



part of **acs group**



[acsitservices.co.uk](http://acsitservices.co.uk)

## / Who we are

Based in West Yorkshire, ACS are a 100+ strong team working with a broad range of customers across both public and private sectors. Providing business solutions since 2008, we are considered one of the UK's leading office and IT providers - growing consistently year-on-year.

## / Who we work with

Working with some of the biggest companies in the UK, we truly tailor our approach to each individual customer. We ensure your business needs are met by really getting to know your business and working in partnership with you to get everything just right.



## / Our impact

At ACS we believe in creating a positive impact – be that internally, environmentally or within our local community. From sourcing ethical products and improving our sustainability, to community volunteering initiatives and environmental roadshows. We even have a dedicated Impact Team that help drive ideas and initiatives throughout the business.

Alongside achieving our own environmental goals, we are also fully committed to helping our customers go greener and regularly hold environmental reviews to assess areas within the business that we can help.



Take a look at our Impact Report to find out how we aim to be a force for good.

## / ACS Support Services

Collectively our team have extensive experience in MSP, working across all verticals from Education to Recruitment, Charity to Government. Using this experience, we have put together services that meet business demands. These services are in place to take care of your IT needs.

As a customer-centric business, we understand that IT is a fundamental part of your organisation, and you entrust your IT partner with the smooth operation of this system. Our aim is to build on this trust and become an extension of your business.

## / Third Line Escalation Support and Discussions

Following a discussion with Chris Webb and Richard Mobberley from Partner, ACS are proposing a 3<sup>rd</sup> Line escalation support contract. This will allow Partner, to extend their IT capabilities with the technical support ACS can offer whilst working alongside the IT department for Partner,

ACS will become a business extension of the Partner organisation so that expected service levels are adhered to, ACS position themselves as Partner, IT department, working in a tactical and strategic manner. ACS will ensure that issues are assigned and investigated promptly within the agreed scope of service level agreements. Whilst investigating new technology advances, where they may be of a fit and working in partnership to deliver Partner, organisational objectives.

The ACS technical team are all UK based and employed by ACS, they are Microsoft Gold standard accredited along with various accreditations and commendations in Cyber Security, Cloud technologies, Project management and IT deployment.

ACS Technology Group, utilise the RMM (Remote management) tool installed on all user devices to accurately monitor and report on potential hardware and software issues so that they can be rectified proactively in some cases before the user is aware however at this stage Partner will not be taken up this service but can in the future.

A more traditional level of logging calls will be taken during the period of the service contract. These tickets can be logged directly through the helpdesk which will have a priority of speaking directly with third line contacts. ACS Technology Group will look to use the established helpdesk system to keep track of the time spent on the contract.

## / Strategic

ACS look to become not just a support partner for organisations but also a strategic one. As with most industries, communication is critical. Between both ACS and Partner, there will be ongoing discussions across the initial 12 months, these should consist of strategic planning elements, roadmap consultation and updates. Technological advances/best practices that can be presented to Partner, for possible adoption. This initially has started with our first weekly catch up 30mins.

Examples of this strategic approach has been demonstrated with the costing saving on the new licence deployment at Partner with transitioning from EA to CSP Microsoft agreement and as we learn and grow to understand Partner requirements we will be demonstrates more of these services.

## / Support Desk Service (call off)

ACS support desk engineers are on hand to speak with your end users. Our engineers understand that IT can be very frustrating and require a calming helping hand with their issues.

Support contract customers are assigned a pool of engineers in each banding so that names become familiar, and ways of working are recognised.

Traditional tiering of tickets is detailed below however this is a third line contract that enables Partner to speak directly to third line engineers.

Using tiering for the triage of support calls, different SLA's will be assigned to the priority of the issue. Users would log the calls through the Help desk.

The business-critical calls can be different for every client and while we carry out the onboard process of your business, we get to know your business and what services are critical to you. These will be identified within a Priority Matrix.

Please see an example of a Priority Matrix below – this would not be the Priority matrix for Partner this will be determined during the contract term in catch up calls

Priority	SLA	Explanation	Example Service
Priority 1	1 Hour Response	Main Line of business Application/ Service unavailable  Whole Site down	Emails Down Server Offline
Priority 2	4 Hour Response	Multiple Users experiencing slowdowns.	Additional CRM Systems faults
Priority 3	8 Hours Response	Individual outages	Unable to print (possibly not required due to current team)

## / Logging Queries

Logging queries is made easy – to make the experience as simple, quick, and smooth as possible we have the following contact methods:

Call: 01274 508641 direct option to speak to Engineering department

Email: [mitsupport@acsitservices.co.uk](mailto:mitsupport@acsitservices.co.uk)

Log directly on to the portal with Partner Login – shows all in progress, logged and closed tickets.

Your bespoke portal details will be sent across to you during the onboarding process along with a welcome pack to be distributed to users. This will include escalation points and senior engineer contacts, along with screenshotted step by step guides on how to log, track and respond to tickets within the system.

You will have access to your own individual partner portal, in this portal you will be able to

- Log your own tickets
- Co-Manage IT support estate
- View latest tickets and who they are assigned to
- SLA Stats on all your tickets
- Ability to run your own reports on tickets
- Assets and patch status of devices currently co-managed by ACS
- Force patches where required, outside of patch management hierarchy cycle.

### / Support Reporting

Each support ticket will be assigned an individual ticket reference which will be provided either directly to the end user or to your central contact dependant on the method requested.

Each month a Helpdesk Report will be generated and emailed directly to your central contact. This will detail how many calls have been logged, response time and time taken on each call. This will then be reviewed with our account management team and helpdesk lead. Identifying any trends that are required to be actioned. Examples of this can be failing equipment, training related issues etc...

### / Survey

Periodically end users will be invited to participate with surveys on how they feel the call was dealt with. This information will then be used to continually improve our services.

### / Proactive Monitoring / Patch Management / Reporting

With new security threats always developing, patching has never been more important. As a Support Services customer we will carry out the following procedures on your equipment covered by ACS.

- Proactive monitoring
- Patch Management
- Reporting

### / Proactive Monitoring

ACS Look to create a proactive approach to our support services. The following are key components of our monitoring service:



Key system functionality including  
Disk Space  
CPU Usage  
Memory Usage  
Backup status  
Anti-Virus Status

The above events are flagged as immediate alerts within our helpdesk system. ACS helpdesk engineers are made aware via a push alert and email when any of the above issues are flagged by the software. The error is investigated and remedied without end user intervention.

## / Patch Management

Please see below matrix for Patch management Schedule – please note critical patches are updated as they are made available – at a time that the flow of business allows. Remote and AI Patch management ensures that a business is not paying for “housekeeping” visits to run patching and ensures that systems are on the latest software and firmware. Addressing critical patches as soon as they are available is paramount and all part of the patch management service, leaving these even a week could prove detrimental in some cases.

Server (Physical or Virtual)	
Hardware Firmware	Biweekly
Hyper Visor Updates (licence required)	Monthly
Operating System updates	Weekly
Application updates *	Monthly
Security updates P1 **	Same Day
Backup	Daily
Test Restore of data	Monthly

\*Our services with 3<sup>rd</sup> party applications will only be updated by third party with our input

\*\*P1 Security updates will be done same day dependant on organising down time with client

Endpoint	
Operating System	Weekly
Antivirus	Weekly
Office Product's	Weekly
Antivirus Scanning	Weekly

Firewall if applicable	
Firmware	Monthly
Firewall Rule check	Monthly

Storage if applicable	
Firmware	Quarterly Review
Disk Failure	Live alert
Disk Failure Manual Check	Monthly

Wireless if applicable	
Firmware	Monthly

## / Reporting

**This service has not been taken up at this stage by Partner but can be discussed at a later date**

Each month you will receive a report stating which systems have been updated along with the current status of the managed equipment. This report may have technical terms and patch lists that you may not be aware of – we will be more than happy to take you through this to give you an understanding of what is happening with your network.

- Technical support
- SharePoint permission changes
- Management of escalation and support to Microsoft.
- Backup of Office 365 Active Mailboxes
- Productivity audit
- Security audit and remedial action communicated.

## / ACS Cloud Security Services

A summary of the services offered by ACS in cloud security solutions

### / Introduction

ACS is a leading provider of cloud security solutions that help organizations protect their data, applications, and infrastructure from cyber threats. ACS offers a comprehensive suite of services that cover the following areas:

- Technical support and maintenance of security solutions
- Security monitoring, threat hunting, and incident response
- Endpoint security services
- Gateway security services
- Network security services
- Cloud security services
- Application security services

This document summarizes the features and benefits of each service offered by ACS in cloud security solutions.

### / Technical Support and Maintenance of Security Solutions

ACS provides technical support and maintenance of security solutions that are deployed in the cloud or on-premises. ACS ensures that the security solutions are up to date, configured properly, and functioning optimally. ACS also provides troubleshooting, patching, and backup services for the security solutions. ACS technical support and maintenance of security solutions helps organizations:

- Reduce the risk of security breaches and downtime
- Improve the performance and reliability of security solutions
- Save time and resources on security management
- Access expert guidance and best practices on security issues

### / Security Monitoring, Threat Hunting and Incident Response

ACS provides security monitoring, threat hunting, and incident response services that help organizations detect, analyze, and respond to cyber threats in real time. ACS uses advanced tools and techniques to monitor the security posture of the cloud environment, hunt for malicious activities and indicators of compromise, and provide timely and effective incident response. ACS security monitoring, threat hunting, and incident response services help organizations:

- Enhance the visibility and awareness of the cloud security status
- Identify and mitigate cyber threats before they cause damage
- Reduce the impact and cost of security incidents
- Comply with regulatory and industry standards on security reporting



## / Endpoint Security Services

### Security Monitoring, Threat Hunting and Incident Response

ACS provides endpoint security services that help organizations protect their devices and data from cyber attacks. ACS deploys and manages endpoint security solutions that include antivirus, anti-malware, firewall, encryption, and device control. ACS also provides endpoint detection and response (EDR) solutions that enable continuous monitoring and analysis of endpoint activities and behaviors. ACS endpoint security services help organizations:

- Prevent and block malicious software and network attacks
- Encrypt and secure sensitive data on devices
- Control and manage device access and usage
- Detect and respond to endpoint anomalies and incidents

## / Gateway Security Services

ACS provides gateway security services that help organizations protect their network perimeter and internet traffic from cyber threats. ACS deploys and manages gateway security solutions that include web filtering, email security, web application firewall, and secure web gateway. ACS also provides cloud access security broker (CASB) solutions that enable visibility and control over cloud applications and data. ACS gateway security services help organizations:

- Filter and block malicious and unwanted web and email content
- Protect web applications and APIs from attacks and vulnerabilities
- Secure and optimize internet traffic and bandwidth
- Monitor and enforce policies on cloud application and data usage

## / Network Security Services

ACS provides network security services that help organizations protect their network infrastructure and data from cyber threats. ACS deploys and manages network security solutions that include firewall, intrusion prevention system (IPS), virtual private network (VPN), and network access control (NAC). ACS also provides network segmentation and isolation solutions that enable granular control and protection of network resources. ACS network security services help organizations:

- Defend and monitor network traffic and activities
- Prevent and mitigate network intrusions and attacks
- Secure and encrypt network communication and data
- Manage and restrict network access and privileges
-

## / Cloud Security Services

ACS provides cloud security services that help organizations protect their cloud environment and data from cyber threats. ACS deploys and manages cloud security solutions that include cloud firewall, cloud IPS, cloud VPN, and cloud NAC. ACS also provides cloud security posture management (CSPM) solutions that enable assessment and remediation of cloud security risks and misconfigurations. ACS cloud security services help organizations:

- Secure and monitor cloud traffic and activities
- Prevent and mitigate cloud intrusions and attacks
- Secure and encrypt cloud communication and data
- Manage and restrict cloud access and privileges
- Improve and maintain cloud security compliance and hygiene

## / Application Security Services

ACS provides application security services that help organizations protect their applications and data from cyber threats. ACS deploys and manages application security solutions that include application firewall, application security testing, application security monitoring, and application security response. ACS also provides application security development and training solutions that enable secure coding and best practices. ACS application security services help organizations:

- Protect and monitor application traffic and activities
- Prevent and mitigate application attacks and vulnerabilities
- Test and validate application security and functionality
- Respond and recover from application incidents and breaches
- Develop and train secure and quality applications

## / Conclusion of Security Services

ACS cloud security solutions provide a comprehensive suite of services that help organizations protect their data, applications, and infrastructure from cyber threats. ACS offers technical support and maintenance, security monitoring, threat hunting, and incident response, endpoint security, gateway security, network security, cloud security, and application security services. ACS cloud security solutions help organizations achieve the following benefits:

- Enhanced security posture and resilience
- Reduced security risks and costs
- Improved security performance and reliability
- Increased security compliance and governance
- Access to expert security guidance and best practices

## / ACS Microsoft 365 Cloud Services

ACS's Microsoft 365 Cloud Services License Migration & Support is a comprehensive service designed to facilitate a smooth transition to Microsoft 365 Cloud Services, ensuring that organizations can leverage the full potential of cloud computing with minimal disruption. Here's an expanded overview of the services included in the proposal:

### **License Migration and Management:**

- ACS will oversee the entire license migration process, ensuring a seamless transition of Microsoft 365 licenses.
- The service includes a thorough audit of the current environment and a strategic migration plan tailored to the organization's specific needs.

### **Technical and Professional Support:**

- ACS provides ongoing technical support, including productivity and security audits, as well as license review and optimization sessions.
- With extensive experience in managing 365 projects and migrations, ACS delivers professional services from initial scoping and auditing to post-migration support and knowledge transfer.

### **Cloud Adoption and Optimization:**

- ACS assists with cloud adoption, including migrations and deployments to Microsoft 365 and Azure, ensuring workloads are correctly specified prior to deployment for optimal performance and cost-efficiency.
- The service includes cloud backup and security measures to protect organizational data in the cloud environment.

### **Strategic Consultation and Engagement:**

- ACS takes a strategic approach to Microsoft license requirements, offering flexibility, stability, and additional support services.
- The partnership aims to provide a better return on investment by utilizing promotions and leveraging current on-premise server licenses and hybrid benefits.

### **Customer-Centric Approach:**

- ACS keeps organizations fully informed on the latest Microsoft communications and advancements, enabling effective utilization of the Microsoft portfolio.
- The service is instrumental in the operational delivery of IT functions within the organization, with a focus on enhancing IT infrastructure and capabilities.

#### Additional Services:

- ACS can also assist with managing, building, optimizing, and deploying Azure environments.
- Utilizing bespoke cost of ownership calculators and reporting measures, ACS ensures that organizations achieve a better return on investment.

This Service is designed to provide a holistic approach to Microsoft 365 Cloud Services migration and support, ensuring that organizations can navigate the complexities of cloud adoption with expert guidance and support from ACS

This service is not exclusive or limited to the above information

#### / ACS Connectivity Services

We offer various telecoms solutions to our partners that help you connect and expand. This might involve giving your staff a customized mobile plan or ensuring your broadband can handle your increasing business demands. This covers Leased lines Cloud VOIP Services Microsoft teams calling. All with our Managed Service.

1. **Fully Managed Endpoints:** ACS provides fully managed endpoints, including routers and firewalls, ensuring secure and optimized network performance.
2. **Remote Access:** Quick resolution capabilities through remote access, allowing for efficient troubleshooting and minimal downtime.
3. **SD-WAN Capabilities:** Advanced SD-WAN capabilities to enhance network agility, performance, and reliability.
4. **Dedicated Internet Bandwidth:** Scalable and reliable dedicated internet bandwidth to meet the growing demands of your business.
5. **Customized Connectivity:** A range of bandwidths and connectivity options tailored to suit the specific needs of your organization.
6. **Mobile Usage Monitoring:** Monthly monitoring and reporting of mobile usage and spend, providing insights for better resource allocation.
7. **Mobile Spend Analysis:** Detailed analysis of mobile spend and usage, both holistically and at the individual user level, to optimize cost-efficiency.
8. **Vendor Agnostic Connectivity:** High-performance connectivity service that is vendor agnostic, ensuring the best performance regardless of the provider.
9. **Multi-Skilled Teams:** Experienced and multi-skilled teams deliver efficiency and flexibility, enhancing service quality.
10. **Performance Improvement:** Proactive identification of ways to improve performance and reduce costs, contributing to the overall value of the service.

These features are designed to provide a comprehensive telecom solution that not only meets the current needs of your business but also scales to accommodate future growth and technological advancements.

#### Service Features:

- **Fully Managed Endpoints:** Including routers and firewalls, ensuring secure, optimized network performance.
- **Remote Access:** For quick resolutions, enabling efficient troubleshooting and minimal downtime.
- **SD-WAN Capabilities:** Enhancing network agility, performance, and reliability.
- **Dedicated Internet Bandwidth:** Scalable and reliable to meet business demands.
- **Customized Connectivity:** Tailored bandwidths and options to suit organizational needs.
- **Mobile Usage Monitoring:** Insightful monthly reporting on mobile usage and spend.
- **Mobile Spend Analysis:** Detailed analysis for cost-efficiency.
- **Vendor Agnostic Connectivity:** Ensuring best performance regardless of the provider.
- **Multi-Skilled Teams:** Delivering efficiency and flexibility in service quality.
- **Performance Improvement:** Identifying ways to improve performance and reduce costs.

#### Service Benefits:

- **UK Based Helpdesk:** Providing local, accessible support.
- **Best in Class Digital Infrastructure:** Ensuring a robust and modern digital environment.
- **Streamlined Costs:** Efficiently managing communications and expenses.
- **Flexible Connectivity and Resilience Options:** Adapting to business needs with resilience.
- **Quick and Dependable Delivery:** With strict SLAs for peace of mind.
- **Reduced Mobile Spending:** Optimizing mobile plans for cost savings.
- **Tailored Cloud Connectivity:** Custom delivery of cloud services for seamless integration.
- **Low Latency Connectivity:** For faster, more reliable connections.
- **Cost and Time Savings:** Streamlined communication for operational efficiency.
- **Improved Communication Efficiency:** Reducing costs and saving time through effective communication strategies.

These features and benefits showcase ACS's commitment to providing comprehensive telecom solutions that not only meet the current needs of businesses but also anticipate and adapt to future demands, ensuring seamless connectivity and communication.

This service is not limited to the above service description provided.

## / ACS Cloud Software & Services Licence Migration & Support

ACS offers a complete range of SAAS Cloud Services & Migration, Support and modernization with a seamless transition and reliable support. ACS is an expert in Licence audits, deployment, and training, and customizes Cloud based solutions to suit organisation's needs.

### **Service Features:**

- Migration and Deployment: Assistance with migrations, deployments, and cloud adoption
- Cloud Infrastructure Design: Management Building, optimizing, and deploying
- Co-Managed Support: Acting as an extension of client IT departments
- Robust Security: Data encryption, loss prevention, and compliance
- Technical Support: Standard technical support, productivity and security licence audits
- License Utilization: Review current usage within your environment
- Strategic Partnership: Quarterly strategic planning, roadmap consultation
- Support Desk: Providing support and proactive monitoring
- Cloud Backup and Security: Ensuring data safety and regulatory compliance.
- Disaster recovery service: Plan, backup, restore, ensure business continuity.

### **Service benefits**

- Enhanced Collaboration: Seamless integration with Current Product sets.
- Advanced Security: Multi-factor authentication robust protection
- Cost-Effective Licensing: Strategic license management for optimal utilization
- Disaster recovery planning
- Strategic Planning: Quarterly strategic planning and technological updates
- Strategic Engagement: ACS provides a strategic approach to license utilisation
- Proven, robust cloud migration methodology.
- UK-based, certified experts.
- Security-centric migration with data protection.



