



For
technology
with added
oomph.

we're with you

GCloud 14 Framework (RM1557.14)



Technology can (and should) be more than a supporting, enabling, or protecting influence in your organisation. It can be truly transformational, and pivotal in creating a platform for your future success.



That's where
Waterstones can help.

By building our team and business on a shared set of values, our clients tell us they can feel the difference. They can see we all care (sometimes too much). They trust the breadth and depth of our knowledge. And they know that every piece of advice is driven by a passion for their organisation; not a profit for ours.

Here are the values we promise to bring to every single partnership:

Our values

We put **people first** in everything we do.

We embrace **collaboration**, diversity and inclusion.

We **empower** our people to develop and grow.

We create solutions through **innovation**.

We are upfront, **honest** and supportive.

We demonstrate **trust** at our very core.

We will never sacrifice **quality**. Ever.

We keep our **promises**.





All about you

We're proud to provide the technical and strategic expertise that shapes the success of diverse and varied organisations.

But we're equally proud to be considered a leading specialist in the Public Sector with a unique depth of understanding that empowers our clients to embrace new opportunities today, whilst preparing for tomorrow.





We blend technology with strategy, helping to free the future potential of brilliant people and brilliant organisations.

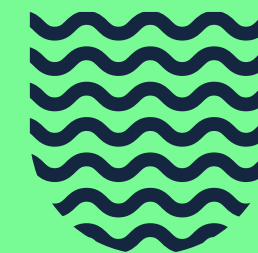
We've been doing it for almost three decades, forging long-term partnerships with ambitious organisations around the world.



Over 300
consultants
working globally



Leading specialists
in seven key sectors



Bringing three
decades of digital
expertise to your
business



Proven to provide
measurable benefits
that drive business
growth

Our services

Working with Waterstons doesn't just bring the benefit of our eight specialist teams, or their unique breadth and depth of technical knowledge. It brings a true partnership, providing seamless solutions as a single extension of your team. And a long-term commitment to helping you unlock the limitless potential of your organisation.



Advisory Services



Technology Consulting
Services



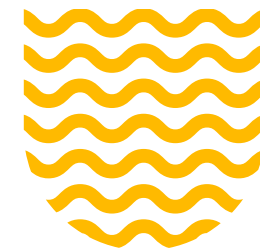
Cyber Resilience



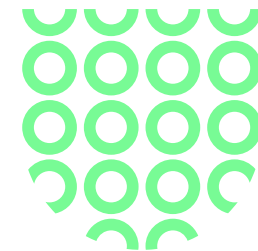
Digital Solutions



Managed IT Support
Services



Project Management



Mergers & Acquisitions



Data & Analytics



Managed IT Support services

The world of technology can move faster than the skills and qualifications of almost any in-house IT team. That's why our clients trust our specialist managed services team to supplement their own internal strengths and priorities.



Save time, money and resources

Improve your business operations and reduce your operating costs.



Work in partnership

Supplement your own internal strengths and priorities.



Add value to your operations

Improve, develop and grow your IT capabilities.



24hr global support

Providing a first class client intimate service all day, every day.



Customised solutions

Tailored to suit the challenges and needs of your business.



24/7 network operations centre

Ensuring your systems are ready to work whenever you are.





“The most refreshing part of the relationship is knowing we have a team behind us that we can have an open and honest conversation with and bounce ideas off. It feels like nothing is ever too much trouble for them.”

Jason Webster

Business Systems Manager, Cartrefi Conwy





Technology Consulting Services

Technology is ever-evolving, meaning there are always new ways to harness its almost unlimited potential.

We'll listen to you before shaping a tailor-made and harmonious technology environment.



Tailor-made technology solutions

Including: networking, cyber security, cloud technology, hardware and software development.



Business resilience

Adapt your business strategy to prepare for risk and uncertainty.



Increase business efficiency

Develop your IT infrastructure to meet evolving business needs.



Cloud solutions

Plan, build and manage the best Cloud solution for your business.



Build business value

Get more from existing technology and identify where to invest.



Futureproof your business

Formulate a robust and sustainable long term strategy.





“Working in partnership with Waterstons the technology solution implemented gives Enva the benefit of greatly reduced risk, better recoverability, and greater scaleability and flexibility as we continue to grow.”

Dan Bloor

Head of IT Service Delivery, ENVA





Cyber Security Consultancy

Cyber security isn't just a service, it's a cultural mindset. We work closely with your team to ensure cyber secure thinking is rooted in your business mindset.



Enhance your team's skills

We'll manage your cyber security and bridge the skills gaps that are difficult to acquire.



Third-party risk assessment

So you are fully protected throughout your supply chain.



Immediate response

24 hour CREST accredited Security Operation Centre (SOC).



External and internal auditing

Find out where best to invest your time and money.



Achieve certification

(ISO27001, NIST, DISP)
Qualify for bigger projects and opportunities.



Attack simulation training

Strengthen your best line of defence; your people.





“They don’t seem worried about protecting their own workload – there’s genuinely a passion to do great work, with a lot of openness and trust between us.”

IT Security Manager

Large International not-for-commercial-gain organisation





Data Analytics & Business Intelligence

We collect more data every day, but reporting tools alone are not enough to capitalise on the value it provides.

We help you become driven to improve decision making, deliver new services and enact change.



A bespoke and practical data strategy

Use your data to be at the forefront of digital disruption, giving you a competitive advantage.



Support your goals and objectives

Use cutting-edge big data solutions for real-time insights related to your goals and objectives.



Improve efficiency and reduce risk

Data-driven decision making to improve efficiency, reduce risk and help identify opportunities.



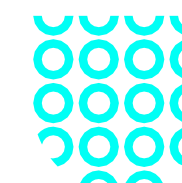
Develop your people and culture

Enable people to achieve more in their roles through training and empowering data advocates.



Save time and reduce costs

Automate your decision making using artificial intelligence, machine learning and computer vision.



Future-proof your business

Making informed decisions and anticipate and respond quickly to market changes.





“We really value the long-term relationship we have with Waterstons. Their people feel like a natural extension of our own team – they understand our challenges and what makes us tick as a business.”

Jon Lees

Head of IT, The Westmorland Family



THE WESTMORLAND FAMILY



Royston
diesel power





Bespoke Software Solutions

We develop and build unique software to accelerate your growth, increase efficiency and set you apart from your competitors.



Solutions tailored to your business

Customised, industry-standard tested systems to help solve operational issues and improve performance at every stage.



Future-proof your business

Scaleable solutions that can be adapted and developed in line with your changing needs.



Stay ahead of the competition

Streamline your processes to be more efficient, and access features and capabilities unique to your requirements.



Simple integration

Flexibility with custom software that's simpler, faster and more cost effective to integrate with existing systems.



Drive measurable value

Implement innovative bespoke software solutions that create measurable value.



Unrivalled support

Optional support and regular health checks, updates and monitoring mean your software will always deliver the results you need.





“The work Waterstons has done is enabling us to deliver an enhanced customer experience. It is providing us with valuable insights, which are helping us work with our maintenance partners to continually improve the services we deliver together.”

David Redpath

Director of IS, Home Group

Royston
diesel power

 **Manchester
Metropolitan
University**

PD **PORTS**

BDP.



Advisory Services

Whether you're preparing to scale, or looking to improve processes and unlock efficiencies, our team of business consultants provides a fresh perspective; helping you to see new opportunities and act on them effectively.



Thrive in evolving markets

Flexibility and agility to respond to changing markets through digital adjustments and transformation.



Respond to business and IT challenges

Identify, quantify and prioritise strategic and tactical initiatives to overcome challenges and drive maximum value.



Reduce costs and increase profits

Gain insight and analysis of your business, identify and manage costs, and establish the key drivers to enable growth.



Manage risk and uncertainty

Recognise, classify and evaluate business risks to help prepare and plan for the future.



Generate and scale business value

Develop intelligent workflows that create value through integrated, cost-effective processes and detailed tasks.



Develop your people and culture

Gain the knowledge and tools required to equip and empower your people to thrive.



“Waterstons’ expertise in business systems and as solution providers made the entire process systematic and measured. The process began with top level requirements and comprised a thorough interrogation of business needs, functionality and scalability.”

Andy Sheen

Chief Operating Officer, GI UK Medical





Project Management

Don't let a project surprise, delay or cost you more than you planned. Our project managers ensure that not only are the typical duties completed, they will go over and above to ensure the project meets or even exceeds its objectives.



Tailored project management

Set or re-define goals, outline unique needs and strategically manage project delivery.



Accelerate business growth

Plan and manage your critical business plans to help drive growth and gain competitive advantage.



Reduce costs and drive efficiencies

Identify and understand future challenges, potential project obstacles and resource constraints.



Improve cost management

Avoid overspending and ensure your costs are kept on track and within budget.



Achieve your corporate goals

Ensure your project and business objectives are clearly defined and delivered.



Programme management

Deliver complex programmes and transformation projects through a structured PMO driven process.





“Waterstons’ project manager effected a step-change in leadership, focus and engagement around the project, appropriately challenging our supplier, the project team and my leadership team to ensure proper allocation of resource and mitigation of risks.”

Mario Gualano
CEO, BBI Group





Client supported uptime

99.9%



Project hours

161,550

delivered in the last 12 months



Revenue through referrals

87%



Customer satisfaction

93%

Contact the Bid Team

The team is backed by the ideas and expertise of 300+ consultants, working from Waterstons offices in the UK and Australia. That means 24/7 support in cyber security, and much (much) more.

Office +44 345 094 0945

Email tender@waterstons.com





Durham

Waterstons Limited
Liddon Court
Aykley Heads
Durham, DH1 5TS

Office +44 345 094 0945

Service desk +44 345 094 0944

Email info@waterstons.com

Sydney

Waterstons Pty
4.03 6 Eden Park Drive
Macquarie Park
Sydney NSW, 2113

Office +61 2 9160 8430

Service desk +61 2 9160 8445

Email info@waterstons.com.au

London

Waterstons Limited
1 West Smithfield
4th floor
London, EC1A 9JU

Office +44 345 094 0945

Service desk +44 345 094 0944

Email info@waterstons.com

Glasgow

Waterstons Limited
134-138 West Regent Street

Glasgow, G2 2RQ

Office +44 345 094 0945

Service desk +44 345 094 0944

Email info@waterstons.com