/7 Operations Centre (OC)

Co-Managed Services

WAN Design and Implementation

Sustainability

Net Zero Journey
Carbon and consumption reduction plan to Net Zero

Energy Procurement and Tenders
Independent tender driven purchasing for fixed or flexible energy trading solutions

Energy Optimisation
Consultancy to help optimise facility consumption

Energy Compliance
Assistance with government energy legislation

Total Account Management
All aspects of daily energy management

POD Energy and Carbon Management Software
In house, bespoke reporting portal and EMS

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Trusted advisors in Public Sector

Join hundreds of public sector clients who trust us with their critical infrastructure, processes and services. Everything from providing resilient networks for 999/111 command and control centres, to delivering highly secure data safe havens for the NHS. Our experience and expertise is accredited and certified to help you deliver service excellence.

20
Social Housing organisations supported

220
Universities, Academies and Schools

350
NHS establishments from Acute hospitals to GP surgeries

15
Regional Councils

999 Services
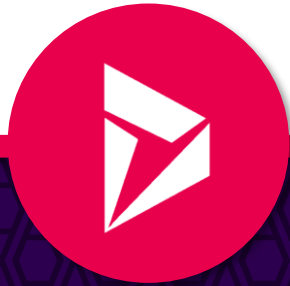Design, build and operate command and control networks

100
Charities across the UK

ISO 27001   ISO 27018   ISO 27017

dca The data centre trade association   CYBER ESSENTIALS PLUS   DNV·GL   EU CLOUD COC

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Business Transformation
Dynamics and Power Platform

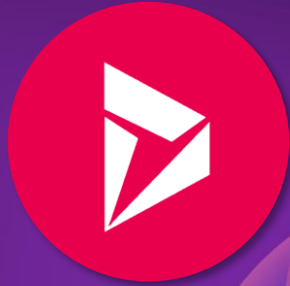| Dynamics 365	Power Apps	Power BI	Power Automate	Power Virtual Agent

With over 25 years of IT experience, assisting thousands of customers, ARO recognise that no organization's journey to the cloud will be the same.

Our Cloud Transition Framework outlines the steps all journeys need to carefully navigate for a successful migration. These steps can apply to a whole organization or to individual processes or systems. No matter how unique your challenge may appear at first, our fully qualified and accredited Microsoft engineers work carefully through this process from Discovery to Support as your partner and trusted advisor.

Such extensive experience, over many years, makes ARO perfectly placed to not only support your migration but also continue to provide the service required to ensure successful ongoing performance.

Dynamics 365

Power Apps

Power BI

Power Automate

Power Virtual Agent

[Business Transformation Strategy](#)

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[Dynamics 365 Support](#)

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[Power Platform Implementation](#)

[Power Platform Support](#)

[Microsoft License Management and Support](#)

Business Transformation Strategy

Service Description

This service is an integral element of our Business Transformation Programme. By Conducting immersive Business Analysis workshops with our clients, we support them in developing a strategic pathway to automated business processes.

Through the adoption of SaaS and PaaS technologies we can remodel applications and systems. We develop up to date, automated services to support day to day operations. By identifying and eradicating process inefficiencies and improving employee engagement we create tangible business change.

Benefits

- Delivered by a Team of Experienced business Analysts with detailed user-story playback

- Flexible resource Model to support pricing

- Improved Business Process through automation

- Improved interactions across business areas

- The ability to surface Analytics and Business Information

- Improved Social Engagement & Customer Service

- Increased Scalability & Adoption

- Unified working practises

- Agile Delivery Teams

- Delivered by qualified and highly experienced, certified Dynamics 365 consultants.

Microsoft 365

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Business Transformation with D365 & Power Platform

Dynamics 365

We provide services across the Dynamics 365 ecosystem with primary focus across Sales, Marketing, Customer service, Field Service, Project operations and HR.

We support our clients by providing them with the practical tools they need to be more productive, improve customer relationships and acquire more business. It also offers executives valuable insights into performance and opportunities through its business intelligence platform.

Power Platform

We support clients in their drive to deliver innovative solutions that address day to day business challenges, giving end users the ability to develop solutions that increase productivity. Either with individual components or through a combination of Power Platform Services, we assist in enhancing existing, or developing new impactful business solutions.

Microsoft 365

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Dynamics 365 Immersion Experience

Service Description

This service is an integral element of our Business Transformation Programme. It supports the development of a Business Strategy by educating our clients on key concepts of the Microsoft Dynamics 365 platform.

We cover the key elements for the design, configuration, deployment, and management of a Dynamics 365 Implementation.

This can be delivered individually or form part of a Business Transformation Strategy

Features

- Collaboration workshop for solution scoping

- Business Process Review to formulate transformation strategy

- Licensing Insights

- Collaborative discussions around business challenges, future strategy, and potential benefits gained through adoption.

- Starting the process for technical and business stakeholder appetite for change.

Benefits

- Delivered by qualified and highly experienced, certified Dynamics 365 consultants

- Dynamics 365 Tech Education

- Details benefits of adopting modern Microsoft technology.

- Provide Insights into Agile Delivery Approach

- Fully immersive and interactive engagement across Teams.

Microsoft 365

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Dynamics 365 Implementation

Service Description

This service is an integral element of our Business Transformation Programme. Following detailed Business Process mapping we begin to Design, Deliver the Microsoft Dynamics 365 solution to meet our clients needs.

This service allows clients to begin to consolidate business systems and processes, enhance and improve the sales cycle, enhance engagements with your organisation and improve service delivery.

Features

- Increase revenue through insights and a collaborative sales engagement solution with D365 for Sales

- Develop personalised journeys across all engagements and improve relationships with D365 for Marketing

- Deliver onsite service to client sites with workflow automation, scheduling and mobility to mobilise workers when onsite fixing issues with D365 for Field Service

- Gain the visibility, collaboration, and agility required to deliver successful projects through D365 for Project Operations.

- Personalise the your customer experience and optimise agent productivity through D365 for Customer Service

- Create a Better workplace where employees and the business can success with D365 for HR

Benefits

- Seamless integration across the Microsoft Platform

- Delivered by Certified and experience D365 Consultants

- Agile Project Delivery

- Consultant Led UAT

- Tried and Tested Training and Support model.

Microsoft 365

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Dynamics 365 Support

Service Description

This service incorporates a managed service offering to support all components of the Microsoft Dynamics 365 Platform. Delivered by experienced and certified support personnel, the service includes proactive support & Incident management.

Features

- Delivers proactive monitoring and event management.

- Delivers Microsoft 365 tenant and subscription management.

- Provides support for all Dynamics 365 apps and supporting services.

- Delivers complete incident, Problem and Change Management service.

- Provides monthly service reviews and daily operational performance reports.

Benefits

- Delivered by Certified and experience D365 Consultants

- Seamless integration across the Microsoft Platform

- Agile Project Delivery

- Consultant Led UAT

- Tried and Tested Training and Support model

Microsoft 365

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Power Platform Immersion Experience

Service Description

This service is an integral element of our Business Transformation Programme.

This service supports the development of a wider Business Transformation Strategy or can be delivered in isolation to address a specific business challenge or need.

It is developed to support clients in improving, enhancing or developing new organisational services using the Microsoft Power Platform. This includes process automation, the development of impactful, innovative business applications or the creation of business insight with Power BI.

Features

- Overview of the Power Platform and associated services

- Collaboration workshop for solution scoping

- Business Process Review to formulate transformation strategy

- Licensing Insights gaining ROI for existing M365 Tenants

- Collaborative discussions around business challenges, future strategy, and potential benefits gained through adoption.

- How to gain technical and business stakeholder appetite for change.

- Power BI / Power Apps Training & Adoption

Benefits

- Delivered by qualified and highly experienced, certified Power Platform consultants

- Power Platform Tech Education

- Details benefits of adopting modern Microsoft technology.

- Provide Insights into Agile Delivery Approach

- Fully immersive and interactive engagement across Teams.

Microsoft 365

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Power Platform Implementation

Service Description

This service is an integral element of our Business Transformation Programme. Following detailed Business Process mapping we begin to Design, Deliver the Power Platform Solution to meet our clients needs.

We adopt best practice implementation processes to create and implement the business and technology strategies necessary for our clients to succeed with Microsoft Power Platform.

Features

- Delivery of enhanced and automated business processes through Microsoft Power Automate.

- Surface Business intelligence & insights into business performance through Power BI

- The Design and delivery of client specific applications with PowerApps.

- Build and deploy no-code Power Virtual Agent chatbots

Benefits

- Seamless integration across the Microsoft Platform

- Delivered by Certified and experience D365 Consultants

- Agile Project Delivery

- Consultant Led UAT

- Tried and Tested Training and Support model

Microsoft 365

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Power Platform Support

Service Description

This service incorporates a managed service offering to support all components of the Microsoft Power Platform. Delivered by experienced and certified support personnel, the service includes proactive support & Incident management.

Features

- Delivers proactive monitoring and event management.

- Delivers Microsoft 365 tenant and subscription management.

- Provides support for all Power Apps, Power Bi, Power Automate & Power Virtual Agents

- Delivers complete incident, Problem and Change Management service

Benefits

- Seamless integration across the Microsoft Platform

- Delivered by Certified and experience D365 Consultants

- Agile Project Delivery

- Consultant Led UAT

- Tried and Tested Training and Support model

Microsoft 365

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Microsoft License Management and Support

Service Description

This service is delivered by an experienced License Management team who can provide support for management, procurement, moves, additions and changes of licenses and subscription management for your organisation within the M365, D365 and Azure platforms.

This service allows the Partner to understand the current and future strategy and how to maximise the benefits of adopting Microsoft technologies with emphasis on Microsoft licencing, service & Feature adoption.

Features

- Discovery of Organisational Requirements

- Identify Microsoft Licensing cost savings.

- Identify Product and Support cost savings.

- Transparent Commercial Modelling

- Demonstrate ROI for Investment in Cloud Services

- Support the Development of the value in Cloud Adoption to support Business Case

Benefits

- Single point of contact for all License provisions

- Access to Tier 1 Premier Support for on-premise, Hybrid & Cloud support

- License optimisation

- Budgets Managed in Azure

Microsoft 365

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Your enterprise performance partner for Cloud, Collaboration, Data Centre Services and Sustainability

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