Next2IT

Digital Transformation Experts

Manged Multi -Cloud

**G-Cloud
Prepared**

Introduction

Next2IT are delighted to provide the G-Cloud framework with our service definition document outlining our fully managed multi-cloud offering.

Next2IT is a digital transformation leader that works with your organisation to exploit technology to its maximum potential whilst keeping it relevant. Starting from the ground up Next2IT works as a technology partner that understands your business and its processes converting them into digitally enabled solutions.

Our engineers are versed in a wide range of skills focusing on the conversion of legacy products and services to next generation solutions. Next2IT have a great understanding on how to rearchitect existing solutions to provide better availability, minimal cost and maximum performance in the Cloud. We are also agnostic in our underlying Cloud infrastructure. Our focus is around designing Cloud optimised solutions that provide longevity, cost efficiency, maximum performance and availability. Our unique Next Generation approach uses an Agile project management methodology, highly skilled Cloud engineers, automation, infrastructure as code and in-depth knowledge on how best to utilise Cloud platform unique characteristics to their full potential. We cover the complete end to end IT life cycle from designing and implementing networks to application streaming.

While emerging tech and revamped processes are crucial, having the right partner is essential to any digital transformation. Next2IT are with you every step of the way.

Service Overview

Next2IT provides Public, Private and Hybrid Clouds in a Multi-Cloud platform that allows businesses to consume multiple Clouds as a service. Next2IT offers Public Cloud hosting in partnership with Amazon Web Services, Microsoft Azure, Google Cloud Platform and IBM Cloud, plus Private Cloud hosting from our UK data centre partners. Next2IT procures, configures and manages Cloud hosting landscapes tailoring our platform for our client's needs.

Next2IT delivers UK-based Cloud hosting services for public sector buyers in line with Government Digital Service standards and guidance. All of our support centres are based in the UK and provide 24x7x365 coverage.

Next2IT offers an independent perspective to help Buyers to adopt the right solutions for their needs. Next2ITs end-to-end Cloud discovery, design, migration, build, security, data protection and monitoring services allow buyers to make the transition to the Cloud with confidence and ease.

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More importantly our agnostic eco-system ensures that we can deploy the right solution for the business objective rather than only being able to provide solutions from another partner. More to the point we often save existing Cloud users significant costs by migrating to our fully managed platform.

Using the Next2IT cloud solution provides provisioning, management and support for Public, Hybrid and Private Cloud environments. Next2IT provides an advanced management portal, bringing visibility and control across multi-Cloud estates. Next2ITs advanced integration solutions allow uniform connection with buyers' ITSM functions and supporting IT services.

By engaging with Next2IT and building on the core support offering, you can create your own 'custom' managed service offering. We believe this offers organisations the most agility, allowing engagements even when the ultimate requirements are not clear. Next2IT engineers are experienced in helping you shape your cloud migration strategy and identifying future requirements.

Features & Benefits

Our core Managed multi-cloud service includes:

Features

- Security Operation Centre Services
- ITIL aligned service desk
- Access to web portal system for logging and tracking incidents and requests
- 24x7x365 support desk
- Incident and service request handling
- Consolidated and itemised monthly billing for all cloud services
- Consultancy services provided to upgrade and maintain environment
- Reduced professional service days
- Out of hours patching and security included
- Quarterly review meetings and advice regarding new Cloud services
- Comprehensive monitoring platform that covers the complete Cloud eco system
- Base level reporting includes monthly reports on service availability, service incidents, windows and security updates and best practices.

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![Next2IT logo]

Additional Next2Services available include but are not limited to; Migration projects, Cloud integration, Cloud hybrid solutions, Cloud backup, Cloud disaster recovery, architecture and strategy, security and cost optimisation.

Benefits

- Cloud services are billed on a monthly basis
- No minimum service contract length options
- Access to highly experienced Cloud engineers
- Allows you to focus on your core priorities and business whilst we manage your Clouds
- Simple, transparent and consolidated billing
- Watering and feeding included – Out of hours patching, updates, maintenance etc
- Comprehensive reporting and analytics to evaluate usage and run efficiently within the cloud
- Upskilling your staff as we extend your businesses IT team and share our knowledge and findings relating to security and best practice
- Confidence that system implemented are 'best in bread' due to our agnostic approach
- Highly automated deployments ensuring consistency, repeatability and minimising system issues
- Ability to provide end to end express routes

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Service Description

The Next2IT managed multi-cloud service allows businesses to consume Cloud services and technology from the vast suite provided from Cloud providers.

Service providers service catalogues can be found here:

Provider	Catalogue
Azure	https://azure.microsoft.com/en-gb/services/
AWS	https://aws.amazon.com/products/
Google Cloud	https://cloud.google.com/products
IBM Cloud	https://www.ibm.com/uk-en/services/cloud
Alibaba Cloud	https://www.alibabacloud.com/product

Core Service Offering

The Managed Multi-Cloud service primarily provides support for the compute, storage, database, networking, security and identity management features of Multiple cloud providers.

Monitoring & Remediation

Our monitoring platform and service desk will monitor the following aspects of your environment and remediate where required.

- Infrastructure Performance
- Security Threats
- Cost fluctuations

Alerts will be provided via email, SMS and in the event of a serious incident contact will be made via an agreed direct method. Runbooks can also be defined to provide standardised responses to alerts.

UK Service Desk

Our service desk engineers will be available 24x7x365 to provide support for your multicloud platform. We will also provide a web portal for incident logging and tracking.

Tech Lead

Each account will have an assigned tech lead that lead all technical aspects of your Cloud platform and alignment of the technical direction.

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Service Reporting

Monthly reporting is provided giving in-depth information into the following areas:

- Security
- Patching & Maintenance
- Support
- Compliance and optimisation
- Economics optimisation
- Service availability

Billing

We work with your business to understand how it operates and with this knowledge we design bills that make sense. Our bills break down based on cost code, service, and much more.

Service Management

Next2IT is a service management ordinated business and our goal is to exceed the expectation of our clients. Next2IT operations are aligned with ITIL.

Support

Our support team are fanatical about customer experiences and we wish to exceed our client's expectations. Our support desk provides our central point of contact for service related queries. Support is provided 24x7x365 for priority one and two tickets, all other tickets will be processed during our normal operational hours. Our operational hours are Monday to Friday between the hours of 08:00 – 18:00, excluding public holidays. **Incident Management**

The table below indicates our standard SLAs:

Incident Type	Description	Core Response Times (8:00 – 18:00)	Enhanced Response Times (24x7x365)
Priority One	Service component failed or severely impaired resulting in serious business-wide impact or multiple users/services impacted. Needs immediate attention.	30 Minutes	30 Minutes
Priority Two	Service component impaired resulting in some loss of functionality, or loss of access to a single or subset of users, but work can reasonably continue in an impaired manner.	60 Minutes	
Priority Three	Incident with minor or no direct impediments on the customer's business and/or is not time sensitive.	120 Minutes	
Change Request	Requests to make changes to infrastructure within change request process.	1 Working Day	

Next2IT

Our Services

Next2IT sets out to redefine the way businesses capitalise on IT services. We are a technology success partner and our goal is simple, provide the very best managed services, so you can focus on what your business does best.

Managed Services

Professional Services

Digital Transformation

Productivity

Cloud Services

Support

Backups

Managed Services

Imagine several months passing without having to worry about an IT-related issue. No hassles over software updates or integration, no frustration around downtime and no lost sleep over a security breach. You're away from the office, feeling confident that your company's complete IT infrastructure is being fully taken care of.

Our managed services are tailored, designed to meet the needs of your organisation and exceed your expectations. Next2IT can provide truly end to end solutions, ensuring we have you covered.

We cover Cloud, Networking, Virtualisation, Co-Location and Telephony as fully managed services.

We meet all of your IT needs and increase your team's efficiency and productivity.

SOLUTIONS

COMPREHENSIVE IT SERVICES INCLUDE

Network
Cloud services are network dependent, which is why Next2IT's network management and monitoring services have become critical to IT.

Service desk
Next2IT's 24/7 support is about maximising service efficiency, resolving problems and driving continuous service improvement.

Infrastructure
Next2IT ensures your IT infrastructure is always optimised to support the stable and highly available services organisations demand.

Endpoint management
Client and server endpoints are managed as one estate, ensuring security and stability while maximising uptime and employee productivity.

Applications
Next2IT supports software as well as on-premise deployments, ensuring applications are always optimised for the best possible user experience.

Managed services plus
Next2IT provides advanced management tools to clients who want to take their IT service management to a higher level.

- **Control IT Costs** - You can scale your IT costs according to your requirements and only pay for what you need. Whether that be increasing or decreasing staff.

- **Trusted IT advisor** - Through regular account management meetings your managed IT service company will be able to oversee your overall IT roadmap and become your trusted advisor.

- **Increased efficiency** - You'll have your IT needs outsourced to a team of IT experts, and during times where you need additional project support, your managed IT provider supplies the extra staff.

- **Small initial investment** - Managed IT services help you offset the initial investment of technology costs. Rather than spending thousands of pounds on hardware and software upfront.

- **Economy of scale** - As your business grows its support structure needs to grow too. When you use a managed IT service you can scale your business up or down with nothing more than a simple discussion.
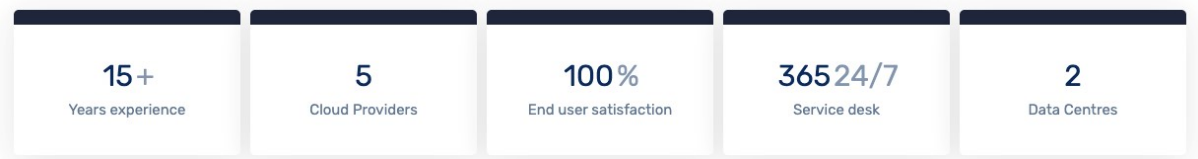
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15+	**5**	**100%**	**365 24/7**	**2**
Years experience	Cloud Providers	End user satisfaction	Service desk	Data Centres

Professional Services

The possibilities are endless when you partner with a technology success partner that has a wealth of experience across a broad range of technical disciplines. Next2IT has capabilities to provide technical, logistical and management services to deliver your IT projects on time and on budget.

Next2IT can also support existing implementation or projects that are already in-flight and require expert guidance to ensure a successful delivery.

Our professional services are tailored to help your organisation operate more efficiently and to ensure a greater ROI. By customising the solutions and services to fits the needs of your business we can ensure that we exceed your businesses objectives and goals.

We tailor products and services to help your organisation operate more efficiently for greater ROI – plus, we make sure they're customised to fit your business goals and objectives. We also deliver a wide range of expertise across hardware and software solutions, customer services and procurement and logistics. We'll share the operational

Network
Next2IT are able to design, implement and support networks of any size. Our engineers are well experienced in traditional and next generation software defined networking.

Cloud
Next2IT cover all aspects of Cloud, from fault remediation to professional consultancy. We support Microsoft Azure, Amazon Web Services, IBM Cloud & Google Cloud.

Infrastructure
Providing services across a broad range of Infrastructure. From area offices to data centres, virtualisation to serverless. Find out how we can maximise your up time and improve your end users experience.

Servers
Next2IT has engineers with deep understanding of Windows, Linux & Unix. Our competencies exceed more than just the operating system, having capabilities to deploy all aspects of the Microsoft & Linux stack.

Applications
Next2IT supports software as well as on-premise deployments, providing deployment, remediation and consultancy including but not limited to Microsoft Active Directory, Direct Connect, ADFS, SQL and much more!

Review
Next2IT provide reviews that carefully analyse an infrastructure landscape to identify risks and make recommendations in line with industry best practises. Reviews are conducted by our industry experts in virtualisation, infrastructure, storage, networking and security to provide a clear understanding of your current infrastructure platform.

Microsoft Suite - Our engineering team are experts in the complete Microsoft suite, from servers to workstations. If you are looking to complete a project and require anything from technical consultancy to engineers on the ground Next2IT have you covered.

Open Source Solutions - Our engineers are able to cover a wide portfolio of open source solutions. If you are looking to complete a project that requires engineering capabilities within the Linux landscape Next2IT can provide dedicated resource, with experience deploying large Linux estate we can support you ever step of the way.

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Cloud Solutions - Next2IT's focus is digital transformation and our engineering capabilities in the cloud landscape make us the perfect fit to provide professional services within this landscape, from a lift and shift to re-architecting cloud technology to exploit maximum value, Next2IT can assist.

Databases and Applications - Next2IT can provide technical capabilities including but not limited to, Microsoft SQL, MySQL, Postgres and a range of applications.

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Digital Transformation

In its rawest form digital transformation is the act of using fast and frequently changing technology to solve business challenges. The problem is in an ever-changing landscape how do you stay ahead of the curve and keep the technology relevant?

Next2IT is a digital transformation leader that works with your organisation to exploit technology to its maximum potential whilst keeping it relevant. Starting from the ground up Next2IT works as a technology partner that understands your business and its processes, converting them into digitally enabled solutions.

Next2IT's engineering teamwork using DevOps methodology. Our engineers are versed in a wide range of skills focusing on the conversion of legacy products and services to next generation solutions.

While emerging tech and revamped processes are crucial, having the right partner is essential to any digital transformation.

SOLUTIONS

COMPREHENSIVE IT SERVICES INCLUDE

Lift and Shift
Next2IT provide the ability to pick up your existing infrastructure and migrate it to the cloud. We then work with your organisation to rebuild your infrastructure to fully utilise cloud technology.

Solution Architects
Next2IT's design, implement and support digital transformation. Our solutions architects will design your applications and services with a balanced mix of technical and business skills ensuring a successful outcomes.

Infrastructure as code
Ensure your systems work perfectly from development, testing to live. Next2IT supports your IT department converting traditional infrastructure to code. Enabling rapid scalability and predicable results.

Server management
Client and server endpoints are managed as one estate, ensuring security and stability while maximising uptime and employee productivity.

Applications
Next2IT supports software as well as on-premise deployments, ensuring applications are always optimised for the best possible user experience.

Managed services plus
Next2IT provides advanced management tools to clients who want to take their IT service management to a higher level.

Efficiency - Move to a truly scalable platform that charges for only what you use. Our engineers will further enhance this, writing code to shutdown services whilst they are not in use.

Collaboration - Increase your employee's collaboration as employees will be able to openly communicate between departments and between business functions. Allow users to work seamlessly on the same document, whilst communicating with voice and video from any location.

Faster Development - Shorten your development times for products and services allowing your origination a faster time to market.

Big Data - Take advantage of unprecedented levels of data mining that can provide key performance indicators though digital dashboards, allowing management to change existing processes, products, services and even business models in record time in order to take advantage of newly recognised opportunities.

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Improve Security - Streamlined infrastructure that is tested before deployment ensuring your security risks are reduced.

Productivity

Imagine empowering your teams to work productively from any location and using whatever device works best for them. In this digital age the solution to this is cloud enabled productivity packages. Microsoft and Google are the current leaders in this space however selecting a package that provides what you require is somewhat complex.

Next2IT is a CSP (Cloud Solution Provider) enabling our clients to purchase these services directly from us. Our packages are tailored to the requirements of your organisation and allow you to achieve maximum value. Going further all our packages are fully backed by our UK support centre, ensuring your workforce is supported every step of the way.

Cloud productivity has moved much further than your standard document editing packages and now feature a plethora of remote co-location services. This allows video and voice calling whilst enabling screening sharing. This empowering technology allows your workforce to work together regardless of location.

Our productivity services go further and allow you to port your telephony into our cloud enabled productivity suite, enabling your end users to make phone calls from any location and even host enterprise grade conferencing.

Control Costs - You can scale your costs according to your requirements and only pay for what you need. Whether that be increasing or decreasing staff.

Work Anywhere - One of the main benefits of cloud productivity suites is the capability to work from anywhere.

Easy Collaboration - Do you have teams that need to work together on documents, tasks or even presentations? Then you'll find the collaborations features of our suites super beneficial.

Always Updated - You no longer have to update your productivity packages, our cloud enabled solutions mean that your devices are always updated version at no additional charge.

Reduce Capital Expenditure - All of our productivity offerings are subscription-based services, this means that you pay on an annual or monthly fee per user.

Cloud

Our cloud strategy completely changes the way our clients consume cloud services. We specialise in moving your infrastructure and services to the cloud but re-architecting the solutions and services to exploit the advantages of cloud computing to the maximum. Ensuring high availability, cost saving and access to the very best technology.

Next2IT is agnostic on the cloud providers it partners with. This allows us to design solutions that fully suit the requirements of our clients. Our solutions also often span multiple cloud providers using our multi-cloud architecture. This removes single points of failure and provides availability that is unrivalled.

SOLUTIONS

COMPREHENSIVE CLOUD SERVICES INCLUDE

Network

Fully redesigned SD-WAN and SDN (software defined networks) to take advantage of the cloud and more importantly offer enterprise grade services at a more cost effective price.

Service desk

Next2IT's 24/7 support is about maximising service efficiency, resolving problems and driving continuous service improvement.

Multi-Cloud

Our solutions are designed bespoke to our clients using our Multi-Cloud architecture. This enables you to take advantage of Azure, Google Cloud, AWS, IBM Cloud and more!

Infrastructure As Code

Our usage of infrastructure as code enables rapid deployment and the ability to ensure that we can replicate our high quality with the same results every time.

DevOps

Next2IT supports software development and can become an extension of your IT team. Next2IT can design, implement and support DevOps practices, our goal is to shorten the systems development life cycle and provide continuous delivery with high software quality.

Trusted Advisor

Next2IT ensures that you are utilising the benefits of your cloud solutions. We provide a continuous review of your estates to improve the solutions deployed and reduce costs.

Moreover, Next2IT has capabilities to deliver the complete Microsoft and Google cloud productivity suite, Office 365 & G-Suite. We also have a team of highly skilled engineers that remove the complexity of migrating to these services.

Control IT Costs - Our solutions mean that we bill for your complete cloud solution. As a result, you can scale your IT costs according to your requirements and only pay for what you use.

Bills that make sense - We work with your business to understand how it operates and with this knowledge we design bills that make sense. Our bills break down based on cost code, service, and much more.

Agnostic - Our agnostic approach to cloud means we can provide multi-cloud services and have access to all the cloud vendors. Moreover, it means that our solutions are designed using the right technology rather than shoehorned into a compatible provider.

Small initial investment - Managed IT services help you offset the initial investment of technology costs. Rather than spending thousands of pounds on hardware and software upfront.

Economy of scale - As your business grows, its support structure needs to grow, too. When you use a managed IT service you can scale your business up or down with nothing more than a simple discussion.

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Support

Imagine several months passing without having to worry about an IT-related issue. No hassles over software updates or integration, no frustration around downtime and no lost sleep over a security breach. You're away from the office, feeling confident that your company's complete IT infrastructure is being fully taken care of.

The long and short of it: Our managed IT services give you the best value for the money. It proactively provides seamless technology integration, updated systems and expert technical support at all times—not just when something breaks.

It meets all of your IT needs, plus increases your team's efficiency and productivity.

Our next generation support also includes our advanced support agent, allowing our support operation centre to monitor the health of your devices. Next2IT can predict hardware failure before it happens, moreover our support agent means we can jump on and help your end users remotely from anywhere!

Control IT Costs - You can scale your IT costs according to your requirements and only pay for what you need. Whether that be increasing or decreasing staff.

Trusted IT advisor - Through regular account management meetings your managed IT service company will be able to oversee your overall IT roadmap and become your trusted advisor.

Increased efficiency - You'll have your IT needs outsourced to a team of IT experts, and during times where you need additional project support, your managed IT provider supplies the extra staff.

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Backups

Imagine several months passing without backups, only to find a server or laptop fails. The results can be catastrophic, the cost of losing mission critical data can leave a business unable to trade.

Traditional backups put the onus on the organisation to test and ensure their backups are working correctly. This often is overlooked with more pressing issues, but the results are just as disastrous as having no backups at all.

Next2IT offers a completely managed backup solution that can ensure your business data is safe no matter where it's stored. We can even backup from cloud providers like Office 365 or G-Suite, if your servers are in the cloud, we can protect this data too! We can even ensure that end users devices like laptops or desktops are fully backed up and ready for recovery in the event of failure.

SOLUTIONS

COMPREHENSIVE BACKUP
SERVICES INCLUDE

Cloud
Our backup solutions can connect to AWS, Azure, Google Cloud and IBM Cloud. The solution works both ways allowing our clients to either backup from or to the cloud.

Productivity Suites
Using Office 365 or G-Suite? No worries our backup solution can connect directly to either and allow you to ensure you have backups, addressing compliance issues, but more importantly protecting your businesses vital data.

End User Devices
Users are always reminded to backup but this advise is often ignored. Our backup solutions ensure all your users devices are protected and ready for recovery be that a file or entire device.

Replication
Need to ensure you have a hot standby of your critical system ready within a moments notice? Our backups solutions allow realtime replication between cloud vendors, productivity suites and data centres.

Device Config
Are you backing up your Firewall's, Switches and other network devices? This is commonly over looked, but if they fail it makes replacing and getting your system back online really difficult. Having a fully managed device config backup means that when failure strikes you are prepared.

Recovery Specialists
If the time ever comes to recover from data lose or corruption our managed services include recovery specialists to help bring your systems back online.

Our solutions run in the background and ensure no impact to your end users, furthermore we provide reports that can be used to evidence your data protection for a number of accreditations.

In the event you need to restore, we provide recovery experts that will ensure you're back online in the shortest possible time.

Control Backup Costs - You can scale your IT costs according to your requirements and only pay for what you need. Whether that be increasing or decreasing staff.

24×7 365 Recovery - The most critical data loss requires immediate recovery. Our engineers are available 24×7 365 to ensure we recover your data when you need it most.

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Improve your Cyber Security - Our secure backups ensure that if your organisation is attacked by cyber criminals with methods like ransomware that you can restore and recover quickly.

Fully Encrypted - Our backups use advanced encryption algorithms to ensure backups of your data are safe and can only be recovered by authorised personnel.

Compliance and Legal Requirements - Our solutions enable you to achieve compliance and legislation requirements. We also provide supporting evidence to support any governance your business requires.

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About Us

Next2IT has been built on the following four pillars. See how we can enhance your technical capabilities, improve your end users experience and provide solutions to increase your businesses productivity.

Customer Centric

Building on our customer excellence we put our customers at the heart of everything we do. We achieve this by focusing on building long term relationships and understanding the inner workings of their business.

Next Generation

Our technology is cutting edge, Our Next Generation approach to solving solutions means you can be confident our solutions are designed with the future in mind. Are you ready to see what we can do for you?

Agile Approach

Our methodology begins with our customers describing how their IT services should be used and what problems they are looking to solve. Continuous collaboration is key, and we ensure we are with you ever step of the way.

Continuous Improvement

In a world where the apps on your phone get updated as you sleep, why doesn't your technology do the same? At Next2IT we keep current and ensure the services we offer our clients are continuously improved.

Next2IT was founded by Deklan van de Laarschot. Deklan built the business with the aim of providing next generation IT services. Deklan's track record before founding Next2IT included a number of mergers and acquisitions in the software development and managed IT services industry.

With a wealth of experience and great visibility into what good looks like, Next2IT was formed.

We are on a mission to exceed your expectations and form a long-term beneficial partnership.

WHY CHOOSE US

6 REASONS TO PARTNER WITH NEXT2IT

Quick response

Our services include agents that allow us to help your users instantly, no confusing things to install. Just remote support instantly when you require it.

Experienced

With engineers covering on premises infrastructure, cloud and much more we have you covered, no matter the size of scale. We have experts in Windows, Linux, Networking, DevOps and much much more!

No geek speak

You deserve to have your questions answered in plain English. Our engineers will clearly explain what is happening so you understand, without a bunch of technical jargon!

Business savvy

We design and support your business, helping buyers understand the business benefit and build business cases for technology.

One Stop Shop

We handle all aspects of your IT infrastructure including hardware, software management and any other related technology needs.

100% Satisfaction Guarantee

We want you to be completely satisfied with our services. We will do whatever it takes to make you happy. No hassles, no problems.

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