New Scaler
G-Cloud 14
Service Definition Document

New Scaler Limited
Registered in England and Wales
Company number: 08187585

New Scaler Services: Overview

New Scaler has the knowledge, skills, expertise, & scale to provide consulting services that are of a high quality at prices that are reasonable. Whether you need assistance designing your future technology roadmap, need assistance driving forward your new services, technologies, & processes in the middle of a project, or need assistance empowering users to work & differ significantly, New Scaler can help.

Our Team
Our team has extensive public sector experience & a demonstrated track record of pushing the limits of technology & supporting new working practices & service delivery models in order to make things operate more smoothly for our customers.

Ordering Process
New Scaler provides both project-based & ad hoc services. During the pre-sales phase, we interact with clients to determine their requirements, intended objectives, & commercial advantages. Then, we design & agree upon the services that will be detailed in a Statement of Work (SoW). Prior to issuing a Purchase Order to cover the cost of the service, the client must accept & sign the Statement of Work together with the specified invoicing schedule. We immediately mobilise resources for the project after receiving them.

On-boarding
For all engagements, New Scaler employs a standardised onboarding & mobilisation procedure. Typically, project kickoff meetings are held with the client's stakeholders, the project sponsor, & any other relevant parties to confirm project scope, the primary activities & outcomes, & the resources/inputs required for a successful project. The agreed-upon follow-up activities are then organised & executed.

Security & Information Assurance
Any classification of service can be accommodated by our contracts. Our personnel hold a variety of National Security Vetting (NSV) levels & are able to work with information at all levels of the Government Security Classification (GSC) scheme.

Skills & Knowledge Transfer
A key component of our G-Cloud services for all Public Sector clients is ensuring that our customers' employees are equipped with the necessary skills & expertise. With our consultants & engineers, we have extensive experience in giving training that is tailored to the specific needs of everyone to guarantee that the training is both successful as well as consistent.

Service Management
The team at New Scaler has extensive knowledge of service management & toolkits for a wide range of platforms. We work closely with each customer to implement the most appropriate set of technologies, including Kaseya BMS, Azure & Microsoft 365 native monitoring, & third-party Service Management solutions.

Pricing
Pricing available on request.

Off-boarding
It is our responsibility to make sure that all agreed deliverables have been delivered & acknowledged by the client, as well as completing any necessary skills transfer. When the engagement is over, we delete all client data in accordance with the information classification level-specific deletion policy.

New Scaler Range of Services

Technologies										
Microsoft 365					Azure					
Microsoft 365	Microsoft Teams	SharePoint	Enterprise Mobility + Security	Intune	IaaS	PaaS	Data BI	Enterprise Landing Zone	Data Mesh
Autopilot	Voice	App Modernisation	Windows 10/11 Deployment	Information Architecture	DRaaS	Azure Lighthouse	Artificial Intelligence	Machine Learding	Azure Firewall
Mailbox Migration	Identity	Azure ATP	Tenant Design		Azure Policies	Azure Governanc		Azure Virtual Desktop	Azure Purview

Consulting Services									
Technical Consulting					Change Management		Business Consulting		Governance and Security
Hybrid Cloud Assessment	M365 Readiness Assessment	Azure Migration	M365 Design and Deployment	Network Assessment	User Research & Analysis	User Adoption	Road Mapping	Business Case	Pen Testing
Cyber Security	Core Productivity Service	Identity and Access Management	Go Paperless	Desktop-as-a-service	Change Management	Training	Interim CIO	Microsoft Licensing	GRC Consulting

New Scaler Cloud Platform Services

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Assessments

Cloud Readiness Assessment
Cloud Adoption Framework Review
Cloud Journey Tracker
DevOps Capability Assessment
Well Architectured Framework (WAR)
Landing Zone Review

Solutions

Cloud Transformation & Migration Service
Cloud Strategy & Architecture Design
Azure Virtual Desktop Deployment
DevOps Architecture
Landing Zone Design & Deployment
Cloud Resource & Cost Optimisation
Managed Azure Cloud
Multi-Cloud Environment
Cloud Interoperability (InterOp) Services
Secure Cloud Networking
Azure Monitoring
Cloud Storage
Secure Cloud Print Solutions

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Platform : Assessments

Cloud Readiness Assessment

Service Overview

Thinking to Migrate to the cloud? Take the critical first step for your organization to assess the preparedness of people, process & technology to go-live. Cloud readiness assessment, also known as the Strategic Migration Assessment & Readiness Tool (SMART), evaluates your organization's ability to migrate its IT infrastructure, applications, & data to the cloud. Identify potential issues that could impact the success of your cloud migration, with a list of actionable recommendations to mitigate these risks. It provides valuable insights into the organization's IT infrastructure and helps ensure a successful cloud migration.

Key Focus Area

- Workload Analysis: Evaluate the existing workloads & applications to determine their suitability for migration to the cloud.
- Infrastructure Assessment: Assess the organization's current infrastructure & architecture to identify potential migration challenges & opportunities for optimization.
- Application Assessment: Evaluate the compatibility & dependencies of applications for migration, considering application architecture, data dependencies, & integration requirements.
- Data Assessment: Analyse the organization's data landscape to identify data migration requirements, data storage options, & data governance considerations.
- Security and Compliance: Assess the organization's security and compliance posture to ensure a secure & compliant migration to the cloud.

Deliverables

- Cloud migration strategy roadmap outlining the steps required to migrate workloads to Azure.
- Detailed migration plan with prioritized workloads, estimated costs, and migration timelines.
- Best practices guidance for leveraging Azure services and tools to support a successful migration.
- Risk mitigation plan addressing security, compliance, and operational concerns.

Assessment Stage

On-Premise • Cloud Adoption • In-Transition • In-Cloud

People • Process • Technology
Documentation • Tools • Best practices • Templates

Whether you are planning to migrate a single workload or embarking on a large-scale cloud migration initiative, SMART will guide you in making informed decisions, optimizing your migration strategy, and achieving a successful cloud transformation.

Cloud Adoption Framework Review

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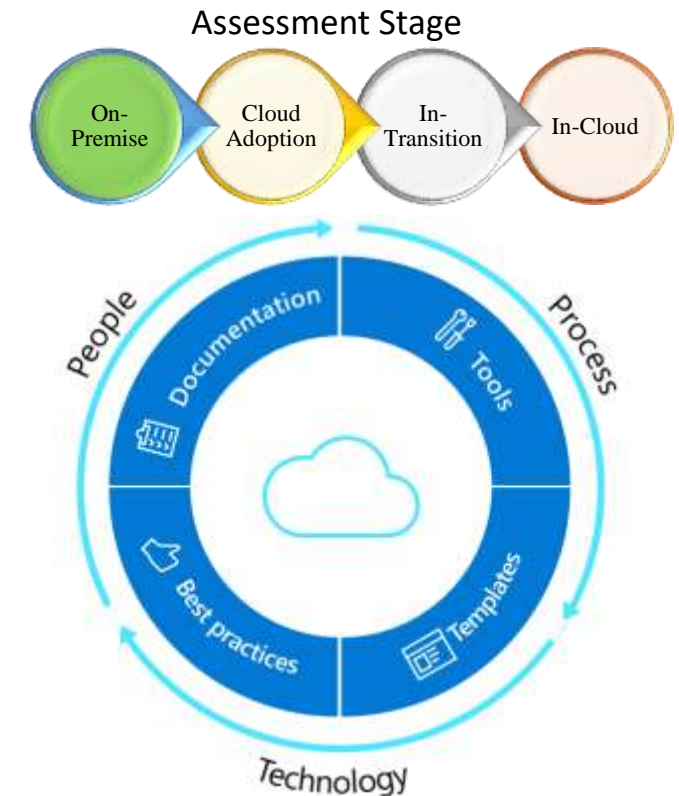
Service Overview

The Cloud Adoption Framework Review is a comprehensive assessment offering designed to evaluate and optimize an organization's cloud adoption strategy and implementation based on Microsoft's Cloud Adoption Framework (CAF). This assessment focuses on aligning cloud adoption practices with industry best practices and leveraging Microsoft Azure cloud services to maximize business outcomes.

Key Focus Area

- Assess the organization's *cloud strategy* and *alignment* with business goals, identifying areas for optimization and refinement.
- Evaluate the effectiveness of *governance* practices and *security controls* within the cloud environment, leveraging tools such as Microsoft Azure Policy, Security Centre, & Sentinel.
- Review the cloud *architecture and design principles*, ensuring scalability, reliability, & performance.
- Assess the organization's approach to *migrating and modernizing* applications and workloads.
- Evaluate the *cloud operations and cost management practices*.

Benefits

- Alignment of cloud adoption strategy with business objectives, maximizing return on investment.
- Enhanced governance & security practices to ensure compliance & mitigate risks.
- Optimized cloud architecture for scalability, reliability, and performance.
- Improved cloud operations and cost management to optimize resource utilization and minimize costs.
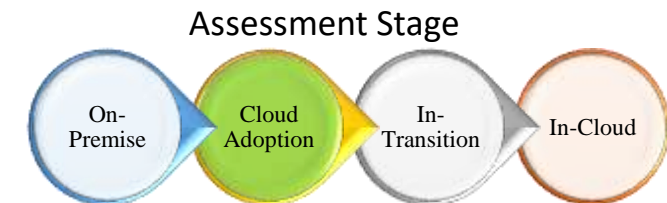
Utilising industry best practices & tools to conduct the Cloud Adoption Framework Review, we provide valuable insights & recommendations tailored to your organization's needs. Whether you are starting your cloud adoption journey or looking to optimize your existing cloud environment, the Cloud Adoption Framework Review will help you align with industry best practices and achieve successful outcomes.

Cloud Journey Tracker

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Service Overview

Migration in-progress? Cloud Journey Tracker is the tool to enable your organization to track cloud migration progress and monitor the ongoing performance of your cloud environment. The Cloud Journey Tracker offers directions and detects whether an organization has adopted a holistic approach to their digital transformation, encompassing decisions related to business, people, and technology, along with the expected outcomes.
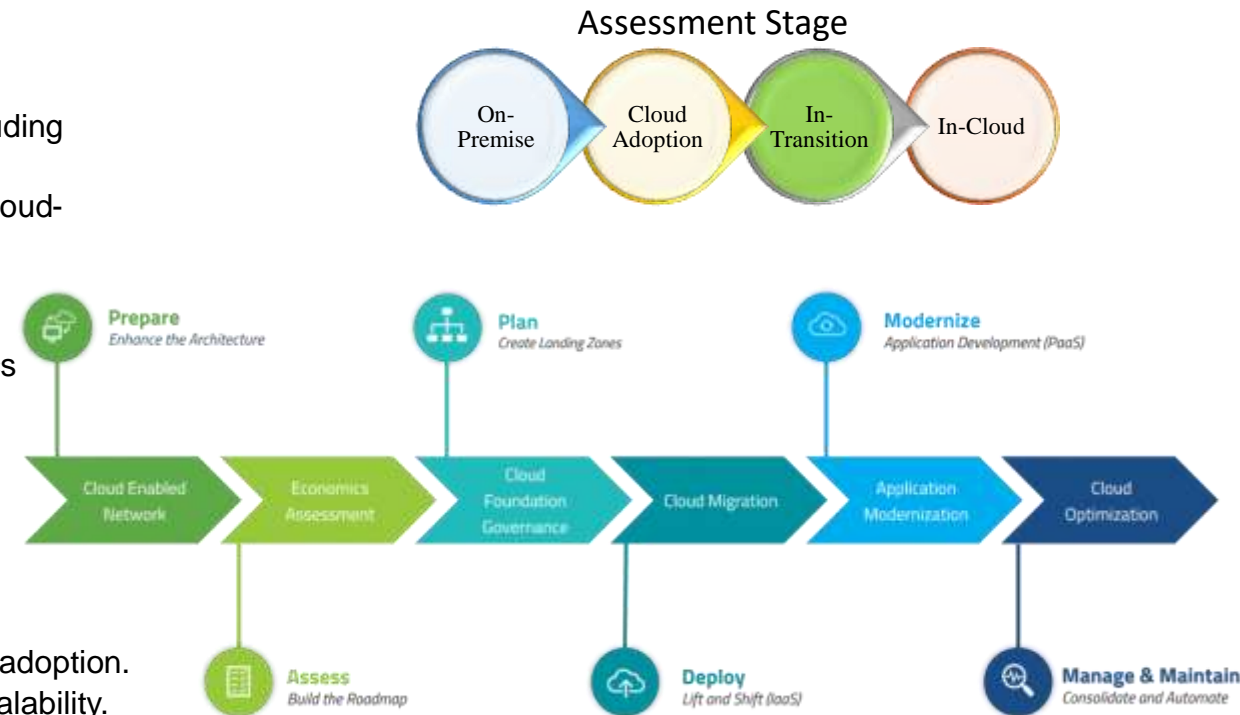
Key Focus Area

- *Cloud Adoption Strategy*: Evaluate the organization's cloud adoption strategy, including considerations for workload migration, hybrid cloud, and multi-cloud deployments.
- *Infrastructure Modernization*: Assess the modernization of infrastructure through cloud-native services and migration approaches.
- *Application Modernization*: Evaluate the modernization of applications through containerization, serverless computing, and microservices architecture.
- *Data and Analytics:* Assess the organization's utilization of Azure data and analytics services for data storage, processing, and insights generation.
- *Governance and Compliance:* Evaluate the implementation of governance and compliance policies to ensure security, privacy, and regulatory compliance.

Benefits

- Clear visibility into the organization's cloud adoption journey and progress.
- Identification of areas for improvement and recommendations for optimizing cloud adoption.
- Enhanced infrastructure and application modernization for increased agility and scalability.
- Leveraging Azure data and analytics services to gain insights and make data-driven decisions.
- Ensuring governance and compliance adherence throughout the cloud journey.

Utilising a combination of proven methodologies, we conduct the Cloud Journey Tracker Assessment providing valuable insights and recommendations tailored to your organization's cloud adoption goals. Whether you are starting your cloud journey or looking to optimize your existing cloud adoption, the Cloud Journey Tracker Assessment will help you track progress, identify areas for improvement, and guide you towards a successful and efficient cloud transformation.

Assessment Stage

On-Premise → Cloud Adoption → In-Transition → In-Cloud

Prepare — Enhance the Architecture
Plan — Create Landing Zones
Modernize — Application Development (PaaS)
Assess — Build the Roadmap
Deploy — Lift and Shift (IaaS)
Manage & Maintain — Consolidate and Automate

Cloud Enabled Network → Economics Assessment → Cloud Foundation Governance → Cloud Migration → Application Modernization → Cloud Optimization

DevOps Capability Assessment

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Service Overview

The DevOps Capability Assessment is designed to assess and enhance an organization's DevOps practices and capabilities. This assessment focuses on identifying areas for improvement & providing actionable recommendations to optimize software delivery, collaboration, & automation across the development & operations teams.

Focus Area

- *Culture and Collaboration*: Assess the organization's collaboration practices, emphasizing the importance of cross-functional teams & agile methodologies.
- *Continuous Integration and Delivery (CI/CD):* Evaluate the maturity & effectiveness of CI/CD practices
- *Infrastructure as Code (IaC):* Reviewing the provisioning & management of infrastructure through code, using tools like ARM templates
- *Automated Testing & Quality Assurance:* Assess the level of automation in testing processes & the effectiveness of quality assurance practices
- Evaluate the organization's *monitoring & observability* capabilities

Benefits

- Streamlined software delivery and increased agility through the adoption of DevOps practices.
- Improved collaboration & communication between development & operations teams.
- Accelerated time-to-market through effective CI/CD pipelines and automation.
- Enhanced infrastructure management and provisioning through Infrastructure as Code.
- Higher software quality & reduced defects through automated testing and quality assurance.
- Real-time monitoring and observability for proactive issue detection and resolution.

Assessment Stage

On-Premise | Cloud Adoption | In-Transition | In-Cloud

We utilize a combination of proven methodologies and tools to conduct the DevOps Capability Assessment, providing valuable insights and recommendations tailored to your organization's needs. Whether you are just beginning your DevOps journey or looking to enhance your existing practices, the DevOps Capability Assessment will help you identify areas for improvement, implement best practices, and achieve a mature and efficient DevOps culture.

Well-Architected Framework Review (WAR)

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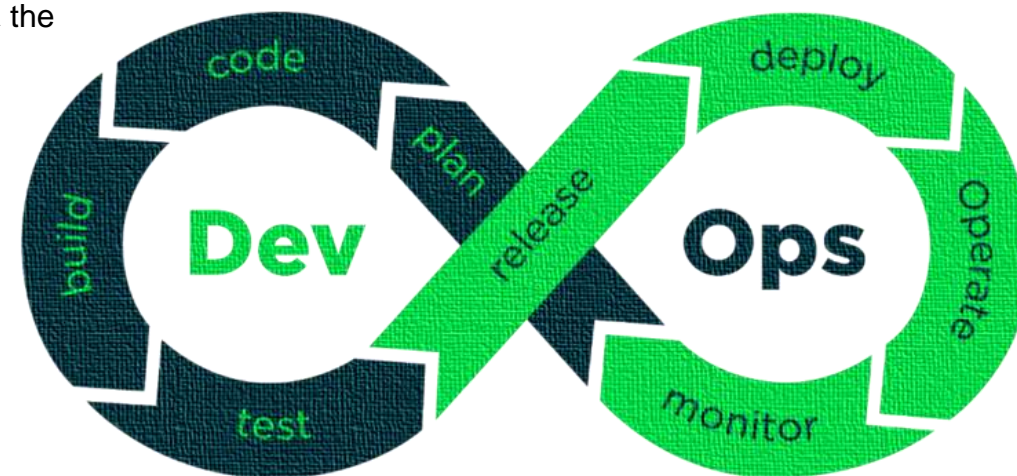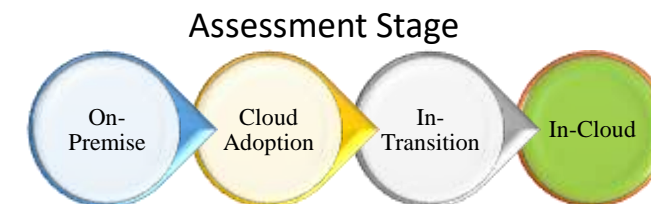
Service Overview

The Well-Architected Framework Review (WAR) is a comprehensive assessment designed to evaluate and optimize the architecture of your cloud-based solutions based on the Azure Well-Architected Framework. This assessment is based on the 5 pillars of a good architecture and focuses on ensuring that your Azure infrastructure is secure, reliable, scalable, efficient, and cost-effective.

Key Focus Area

- *Security:* Evaluate the security measures implemented within your Azure architecture, leveraging tools like Azure AD, Security Centre, Key Vault, and Sentinel.
- *Reliability:* Assess the resilience & availability of applications & systems, considering factors like fault tolerance, high availability, & disaster recovery.
- *Scalability:* Evaluate the scalability of solutions, ensuring they can handle increased workloads & user demands.
- *Performance Efficiency*: Assess the efficiency of your infrastructure, including factors like compute optimization, database performance, & content delivery.
- *Cost Optimization:* Review the cost-effectiveness of resources, focusing on cost management, utilization, & optimization opportunities.

Deliverables

- Comprehensive report highlighting strengths & weaknesses.
- Detailed architecture review with actionable insights & a roadmap outlining the steps required to address identified gaps and improve architecture.
- Implementation guidelines for leveraging services and tools to enhance your cloud
- Best practices documentation for maintaining a well-architected Azure environment.

Our experienced team are well-versed in the Well-Architected Framework, utilizing industry-leading tools & methodologies to conduct the assessment, providing valuable insights & tailored recommendations. If you are looking to optimize your existing architecture, the WAR will help you align with industry best practices.
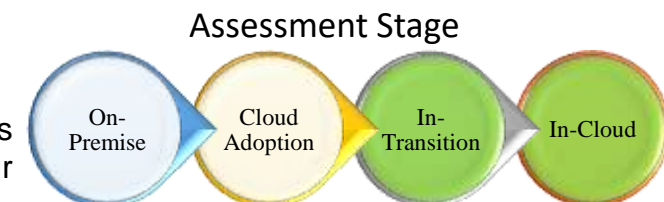
Assessment Stage

Landing Zone Review
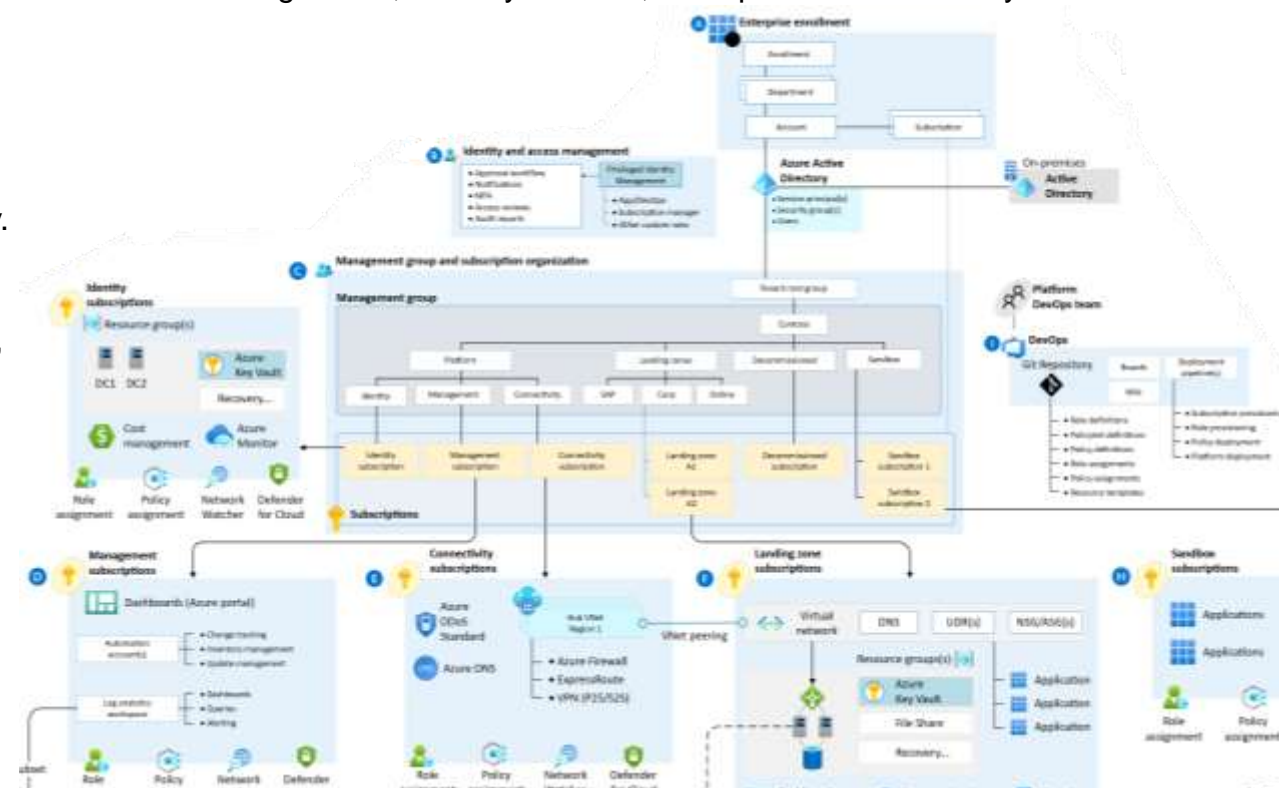
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Service Overview

The Landing Zone (LZ) Review Assessment is a comprehensive offering designed to evaluate & optimize the cloud LZ architecture. This assessment focuses on the foundational design of the LZ, in order to ensure a secure, scalable, and well-structured cloud environment. We provide consultancy services to conduct the LZ Review Assessment, leveraging our expertise & best practices to evaluate your organization's cloud LZ configuration, security controls, and operational efficiency.
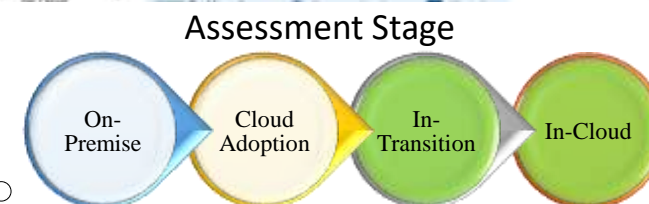
Assessment Scope

- Evaluate the design and structure of the *LZ architecture*, including account structure, network topology, & resource organization.
- Assess the *security* measures within LZ, like IAM, encryption, network security.
- Review the alignment with regulatory compliances, industry standards, & governance frameworks to ensure adherence and control.
- Evaluate the *operational efficiency* of the LZ, including automation, monitoring, scalability, & cost optimization practices.

Benefits

- Identification of architectural and security gaps within the LZ.
- Optimization of LZ for improved security, scalability, and operational efficiency.
- Alignment with regulatory requirements and industry best practices.
- Enhanced governance and control over the cloud environment.
- Cost optimization opportunities through improved resource management.
- Strengthened foundation for future cloud deployments and migrations.

Whether you are planning a new cloud LZ or seeking to optimize your existing infrastructure, the LZ Review Assessment will help you ensure a secure, scalable, and well-structured foundation for your cloud deployments.

Assessment Stage

On-Premise — Cloud Adoption — In-Transition — In-Cloud

Platform : Solutions

Cloud, Technology and Digital Consultancy

New Scaler's strategy & consulting services will provide advice, leadership, guidance & delivery support to assist you with questions, ambitions & programmes of work. The depth & breadth of New Scaler's capabilities enables us to do this from a user needs, enterprise systems, technology strategy or business planning & strategy start point.

Service Overview

Our Cloud, Technology & Digital Strategy consulting services provide advice, leadership, guidance & delivery support assisting you with your questions, ambitions & delivery of IT programmes. The depth & breadth of our capabilities enables us to deliver services with full consideration of user needs, technology/business strategy, enterprise systems, data/information architecture.

This service can include & encompass one or many of the areas listed below:

- Requirements definition & capture.
- Technology, Digital, Commercial & Sourcing Strategy development & implementation.
- Business case assessment, review & development.
- Assessment, recommendation & implementation of applications, technologies & services.
- Design & architecture.
- Migration of cloud services, both new & legacy systems & services.
- Change & transition planning & delivery.
- Service & supplier evaluation & selection.

Features

- Requirements definition & capture
- Technology, Digital & Commercial Strategy development & implementation
- Business case assessment, review & development
- Assessment, recommendation & implementation of applications, technologies & IT services
- Virtual &/or interim CISO, CIO & CTO services
- Microsoft cloud infrastructure & architecture assessment
- Microsoft Managed Desktop (MMD) Business Case & Planning
- Long term partnership & support of delivery, transition & management
- Programme & project management support, review & assurance.

Benefits

- Integrated support relating to technology, cloud & digital strategy
- Understanding of savings & benefits relating to cloud transition
- Detailed & assured evaluation of suppliers & technologies
- Experienced public & private sector advice & delivery
- User centric strategy, design & planning
- Skilled coaching & development for succession planning
- Provide security assurance & review improving cyber security posture
- Optimise use of Microsoft cloud technologies.

Cloud Transformation & Migration Service

Service Overview

We are dedicated to help ambitious organizations achieve success. Our core belief is that by offering comprehensive, outcome-based Cloud transformation services & fostering a deep relationship with Microsoft, we can confidently & effectively deliver projects. Whether you're looking to migrate from on-premise, virtual, public or private cloud environments, our team are here to assist you in seamlessly transitioning to Azure.

Understanding your business needs to accelerate your cloud adoption regardless of where you are on your journey. We are passionate about sharing the benefits of cloud and have helped multiple clients build future proof solutions helping them to operate more efficiently, improving agility to innovate faster. Industry standard strategies given your goal & use case -

1. **Lift & Shift (Rehosting):** If you are looking to simply migrate to cloud, the focus is on replicating the existing environment in the cloud, offering quick migration but limited cloud-native optimization.
2. **Replatforming:** In this approach, applications are migrated to the cloud with some modifications to take advantage of cloud services & capabilities
3. **Refactoring (Re-architecting):** This involves making significant changes to the application architecture to fully leverage cloud-native by adopting cloud-specific technologies to enhance scalability, flexibility, & performance.
4. **Rearchitect & Rebuild:** In this approach, the application is completely redesigned & rebuilt from scratch using best practices creating highly scalable, resilient, & optimized future-proof solutions.
5. **Hybrid Cloud:** This strategy involves combination of on-premises & cloud resources allowing organizations to keep certain workloads on-premise while leveraging cloud for scalability & flexibility, of specific services.

Features & Benefits

- Work with experienced Microsoft Certified Azure Consultants
- Migrate IaaS or PaaS like from Physical, Vmware, Hyper-V, Windows and Open Source workloads to Azure
- Migrate from outsourced data centres public / private cloud to Azure
- Agentless options for non-invasive migration to Azure
- Accelerate cloud adoption, benefiting from our Azure migration experience
- Exit expensive data centre contracts & ongoing hosting costs
- Achieve your organisational priorities using Cloud as an enabler
- Fixed price cost model for migration delivers financial control
- Proven and refined methodology fit for your sector
- Working with Agile or PRINCE2 practices and values
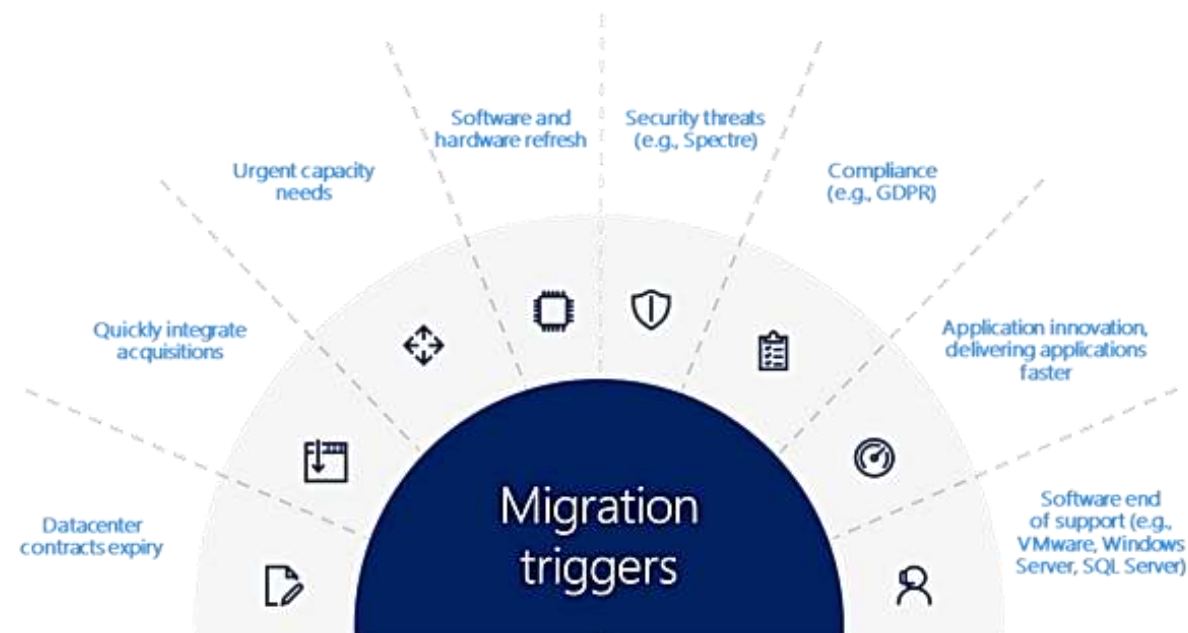
Cloud Strategy and Architecture Design

We view architecture as a key component in maximizing the long-term value derived from cloud transformation. Our dedicated architecture practice collaborates with you to craft a tailored strategy that goes beyond technology alone. We prioritize understanding how transformation influences user experience, operational performance, & asset security within the cloud environment.

Benefits

- Alignment of clear, executable transformation roadmaps to business objectives
- Accelerated execution of cloud strategy through structured architecture approach
- Enhanced long-term realisation of cloud benefits
- Enhanced Performance & reliability with futureproof architecture
- Increased re-use through the application of standards & pattern
- Alignment to compliances & industry standard security practice
- Adoption of cloud security architecture principles
- Management of risks & dependencies
- Scalable, flexible & practical approach to suit your organisation & sector

Strategy & Architecture Services

1. **Cloud Architecture Design:** In-depth analysis & design of cloud architectures tailored to your needs to develop a robust & scalable architecture blueprint.
2. **Azure Service Selection:** Assist in selecting the most suitable cloud services for your architecture ensuring optimal performance & functionality.
3. **Scalability & Elasticity:** We design architectures that can seamlessly respond and handle fluctuating workload demands effectively.
4. **Security & Compliance:** We prioritize security & compliance in cloud architecture design to safeguard your applications & data in the cloud.
5. **High Availability & Disaster Recovery:** By leveraging availability zones, backup & replication services, we ensure your applications remain accessible & resilient even in the event of failures or disruptions.
6. **Cost Optimization:** Our speciality lies in designing optimal solution without compromising the security & performance. Leveraging cost management tools to ensure efficient spending & maximize ROI.

Trusted Security.	**Globally Redundant.**	**IaaS, PaaS, SaaS.**	**Windows & SQL Server for Less £.**	**Application Development.**	**Management Tooling.**	**Hybrid Deployment.**
90% of Fortune 500 companies run on Microsoft Cloud. Security and privacy are built in with 90+ compliance offerings – including meeting the requirements of the General Data Protection Regulation (GDPR)	Azure is the only consistent hybrid cloud with more global regions than any cloud provider offering services in 140 countries from approx. 55 Regions	While many organisations start with IaaS, Azure offers a multitude of modernisation options to higher value services with shared responsibility and lower complexity	Repurpose existing on-premise licensing investments and take advantage of Hybrid Benefit. Azure is the most cost-effective Cloud for Windows workloads	Simplify the development and deployment of your solutions with consistent programming models, app services, data services, DevOps tools and support for open-source	Manage and govern resources at scale with scripting tools, APIs, Azure Lighthouse and Azure ARC for management of cloud and on- premise infrastructure	Azure can be leveraged in the Cloud, On-Premise or at the Edge allowing flexibility and integration using a single identity platform used by 90% of enterprises, Seamless integration with Microsoft 365

Azure Virtual Desktop Deployment

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Service Overview

Virtual Machine (VM) and Desktop as a Service (DaaS) on Azure Cloud offer flexible and scalable solutions for running your applications and desktop environments in the cloud. With Azure's robust infrastructure and management capabilities, organizations can streamline their IT operations, increase efficiency, and empower their workforce with secure and accessible virtualized environments. New Scaler can help you design, deploy, & manage your virtual machine & desktop environments.

Benefits

- Elastic Scalability allowing to match real-time demand, optimizing performance & cost.
- Extensive OS Support: From Windows Server editions to Linux distributions.
- Leverage Azure's built-in availability & fault tolerance features for uninterrupted operation of your VMs.
- Utilize Azure Backup & Site Recovery services to protect your VMs & data from unexpected events
- Simplified & centralized desktop management, eliminating the need for on-premises infrastructure.
- Enable multi-session Windows for multiple users maximising resource utilization, reducing costs.
- Seamless remote work experience with access to desktop environment securely from anywhere.
- Seamlessly integrate M365 services like Teams, to enhance collaboration & productivity.
- Extend on-premises Windows Server licenses to Azure, enabling a consistent hybrid cloud environment.
- Define & enforce policies to maintain compliance & security standards across your virtual infrastructure.
- Gain visibility into your VM & DaaS environments, monitor performance, & generate actionable insights.
- Automate the provisioning, configuration, & scaling of VMs & desktops based on predefined rules.

Use Cases

- Infrastructure Migration: Lift & shift existing on-premise VMs / desktops, reducing infrastructure costs & simplifying management.
- Development & Testing: Provision VMs & desktops on-demand for development & testing purposes, accelerating software delivery cycles.
- Seasonal Workforce: Quickly provision & deprovision virtual environments to accommodate seasonal or temporary workforce requirements.
- Remote Workforce Enablement: Provide a secure & accessible virtual workspace for remote employees, enabling productivity from anywhere.

Deliver Windows 10 desktops and applications virtually anywhere

Provide employees the best virtualized experience with the only solution fully optimized for Windows 10 and Microsoft 365.

Reduce cost using existing licenses

Use existing eligible licenses to reduce costs with a modern cloud-based virtual desktop infrastructure (VDI), and pay only for what you use.

Built-in intelligent security

Help keep your applications and data secure and compliant with security capabilities that can proactively detect threats and take remedial action.

Deploy and scale in minutes

Simplify deployment and management of your infrastructure and scale quickly based on your business needs.

DevOps Architecture

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Service Overview

DevOps architecture is a modern approach that combines development and operations practices to enable organizations to deliver software at a faster pace, with higher quality and reliability. By integrating automation, collaboration, and continuous delivery, DevOps architecture empowers teams to streamline their software development lifecycle and drive digital transformation.

Key Elements

- Embrace *Agile methodologies* promoting iterative development, collaboration & rapid feedback cycles.
- Continuous Integration / Delivery (CI/CD): Automate integration of code changes into a shared repository, & deployment & release of applications, enabling rapid & reliable software delivery
- Infrastructure as Code (IaC) to enable automation & consistency in managing infrastructure resources.
- Implement *continuous monitoring & observability* practice to gain real-time insights into application performance & availability.
- Foster a culture of *collaboration & effective communication* between stakeholders.
- Leverage wide range of *DevOps tools & technologies* that support DevOps practices, like version control, build servers, automated testing frameworks & deployment pipelines.

Benefits

- *Faster Time-to-Market* for software delivery by automating manual processes & eliminating bottlenecks.
- *Improved collaboration* by breaking tasks into silos between development & operation teams, fostering shared responsibility.
- *Enhanced Quality & Reliability* by automated testing, continuous integration, & deployment practices.
- Feedback loops to gather insights, identify areas for *continuous improvement* & drive innovation
- Leverage cloud resources & infrastructure automation to *scale applications efficiently* based on demand, optimizing resource utilization.

Utilising our experience in DevOps architecture & working with industry-leading tools, like Git, Jenkins, Docker, Kubernetes, etc., we help adopt & implement best practices, choose the right tools & technologies, & design a scalable & efficient DevOps pipeline. Unlock the power of DevOps to transform your software delivery process, accelerate innovation & drive business growth.

Landing Zone Design & Deployment

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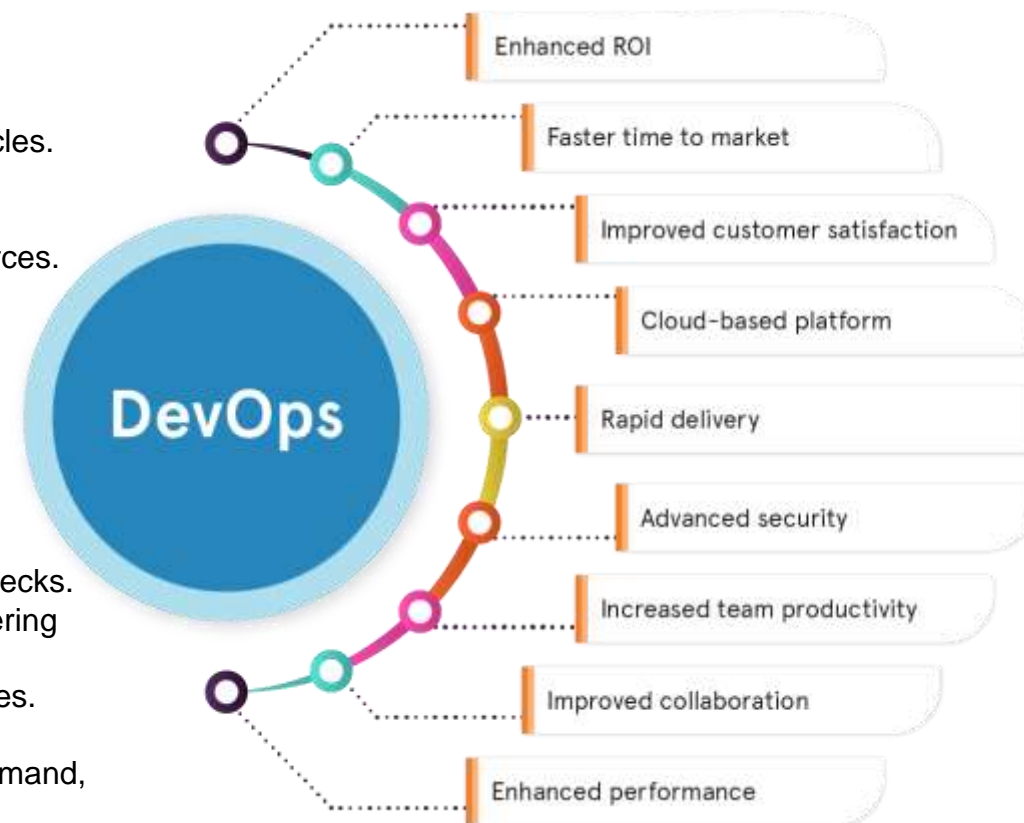
Service Overview

Landing Zone (LZ) design & deployment solutions provide organizations with a robust framework for securely & efficiently establishing their presence in the cloud platform. By leveraging best practices and industry standards, we help organizations architect & deploy a scalable, reliable, and secure landing zone tailored to their specific needs. We offer comprehensive consultancy services to guide organizations through the entire process, from initial planning to final deployment. From Landing review assessment to conducting tailored workshops to understand your requirements, we assess your existing infrastructure, and design a customized landing zone architecture that work for you. The outcome will be a detailed document that serves as a blueprint for your cloud journey.

Scope

- Landing zone architecture design based on industry best practices
- Customization to align with organizational requirements and compliance needs
- Network and security design with IDAM to ensure a secure and isolated environment
- Connectivity options to integrate on-premises infrastructure with Cloud
- Resource governance and management for efficient resource allocation
- Disaster recovery and backup strategies for data protection
- Cost optimization techniques to maximize ROI

Benefits

- Accelerated cloud adoption & time-to-value for projects with a well-defined landing zone
- Improved security and compliance posture
- Scalability to meet growing business demands
- Enhanced resource management and governance
- Streamlined connectivity between on-premises and cloud environments
- Reduced risk of misconfigurations and vulnerabilities
- *Cost savings* through optimized resource allocation

By leveraging our Azure landing zone design and deployment solutions, organizations can establish a solid foundation in Azure, ensuring a seamless and secure transition to the cloud.

Cloud Resource & Cost Optimisation
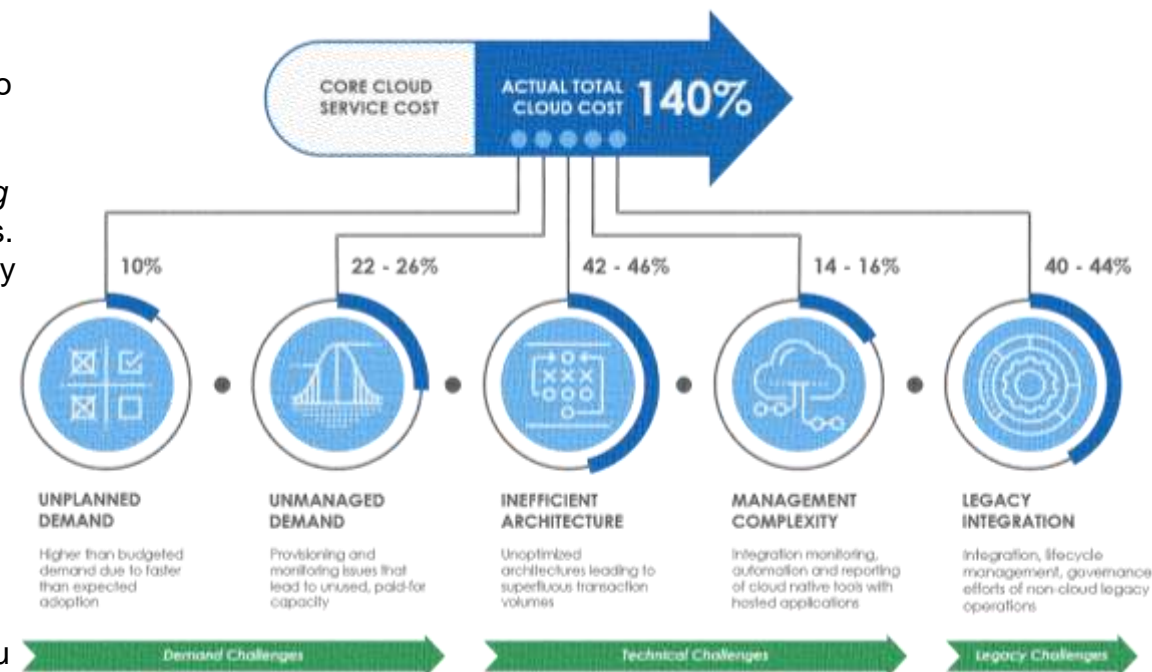
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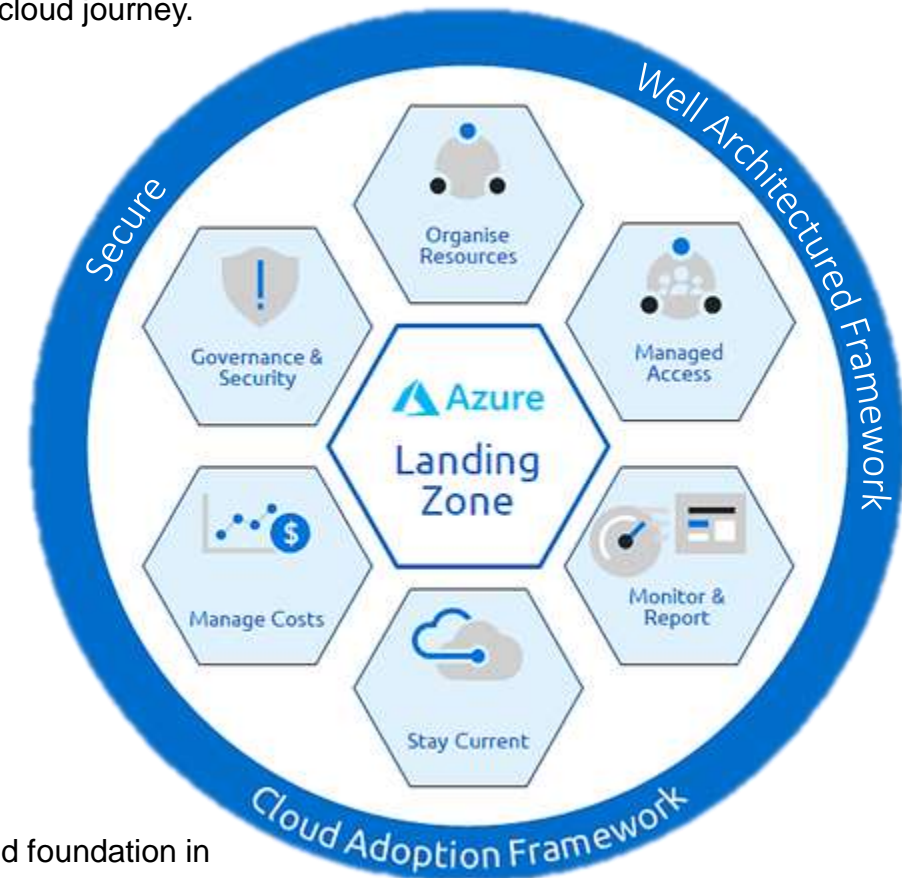
Service Overview

Cost management is a crucial aspect of any cloud infrastructure achieved by optimizing your cloud infrastructure & ensuring efficient resource utilization. With no strategy or supervision, cloud can erode your budgets before you expect, while over engineering can create complexities that can reduce operational efficiency. New Scaler's USP lies in helping organisations 'To Simplify their cloud environment and Amplify the benefits of their platform'. By implementing strategies, recommending the right tools & products, implementing cost optimization techniques & providing guidance on effective budgeting for cloud services we help you maximize the value of your cloud investment while minimizing unnecessary expenditures.

Strategies

Resonating with Microsoft's 'Do More with Less Campaign' some of the strategies we use to amplify you benefits in cloud are listed below -

- Analysing resources to identify underutilized or overprovisioned instances. By *right-sizing resources*, we ensure you pay for only what is needed, leading to significant cost savings.
- By recommending the right *Reserved Instances*, allows you to commit to specific capacity reservation based on predictable workloads in exchange for substantial discounts.
- Implementing *robust monitoring* tools to track your resource usage patterns & analysing this data, we identify opportunities for optimization.
- Auto-scaling and Elasticity: Leveraging auto-scaling capabilities to dynamically adjust resources based on demand ensuring optimal resource allocation.
- Recommending to utilise *serverless computing* options, like Azure Functions or Logic Apps, to optimize resource utilization.
- Automate repetitive tasks, resource provisioning, scheduling, and management to streamline operations, efficiently utilise resources and optimize costs.
- We assist in establishing a consistent *tagging and resource group* structure, enabling you to categorize and allocate costs accurately across different departments or projects.

Cloud costs can escalate rapidly due to poor governance practices and management

CORE CLOUD SERVICE COST | ACTUAL TOTAL CLOUD COST **140%**

| 10% | 22 - 26% | 42 - 46% | 14 - 16% | 40 - 44% |

UNPLANNED DEMAND
Higher than budgeted demand due to faster than expected adoption

UNMANAGED DEMAND
Provisioning and monitoring issues that lead to unused, paid-for capacity

INEFFICIENT ARCHITECTURE
Unoptimized architectures leading to superfluous transaction volumes

MANAGEMENT COMPLEXITY
Integration monitoring, automation and reporting of cloud native tools with hosted applications

LEGACY INTEGRATION
Integration, lifecycle management, governance efforts of non-cloud legacy operations

Demand Challenges | Technical Challenges | Legacy Challenges

Managed Azure Cloud

NEWSCALER

A set of inter-related offerings, each one combining services to maintain the overall health, compute and capacity management, security & data protection of your platform.

Including outsourcing of the management & application of security updates to windows servers, protection of guest replication of the Azure Site Recovery along with the on-going management of the IaaS compute and storage profile.

The aim is to not only keep the lights on to ensure systems remain operational, but also to ensue the platform is optimized and protected.
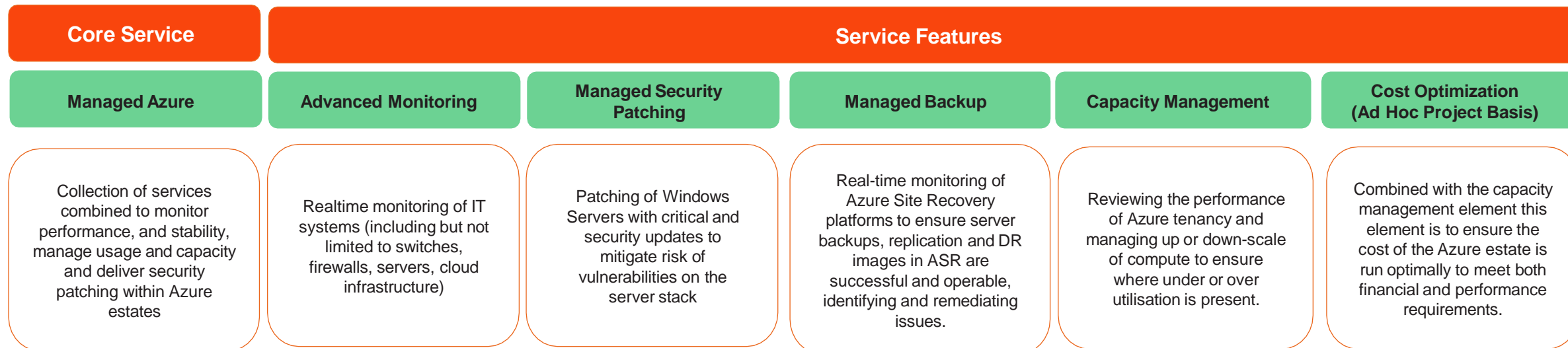
Features

Managed Azure includes the following complementary services:
- Managed Security Patching
- Managed Backup
- NOC Advanced Monitoring
- Capacity Planning & Cost Optimization on an Ad Hoc Project Basis

Benefits

- Adding Technical Account Management (TAM) services for strategic development, design & consulting on optimisation of the Azure IaaS platform
- Project Resourcing to manage and deliver major platform upgrades & implementations facilitates a complete Azure managed wrapper.

Core Service	Service Features				
Managed Azure	**Advanced Monitoring**	**Managed Security Patching**	**Managed Backup**	**Capacity Management**	**Cost Optimization (Ad Hoc Project Basis)**
Collection of services combined to monitor performance, and stability, manage usage and capacity and deliver security patching within Azure estates	Realtime monitoring of IT systems (including but not limited to switches, firewalls, servers, cloud infrastructure)	Patching of Windows Servers with critical and security updates to mitigate risk of vulnerabilities on the server stack	Real-time monitoring of Azure Site Recovery platforms to ensure server backups, replication and DR images in ASR are successful and operable, identifying and remediating issues.	Reviewing the performance of Azure tenancy and managing up or down-scale of compute to ensure where under or over utilisation is present.	Combined with the capacity management element this element is to ensure the cost of the Azure estate is run optimally to meet both financial and performance requirements.

Multi-Cloud Environments

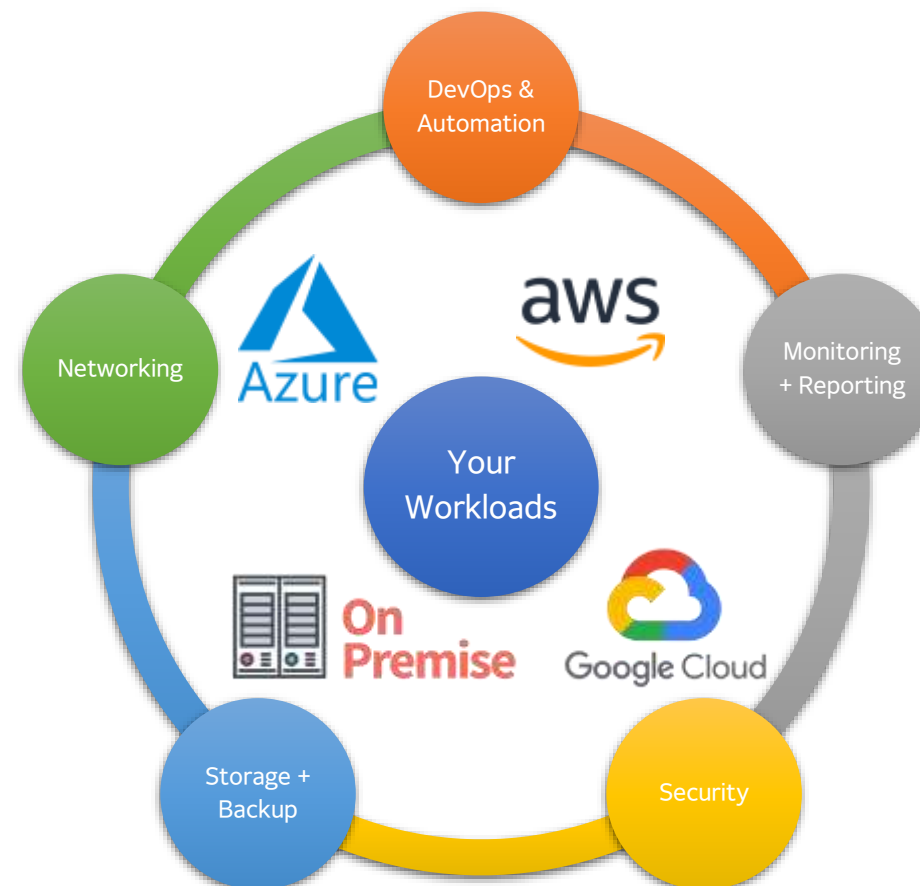NEWSCALER

Service Overview

A multi-cloud environment is a strategic approach that leverages the benefits of multiple cloud service providers to optimize collaboration, communication, & productivity. New Scaler provides consultancy services for multi-cloud environments, including comprehensive guidance & licensing recommendations. We analyse the capabilities of various cloud providers, identifying the cost-effectiveness & build a roadmap to facilitate for informed decision-making for multi-cloud adoption.

Key Features

- Integration of multiple cloud service providers
- Tailored technology recommendations & implementations based on your requirements
- Expert guidance on multi-cloud design & implementation
- Clear deployment timelines
- Customization of workshop content based on your specific documentation
- Hands-on testing activities and validation

Benefits

- Alignment of multi-cloud capabilities with your business requirements
- Identification of license uplift requirements
- Streamlined deployment of cloud features
- Development of a compelling multi-cloud business case
- Insights into how similar organizations leverage multi-cloud capabilities

# Cloud Interoperability Services

NEWSCALER

Service Overview

New Scaler provides specialised Cloud Interoperability Services building comprehensive solutions for seamless compatible integration and communication across various cloud-based systems, platforms, and applications allowing organizations to leverage the full potential of cloud computing. Our service spans across Video (CVI), Application, Audio, Data, Messaging & Workflow Interoperability.

Features

- Cross-Platform Compatibility (for conferencing like Teams, Webex, Zoom)
- Multi-Protocol Support (SIP, H.323, and WebRTC) ensuring smooth interoperability.
- Unified & centralised management and monitoring
- Specialist Support integrating with other Cloud platforms
- Incorporate robust encryption, safeguarding sensitive data, prioritizing security & compliance
- InterOp services span across Video, Data, Application, Workflow & Security domain

Benefits

- Reduce manual effort using automation to optimise business processes/ resource utilisation
- Avoids extensive infrastructure changes, maximizing the value of existing investments
- Flexible support package offerings to meet your requirements
- Seamless Integration/ Data Flow, ensuring reliable consistent information across cloud
- Overcomes compatibility barriers, giving flexibility to leverage different cloud technologies
- Scale effortlessly to adapt to evolving user needs, accommodating organizations of all sizes
- Access to enterprise level technical experts
- One stop shop for all your Cloud platform needs

Secure Cloud Networking

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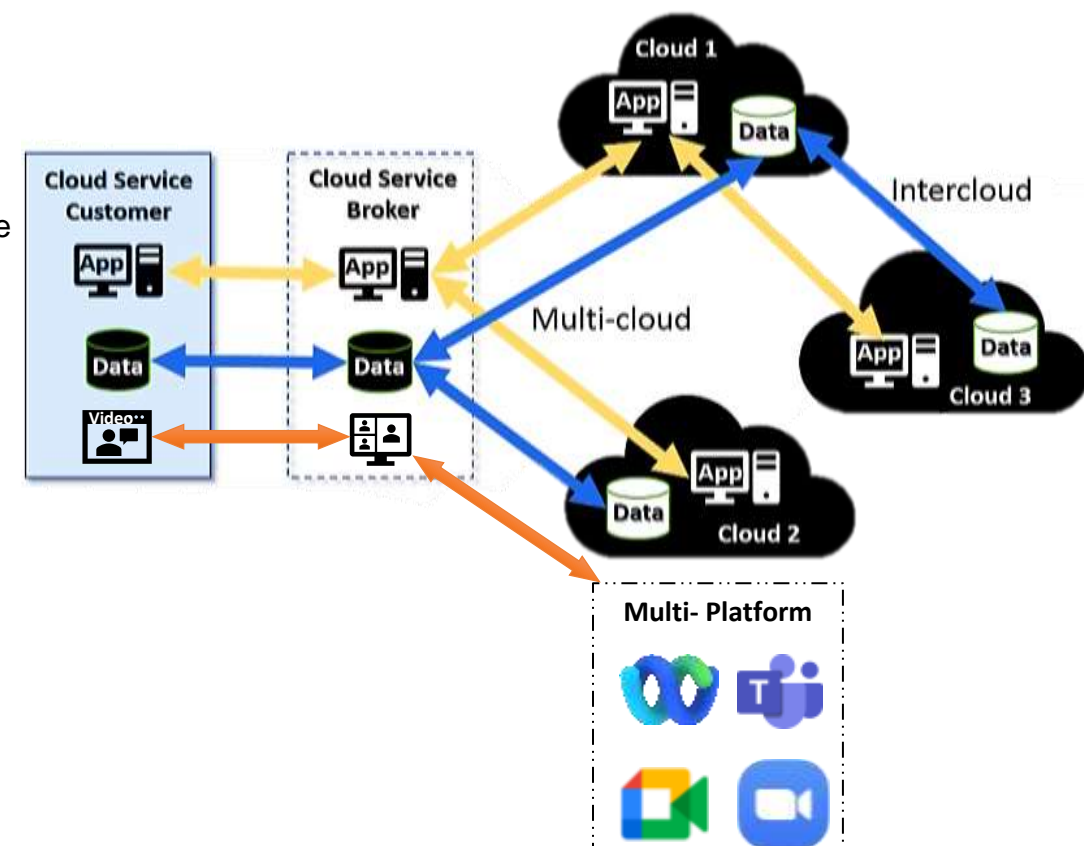
Service Overview

Cloud networking provides a powerful infrastructure solution enabling organizations to build, secure, & optimize their network architecture in the cloud. By leveraging the suite of networking services & tools, businesses can establish reliable & high-performance network connectivity, enhance security, & streamline network management. New Scaler's expertise in designing & implementing Azure & cloud networking solutions can help organisations by working closely with organizations, understanding their networking requirements, designing tailored architectures, & providing ongoing support optimizing their network connectivity & driving digital transformation.

Services

New Scaler has experience in utilising the following cloud products & services to build complex yet simplified networking solutions tailored to your needs–

- Virtual Networks: Setup isolated & customizable virtual networks & WANs.
- Load Balancing: Distribute incoming traffic across multiple resources
- Traffic Manager: Direct user traffic to the closest & optimal endpoint.
- ExpressRoute: Establishing private / dedicated connection between on-premises & cloud infrastructure
- Firewall: Protect network resources from unauthorized access with highly available & scalable services.
- *VPN Gateway: E*nable secure & encrypted communication between on-premises & cloud over internet
- *DNS:* Host & manage your domain names with Azure's highly available & scalable DNS service.

Benefits

- *Scalable & Flexible* networking aligned to your business, connecting resources across different regions.
- *Enhanced Security* measures to protect network & data, including firewalls, access controls, & encryption.
- *High Availability* & fault tolerance with load balancing & traffic routing capabilities.
- *Optimized performance* by routing traffic to the nearest & fastest endpoints, ensuring optimal user experience & reduced latency.
- Seamless *hybrid connectivity* from on-premise to cloud infrastructure, enabling hybrid & multi-cloud scenarios.
- *Centralised & simplified* network management & monitoring, from configuring policies to automated network deployments

# Azure Monitoring

NEWSCALER

Service Overview

New Scaler's cloud monitoring solutions enable organizations to gain comprehensive insights into their cloud infrastructure, applications, & services. By leveraging robust monitoring tools & advanced analytics capabilities, we empower organizations to proactively identify & resolve issues, optimize performance, & ensure the reliability of their Azure environments. We offer consultant organizations to design & implement a unified & centralised cloud monitoring strategy. Our experts will assess your monitoring requirements, recommend suitable monitoring services, & configure a customized monitoring architecture that aligns with your objectives.

Benefits

- Proactive issue detection and resolution to minimize downtime
- Improved performance optimization and resource utilization
- Enhanced security and compliance with real-time threat detection
- Actionable insights for informed decision-making and resource planning
- Streamlined troubleshooting and root cause analysis with centralized monitoring
- Cost optimization through recommendations for right-sizing resources
- Increased operational efficiency with automated monitoring and alerting
- Customizable dashboards and reporting for tailored monitoring views

Use Cases

- Monitor infrastructure, applications & services to identify bottlenecks, optimize resource utilization & improve overall performance.
- Monitor KPIs to identify performance issues, system failures, troubleshoot problems ensuring a smooth user experience & minimizing downtime.
- Detect & respond to security threats in real-time by analysing security vulnerabilities & enforcing compliance policies to safeguard resources & protect sensitive data.
- Monitor usage patterns of workloads to accurately plan for capacity needs ensuring optimal resource allocation & cost efficiency.
- Configure real-time alerts & notifications based on predefined thresholds or specific events allowing team to respond promptly & mitigate potential disruptions or outages.
- Perform compliance audits to meet regulatory requirements or internal policies.
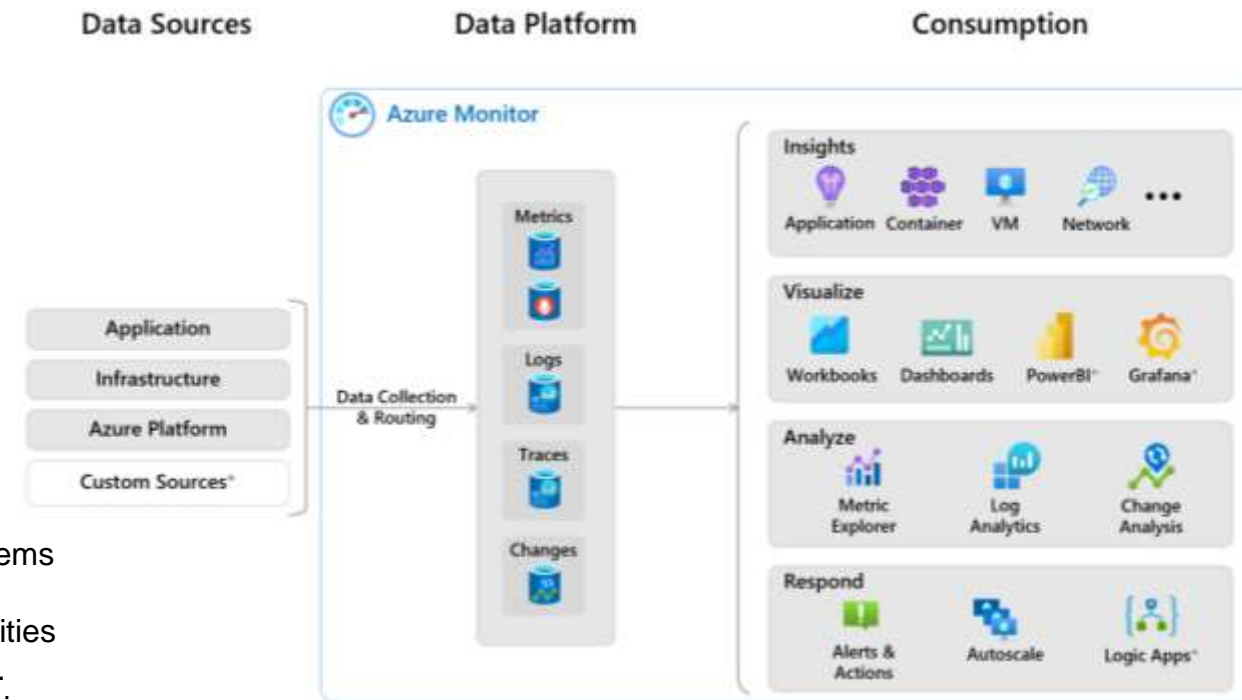
Cloud Storage

NEWSCALER

Service Overview

Cloud storage solutions empower organizations to securely store, manage, and access their data with flexible storage options, advanced security features, and seamless scalability. New Scaler helps organisations navigate choosing the best data platform solutions providing a reliable foundation for data-centric applications, backup & recovery, & content sharing. We offer comprehensive service to help organizations design & implement an optimized cloud storage strategy. Our experts assess your storage requirements, recommend the most suitable storage services, & design a scalable architecture that aligns with your business needs.

Features

Cloud storage comes in many flavours & choosing one is a balance between the type of data stored, cost of storage, availability of data & the speed of access to it. Listed below are common features of cloud storage –

- Blob Storage: Securely store and manage unstructured data, such as media & documents.
- File Storage: Fully managed file shares that can be accessed by multiple endpoints, enabling collaboration.
- Disk Storage: Provision high-performance, durable, and scalable block-level storage for VMs.
- Data Lake Storage: Store and process big data with a scalable & secure data lake, enabling advanced analytics.
- Backup: Protect critical data with automated backups, ensuring data resilience and recovery in case of data loss.
- Security: Leverage advanced security features like encryption, access control, threat detection to safeguard data.
- Tiering: Optimize costs by automatically moving data between different storage tiers based on their usage & access patterns.

Benefits

- Scalable storage capacity to accommodate growing data volumes
- Enhanced data durability and availability with built-in redundancy
- Seamless integration with other cloud services and applications
- Improved data security and compliance with encryption and access controls
- Cost-effective storage options based on usage and performance requirements
- Simplified backup and recovery processes with Azure Backup
- Increased productivity and collaboration with file sharing capabilities
- Advanced analytics and insights with Azure Data Lake Storage

Secure Cloud Print Solutions

NEWSCALER

Service Overview

Our secure cloud print solutions offer organizations a comprehensive set of tools to enhance document management, improve workflow efficiency, and strengthen data security. By leveraging cloud technologies and mobile network connectivity, we provide a seamless and secure printing experience across devices and locations. We offer consultancy & deployment services for secure cloud and mobile network print solutions, helping organizations identify the most suitable technologies and strategies to meet their specific requirements.

Features

- Integration of secure cloud printing solutions
- Mobile network connectivity for printing from anywhere
- Enhanced document security and access control measures
- Streamlined workflow management
- Compatibility with a wide range of devices and platforms
- Customization options to align with organizational needs
- Integration with existing document management systems (optional)

Benefits

- Improved document management and control
- Enhanced data security and confidentiality
- Increased workforce productivity and flexibility
- Cost savings through optimized print infrastructure
- Simplified printing processes across devices and locations
- Reduced reliance on physical infrastructure and storage
- Seamless collaboration and sharing capabilities

By leveraging our secure cloud and mobile network print solutions, organizations can transform their printing infrastructure into a secure, flexible, and efficient environment that aligns with modern workplace requirements.
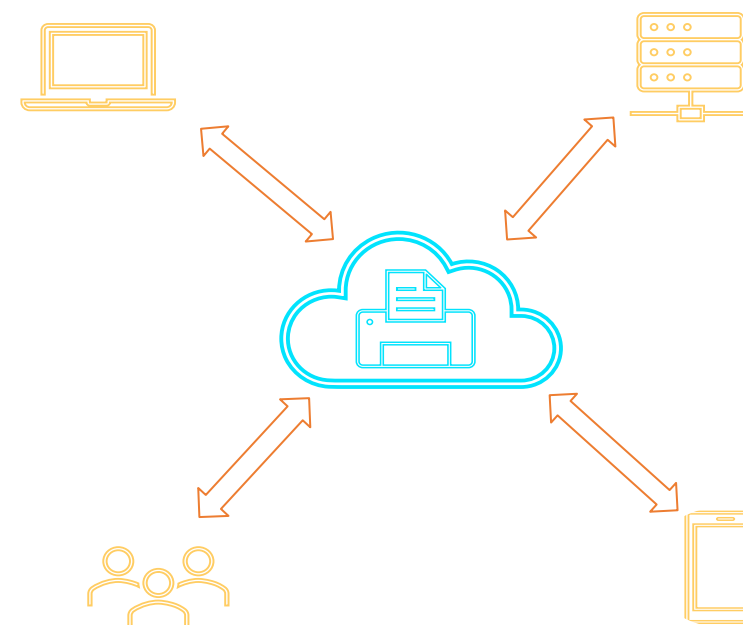
New Scaler Security Services

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Assessments

- Cloud Security Roadmap with M365
- Cloud Adoption Security Review
- Landing Zone Review
- Governance Benchmark Review
- Cyber Essentials and Cyber Essentials Plus
- Penetration Testing, Dark Web Monitoring & IT Health Check

Solutions

- Identity and Access Management System (IDAM)
- IT / OT Identity Governance & Administration
- Threat Protection using SIEM, SOAR & XDR
- Insider Threat Protection
- Endpoint Device Deployment & Management
- Data Protection, Business Continuity & Disaster Recovery (BCDR)
- Unified Governance & Compliance
- Enterprise Mobility & Security

Security : Assessments

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Cloud Security Roadmap with M365

Service Overview

The Cloud Security Roadmap engagement is a lightweight, stand-alone activity that can be run at any time during a programme of work, although we advise running it at the beginning of an Microsoft 365 / M365 / M+S engagement, in order to form a broad view of contemporary security problems and cloud security technologies. It does not depend on any other consultancy activities and is primarily concerned with problem analysis rather than technical design. Although the roadmap document is high-level, it does offer clear technology recommendations for high priority concerns. The Cloud Security Roadmap can be used to align security-focused deliverables with the other activities that form an organisation's journey to the Microsoft cloud.

Objectives

- Discuss contemporary security threats and cloud provisions.
- Align business problems with the Risk Ranking matrix.
- Provide a prioritised roadmap for addressing security concerns.

• Credential theft	• Spillage
• Credential persistence	• Malware
• Key theft	• DDoS
• Traceability	• Patching
• Intentional data leakage	• Physical security
• Accidental data leakage	• Operational security
• Perimeter security	• Development practices
• Intrusion	• Interception (in transit)
• Too much access	• Decryption (at rest)
• Persistent access	• Device security
• Shadow IT	• Skills

Features

- Align Microsoft 365 security capabilities with business requirements
- Consideration of all Enterprise Mobility + Security (EMS) capabilities
- Covers common risks (e.g. accidental data leakage, credential theft
- Microsoft 365 security technology education
- Specific technology recommendations (e.g. MFA to mitigate credential theft)

Contemporary Security	Contemporary Threats
Cloud Benefits	Roadmap

Benefits

- Inform business cases for purchasing Microsoft 365 or EM+S licenses
- Determine a relative priority order to mitigate significant security risks
- Understand what risks are applicable and how to mitigate them
- Technology recommendations around Microsoft Cloud Security technologies
- Understand how to improve/achieve regulatory compliance
- Accelerate M365 / EM+S delivery through alignment of cloud vision and roadmap

Cloud Adoption Security Review (CASR)
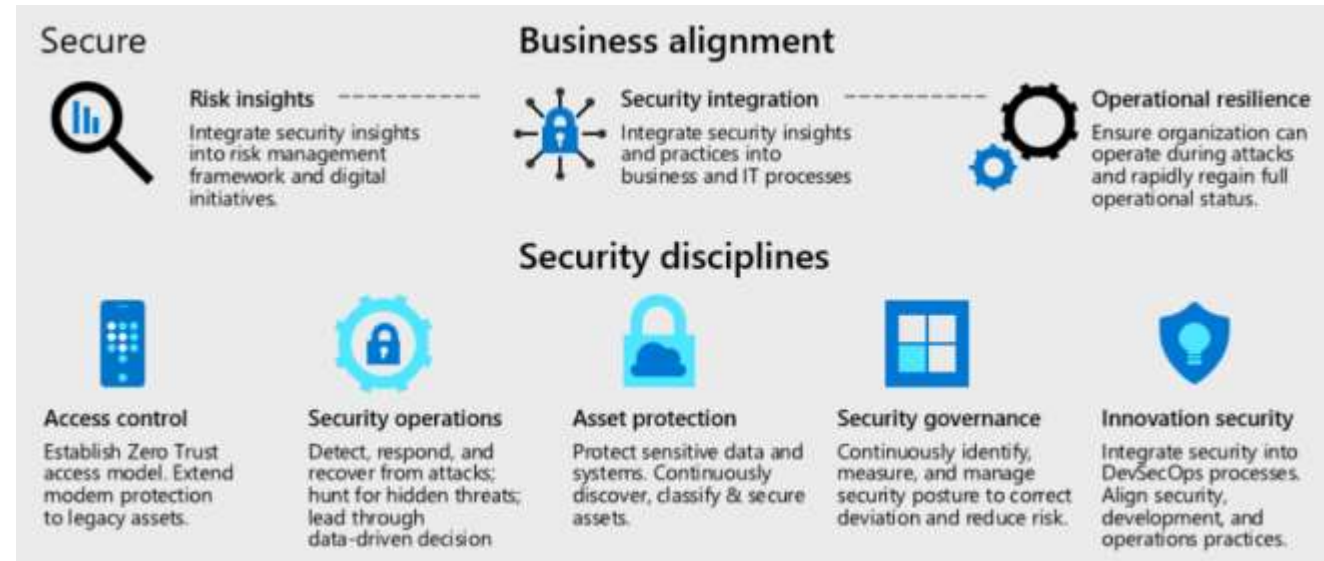
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Service Overview

The Cloud Adoption Security Review (CASR) Assessment is a comprehensive offering designed to evaluate and enhance the security posture of organizations during their cloud adoption journey. This assessment focuses on identifying potential security risks, vulnerabilities, and best practices for securing cloud environments.

We provide consultancy services to conduct the CASR assessment, leveraging our expertise and industry-leading methodologies to evaluate your organization's cloud adoption strategy, architecture, and security controls.

Assessment Scope

- Evaluate the *governance framework*, policies, and processes for security management.
- Assess the *IAM controls*, authentication mechanisms, and authorization policies.
- Evaluate *data protection* measures, encryption practices, and compliance with privacy regulations.
- *Review network architecture*, segmentation, and security controls to ensure secure communication within the cloud environment.
- Assess the *security practices* for cloud-native applications.
- *Review Incident Response* and *Threat Detection* capabilities
- Assess the alignment with industry standards and *compliances*, and the ability to *provide audit evidence*.

Secure

Risk insights — Integrate security insights into risk management framework and digital initiatives.

Business alignment

Security integration Integrate security insights and practices into business and IT processes

Operational resilience Ensure organization can operate during attacks and rapidly regain full operational status.

Security disciplines

Access control Establish Zero Trust access model. Extend modem protection to legacy assets.

Security operations Detect, respond, and recover from attacks; hunt for hidden threats; lead through data-driven decision

Asset protection Protect sensitive data and systems. Continuously discover, classify & secure assets.

Security governance Continuously identify, measure, and manage security posture to correct deviation and reduce risk.

Innovation security Integrate security into DevSecOps processes. Align security, development, and operations practices.

Benefits

- Identification of potential security risks and vulnerabilities in your cloud environment.
- Enhanced understanding of best practices for securing cloud platforms.
- Alignment with industry standards and compliance frameworks.
- Improved cloud security governance and risk management.
- Mitigation strategies and prioritized action plan to address identified security gaps.
- Increased confidence in the security of your cloud adoption journey.

Our experienced team conducts the CASR Assessment, leveraging their expertise and utilizing industry-leading methodologies, working closely with your organization to understand your specific goals, assess your existing structure, and provide actionable recommendations to enhance your cloud security posture.

Landing Zone Review

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Service Overview

The Landing Zone (LZ) Review Assessment is a comprehensive offering designed to evaluate and optimize the cloud LZ architecture and configuration within organizations. This assessment focuses on assessing the foundational design and implementation of the LZ in order to ensure a secure, scalable, and well-structured cloud environment. We provide consultancy services to conduct the LZ Review Assessment, leveraging our expertise and best practices to evaluate your organization's cloud LZ configuration, security controls, and operational efficiency.

Assessment Scope

- Evaluate the design and structure of the *LZ architecture*, including account structure, network topology, and resource organization.
- Assess the *security* measures and controls within the LZ, such as IAM, encryption, and network security.
- Review the alignment with regulatory compliances, industry standards, and governance frameworks to ensure adherence and control.
- Evaluate the *operational efficiency* aspects of the LZ, including automation, monitoring, scalability, and cost optimization practices.

Benefits

- Identification of architectural and security gaps within the LZ.
- Optimization of LZ for improved security, scalability, and operational efficiency.
- Alignment with regulatory requirements and industry best practices.
- Enhanced governance and control over the cloud environment.
- Cost optimization opportunities through improved resource management.
- Strengthened foundation for future cloud deployments and migrations.

Whether you are planning a new cloud LZ or seeking to optimize your existing infrastructure, the LZ Review Assessment will help you ensure a secure, scalable, and well-structured foundation for your cloud deployments.

Governance Benchmark Review

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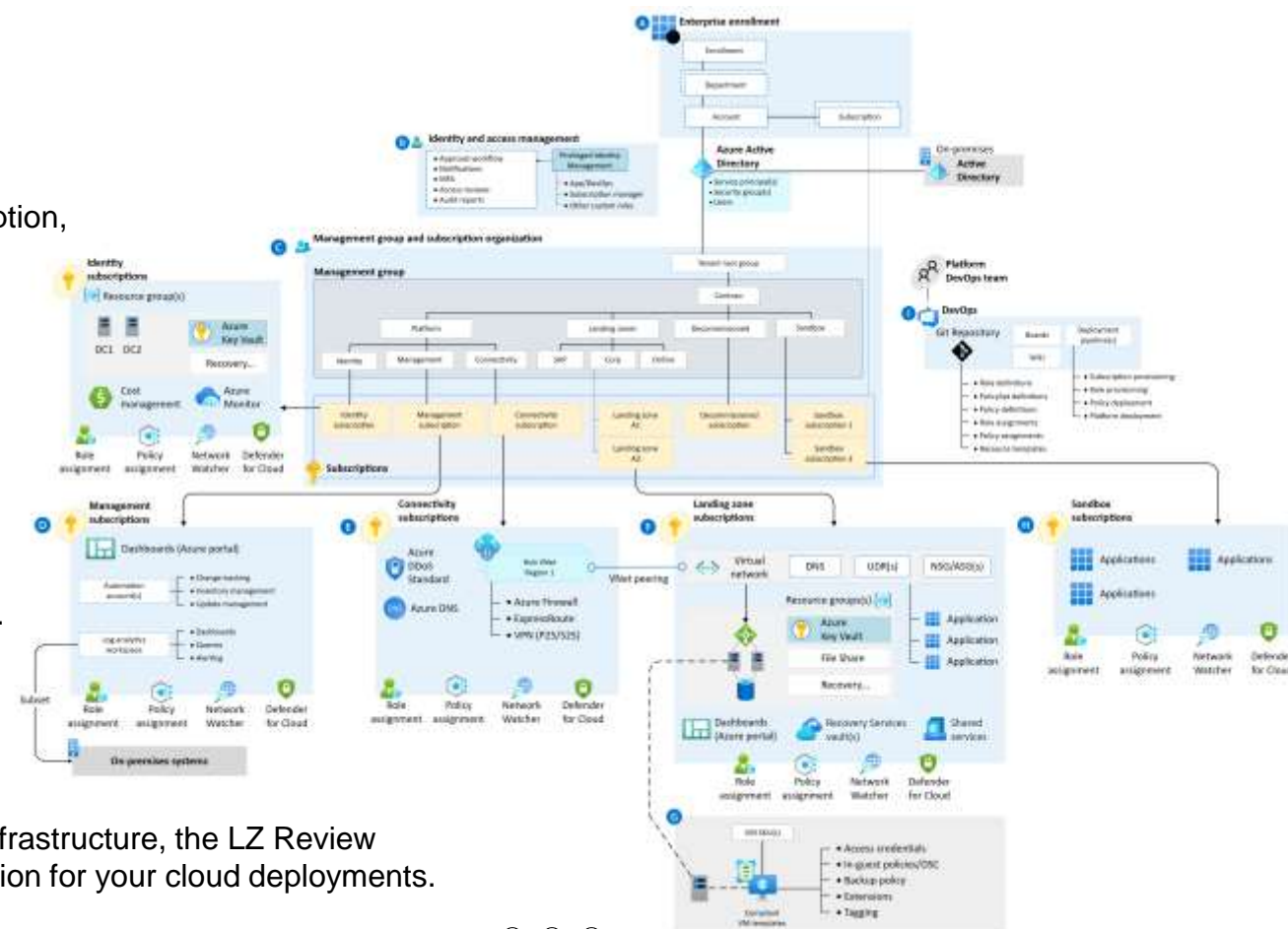
Service Overview

The Governance Benchmark Assessment is a comprehensive offering designed to evaluate and benchmark an organization's governance practices against industry standards and best practices. This assessment aims to assess the effectiveness of governance frameworks, policies, and controls in place, and provide actionable recommendations for improvement. We provide consultancy services to conduct the Governance Benchmark Assessment, leveraging our expertise and knowledge of governance frameworks to evaluate your organization's governance practices across various domains, such as IT governance, risk management, compliance, and data privacy.

Assessment Scope

- Assess the design, implementation, and alignment of *governance frameworks* with industry standards and regulations.
- Evaluate the comprehensiveness, clarity, and enforcement of governance *policies and procedures*.
- *Risk Management:* Review the effectiveness of risk identification, assessment, mitigation, and monitoring processes.
- Assess the organization's *compliance* to relevant laws, regulations, and industry standards.
- Evaluate the controls and practices in place for *data privacy*, consent management, and security.
- Board Oversight and Reporting: Assess the governance oversight by the board and the quality of governance reporting.

Benefits

- Identification of gaps and improvement opportunities in governance practices.
- Benchmarking against industry standards and best practices.
- Enhanced alignment with regulations and compliance requirements.
- Strengthened risk management and control processes.
- Improved board oversight and governance reporting.
- Enhanced data privacy and protection measures.

Whether you are looking to strengthen your governance frameworks, enhance risk management practices, or align with compliance requirements, the Governance Benchmark Assessment can help you evaluate, benchmark, and enhance your governance practices to achieve excellence.

Cyber Essentials and Cyber Essentials Plus

NEWSCALER

Service Overview

Cyber Essentials is a government-backed, industry recognised certification demonstrating that an organisation has taken measures to protect themselves against cyber attacks. Our highly experienced and accredited consultants have extensive knowledge and expertise allowing us to efficiently and effectively provide you with the assessment and advice required to attain this certification.

Features

- Cyber security posture and maturity evaluation
- Cyber Essentials Questionnaire review
- Vulnerability Scanning of network and applications
- End Point configuration reviews
- Advice and support throughout the certification process from experienced cybersecurity consultants
- Uses CREST-accredited certification body

Benefits

- Understand and remediate vulnerabilities exposed to hackers
- Receive advice and support throughout the certification process from experienced cyber security consultants
- Achieve Cyber Essentials or Cyber Essentials Plus Certification
- Meet regulatory requirements.
- Reduce operational risk and improve security of your end points.

Cyber Essentials Questionnaire Review

- New Scaler assists in this process from the onset as well as reviewing the final questionnaire to ensure that all relevant details have been captured.

Network Vulnerability Scanning

- A vulnerability scan of external internet accessible infrastructure will be performed using an approved vulnerability scanning product.

Application Vulnerability Scanning

- An unauthenticated application vulnerability scan will be performed to identify common web application vulnerabilities.

Automated Build Review

- Cyber Essential plus mandates that an assessment is performed of end user devices such as desktops and mobile devices
- This compromises of an authenticated vulnerability scan of sample desktops to ensure that malware protection and patch management is operating in line with industry best practices.
- Mobile device testing for Cyber Essentials Plus includes a basic review of the device software version and access protection mechanisms such as PIN enforcement

Malware Assessment

- A Cyber Essential Plus assessment also includes an active review of how desktop protection mechanisms react to malware delivered via email and web sites.

Penetration Testing, Dark Web Monitoring & IT Health Check

NEWSCALER

Service Overview

Regular security assessments ensure clients can take proactive measures to safeguard their intellectual property and data, reducing the risk of security breaches. New Scaler, with it's extensive knowledge of security is helping organisations figure security gaps and provide an in-depth report to help remediate them. Our consultants have delivered a range of IT Security Consulting and IT Health Check services.

Features

- Application and Infrastructure penetration testing consultants
- Network, Web Application, VoIP, Mobile Apps, Cloud pen tests
- Continuous Dark web monitoring for leaked credentials across marketplace
- Configuration and build reviews of servers, endpoints, firewalls and network
- GSi, PSN, PNN, PSI, CJX, IL2, IL3,IL4 testing experience
- Detailed remediation advice and repeatable vulnerability walk-throughs
- SC and DV cleared penetration testers
- Testing carried out by CREST certified team

Benefits

- Supporting accreditation Pan organisation or project specific
- Maintaining annual accreditation of PSN/GSi environments
- Threat scenario-based penetration testing linked to business impact levels
- Intelligent and pragmatic approach to rating vulnerabilities
- Measure the effectiveness of security controls and focus your budgets
- 24X7 backend monitoring and updates on any dark web leakage

Network Penetration Tests

- Technical assessment of your network, cloud or Internet based presence, identifying & quantifying any risks or vulnerabilities which may expose your assets.

Application Penetration Tests

- Testing and scrutiny of web apps and other applications used to process or present information to your user base. Using our comprehensive testing methodology, we will identify issues before an adversary does and advise on mitigating any risk.

Internal Penetration Tests

- A proactive security assessment to evaluate an organization's internal network, systems, & applications, simulating real-world attacks to identify vulnerabilities and improve overall security posture.

Dark Web Monitoring

- A proactive service that scans the dark web to identify potential security risks and monitor for stolen credentials, alerting organizations to potential threats and enabling timely mitigation actions.

Social Engineering Assessments

- Security evaluation of what is deemed to be the weakest link in Information Security: your users. Bespoke assessments can be devised and conducted against your organisation to gauge the exposure your people present to you, and where to focus awareness training to better protect them and your organisation's assets.

NEWSCALER

Security : Solutions

Identity and Access Management (IDAM)

NEWSCALER

Service Overview

New Scaler's experience in Identity and Access Management (IDAM) Solutions empower organizations to secure their resources, control user access, and ensure compliance by managing identities and permissions. With IDAM, organisations can establish a robust security foundation for applications & data, while enabling seamless collaboration and efficient resource management by ensuring right level of access, to right people, at right place at right time.

Features

- **Azure AD:** A comprehensive IDAM solution that enables authentication & authorisation of users, devices & applications to resources.
- **B2B:** Simplify collaboration with vendors & partners by granting them secure access privileges to applications & resources.
- **B2C:** Create seamless & customizable customer IDAM solution enabling to sign up / in with their local accounts while maintaining security & privacy.
- **Role-Based Access Control (RBAC):** Assign roles to identities & define granular access permissions to resources ensuring least-privilege access.
- **Identity Protection:** Detect & mitigate identity-related risks by leveraging advanced threat analytics. Identify potential vulnerabilities & automate remediation actions.

Benefits

- **Enhanced Security Posture:** Strengthen security posture by implementing robust identity protection mechanisms, MFAs, & conditional access policies.
- **Streamlined User Access:** Seamless access to resources with single sign-on (SSO) & self-service password reset (SSPR) features.
- **Efficient Collaboration:** Collaborate securely with partners, vendors, & customers by granting controlled access to your applications & data.
- **Compliance & Auditing:** Enforce compliance with industry regulations & policies through centralised access controls & detailed audit logs.
- **Reduced Risk of Data Breaches:** Mitigate risks associated with compromised & unauthorised access by continuous proactive threat detection.
- **Resource Management:** Efficient resource management by assigning appropriate user roles & permissions, preventing unauthorised changes.
- **Scalability & Integration:** Scale solution as you grow, seamlessly integrate with other tools & services.

Identity Governance and Administration

NEWSCALER

Service Overview

Identity Governance & Administration (IGA) empowers organizations to effectively manage & govern user identities, access, & permissions across their IT infrastructure. New Scaler helps implement these powerful suite of tools enabling organisations to ensure compliance, enhance security, & streamline access management processes.

Features

- **Identity Lifecycle Management:** Streamline the creation, modification, & deprovisioning of user identities ensuring right access throughout the lifecycle.
- **Access Reviews:** Automate periodic review processes & enforce access policies ensuring appropriate permissions aligned to business requirements.
- **Privileged Identity Management (PIM):** Manage & control privileged roles within organization granting just-in-time access to admins & enforce approval workflows for elevated permissions.
- **Entitlement Management:** Simplify access request & approval workflows. Define & manage fine-grained entitlements based on business roles & responsibilities.
- **Access Insights:** Gain visibility into user access patterns & entitlements. Detect & remediate access-related risks & anomalies.

Benefits

- Establish robust access controls, conduct access reviews, & maintain audit trails ensuring **Compliance & Audit Readiness** with regulatory requirements & industry standards.
- **Mitigate Access Risks** of unauthorized access & data breaches by enforcing the principle of least privilege & implementing access policies.
- Streamline access requests, approval workflows, & provisioning processes ensuring **efficient access management**
- Provide users with right access at right time, **enhancing productivity**, reducing time spent on access-related issues.
- Implement just-in-time privileged access, MFA & conditional access policies to **enhance security** of critical resources.
- Maintain clear record of user access & entitlement changes. **Simplify auditing & reporting** for compliance purposes.
- **Scale** IGA solution as you grow, **integrate** seamlessly with other services.

IT / OT Identity Governance & Administration

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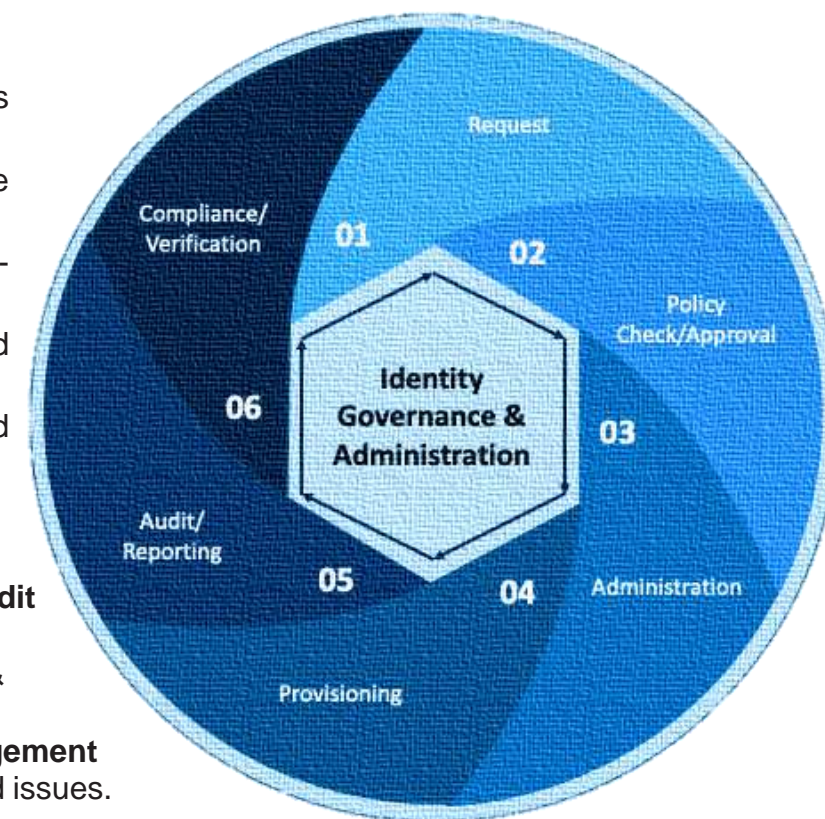
Service Overview

IT/OT Identity Governance & Administration is a comprehensive solution that combines identity & access management (IAM) with compliance management for both IT (Information Technology) & OT (Operational Technology) systems. This service focuses on establishing robust identity governance processes & implementing appropriate access controls to enhance security & compliance. We provide consultancy services to assess the current state of IT/OT identity & access management, design & implement effective IAM solutions, & establish compliance frameworks tailored to the specific needs of organizations operating in hybrid IT/OT environments. Our approach combines industry best practices & expertise to ensure a holistic & unified approach to identity management.

Capabilities

- Design & implementation of IAM solutions for IT/OT systems
- Integration of IT/OT user directories & authentication mechanisms
- Provisioning & deprovisioning of user accounts across systems
- Role-based access control (RBAC) design & enforcement
- Privileged access management (PAM) for IT/OT administrators
- Compliance framework development & implementation
- Continuous monitoring & auditing of IT/OT access & activities

Benefits

- Simplified compliance management with unified control & reporting
- Mitigation of insider threats by implementing least privilege principles
- Compliance adherence, automated monitoring & auditing
- Enhanced security by enforcing granular access controls
- Increased visibility & traceability of user activities

We offer customized workshops & consulting engagements to assess, design, & implement IT/OT identity access & compliance management solutions. Our services can be tailored to meet the unique requirements of organizations in various industries

Threat Protection using SIEM, SOAR and XDR

NEWSCALER

Service Overview

Threat Protection using SIEM (Security Information and Event Management), SOAR (Security Orchestration, Automation, and Response), and SIEM plus XDR (Extended Detection and Response) solutions, such as Microsoft Sentinel, aims to enhance and centralize security operations within organizations. This service combines the power of advanced analytics, automation, and extended detection capabilities to detect, investigate, and respond to security threats effectively. We provide consultancy services to assess existing security operations, design and implement robust threat protection strategies, and integrate SIEM, SOAR, and SIEM plus XDR solutions to streamline security incident detection, response, and remediation.

Capabilities

- Assessment of existing security operations and infrastructure
- Design and implementation of SIEM, SOAR, and XDR solutions
- Unifying security event monitoring, correlation, and analysis
- Automated incident response workflows and playbooks
- Threat intelligence integration for proactive threat detection
- Real-time detection and response to advanced threats
- Security analytics, reporting, incident investigation and forensics

Benefits

- Advanced threat detection and response capabilities
- Centralized and streamlined security operations
- Automation of repetitive security tasks
- Improved visibility into security events and incidents
- Faster incident response and remediation
- Compliance adherence and reporting for regulatory requirements

We collaborate closely with organizations to understand their specific security requirements and deliver customized solutions that align with their business objectives. Whether you are looking to optimize your existing security operations or establish a new centralized security framework, our services can help you leverage the combined strength of SIEM, SOAR, and SIEM plus XDR solutions.

Insider Threat Management

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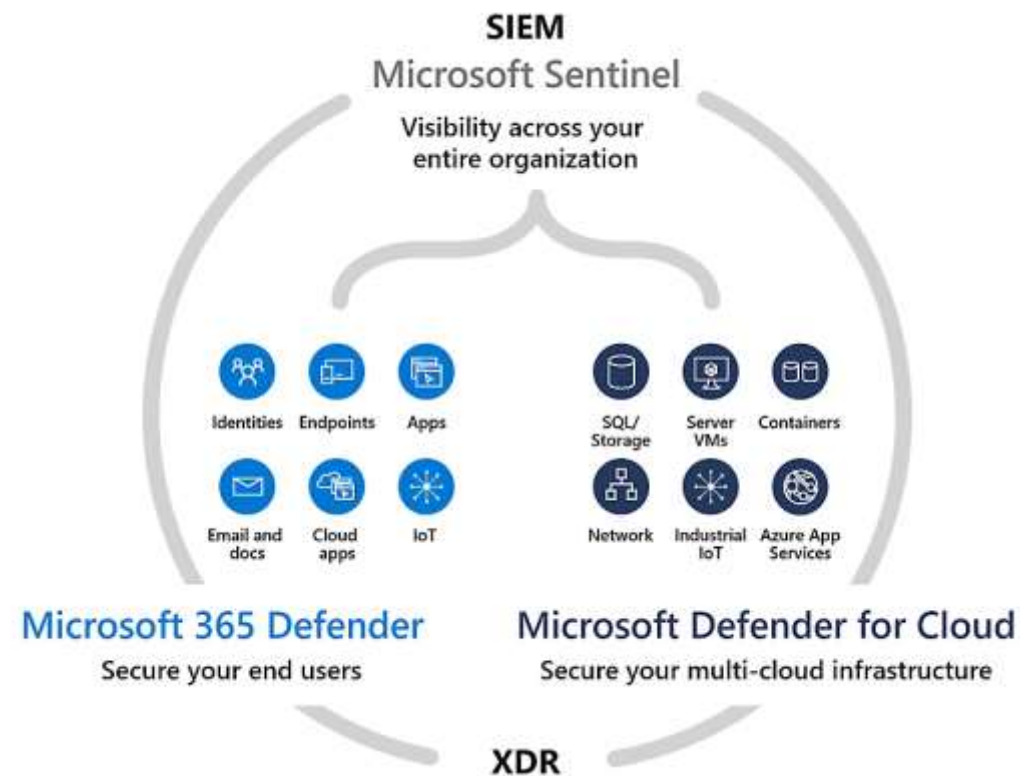
Service Overview

Insider Threat Management is designed to detect, prevent, and respond to insider threats within organizations. Leveraging advanced technologies, including Defender for Endpoint, Cloud App Security, and Azure Active Directory, this service aims to identify and mitigate the risks posed by trusted insiders and protect sensitive data from unauthorized access, misuse, or exfiltration. We provide consultancy services to assess insider threat risks, design and implement robust solutions, to enhance insider threat detection, monitoring, and response capabilities.

Capabilities

- Assessment of insider threat risks and vulnerabilities
- User behaviour analytics for anomaly detection
- Data loss prevention & protection measures with Microsoft Information Protection
- Privileged access management using Azure AD Privileged Identity Management
- Insider threat monitoring and alerting with Microsoft Sentinel
- Investigation and incident response workflows with Microsoft Threat Protection
- Employee training programs utilizing Microsoft 365 Security Awareness Toolkit

Benefits

- Enhanced detection and mitigation of insider threats
- Protection of sensitive data against unauthorized access and exfiltration
- Increased visibility & proactive identification of anomalous user behaviour
- Improved incident response and investigation capabilities
- Implementation of data loss prevention measures
- Employee awareness on insider threats, reducing risk of insider-based security breaches

Our team of experts offers tailored workshops and consulting engagements to assess, design, and implement insider threat management solutions, closely working with organizations to understand their specific requirements and deliver customized solutions that align with their business objectives. Whether you need to enhance your existing insider threat management practices or establish a new framework, our services can help you effectively detect, prevent, and respond to insider threats.

Endpoint Device Deployment & Management

NEWSCALER
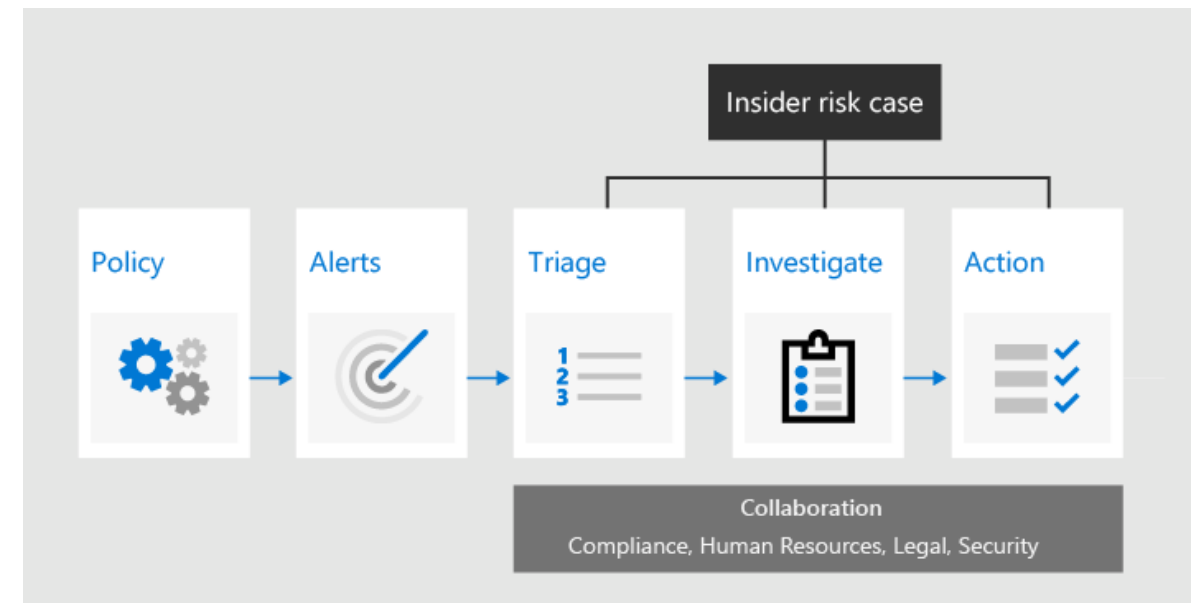
Service Overview

The Endpoint Device Deployment and Management Service aims to streamline device provisioning, enhance security, and simplify ongoing management for organizations with diverse endpoint device environments. We provide consultancy services to assess the current state of endpoint device management, design and implement efficient deployment strategies, and establish robust management frameworks utilizing technologies like Microsoft Intune.

Capabilities

- Design and implementation of device deployment strategies
- Configuration and customization of device policies
- Unifying device enrolment and provisioning workflows
- Application and software deployment across endpoint devices
- Patch management and software updates
- Remote troubleshooting and issue resolution system
- Security enforcement and compliance controls
- Reporting and analytics for device inventory and usage

Benefits

- Streamlined device provisioning and onboarding processes
- Enhanced security through policy enforcement and device compliance
- Simplified and unified management
- Improved productivity with streamlined application deployment and updates
- Remote troubleshooting capabilities for efficient issue resolution
- Real-time insights and analytics on device inventory and usage

We work closely with organizations to understand their specific requirements and deliver customized solutions that align with their business objectives. Whether you have a small fleet of devices or a large-scale deployment, our services can help you optimize the management of your endpoint devices.

Data Protection, Business Continuity & Disaster Recovery

Service Overview

Data Protection and Business Continuity and Disaster Recovery (BCDR) is designed to safeguard critical data, ensure business continuity, and enable efficient disaster recovery. This provides organizations with the means to protect their data, minimize downtime, and recover swiftly in the event of an unforeseen disruption. We provide consultancy services to assess existing data protection and BCDR strategies, design and implement resilient solutions, and enable effective data protection, backup, replication, and recovery.

Capabilities

- Assessment of existing data protection and BCDR strategies
- Design and implementation of data protection solutions
- Automated backup and recovery mechanisms
- Replication and failover for high availability and resilience
- Granular data recovery and point-in-time restoration
- Data encryption and access controls
- Cloud-based data backup and recovery options

Benefits

- Enhanced data protection and resilience against data loss
- Minimized downtime and improved business continuity
- Swift recovery in the event of a disaster or disruption
- Efficient and scalable data backup and point-in-time restoration
- Increased data security through encryption and access controls
- Compliance adherence for data protection regulations
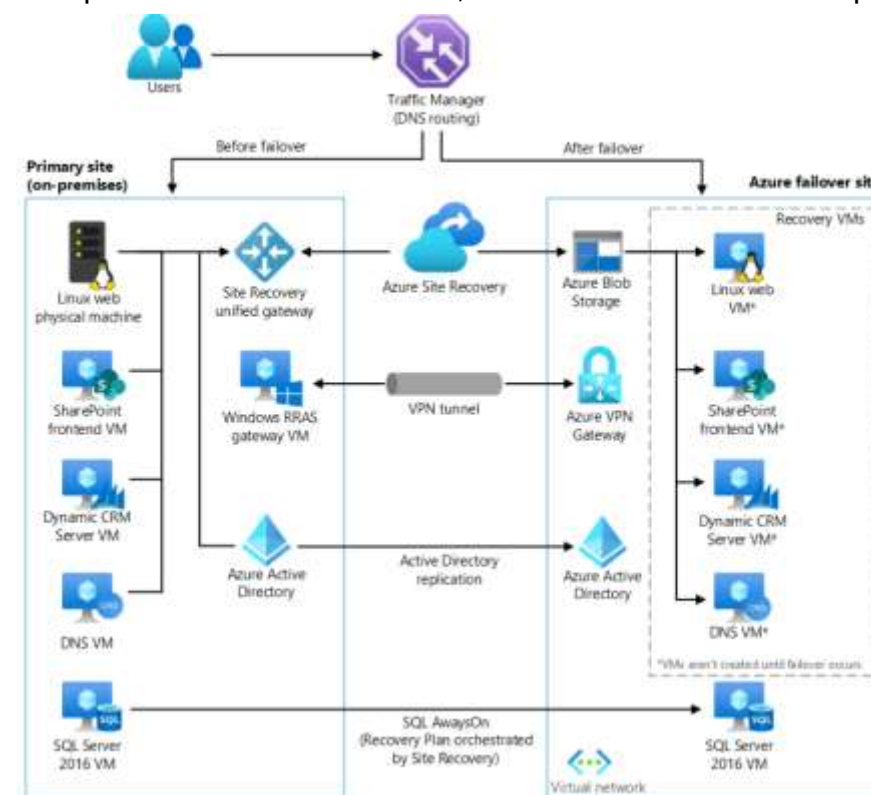
We work closely with organizations to understand their specific requirements and deliver customized solutions that align with their business objectives. Whether you need to enhance your existing data protection measures or establish a comprehensive BCDR framework, our services can help you ensure the security, availability, and recoverability of your critical data.

Unified Governance and Compliance

NEWSCALER

Service Overview

Centralising and Managing Governance and Compliance is a comprehensive offering designed to streamline and strengthen governance, risk management, and compliance practices within organizations. Leveraging robust suite of solutions, this service aims to centralize and automate governance and compliance processes, ensuring adherence to regulatory requirements and industry standards. We provide consultancy services to assess existing governance and compliance frameworks, design and implement efficient solutions, and leverage Microsoft's technologies to establish centralized governance, risk management, and compliance practices.

Capabilities

- Assessment of existing governance and compliance frameworks
- Design and implementation of governance and compliance solutions
- Centralised compliance and policy monitoring, management, enforcement and reporting
- Risk assessment, mitigation strategies & audit trail and change management tracking
- Data privacy and protection measures
- Integration with regulatory frameworks

Benefits

- Streamlined and unified governance and compliance processes
- Improved risk management and mitigation
- Compliance adherence and reporting for regulatory requirements
- Enhanced data privacy and protection measures
- Increased visibility into governance and compliance activities

Our experienced team offers tailored workshops and consulting engagements to assess, design, and implement governance and compliance solutions. Whether you need to enhance your existing governance and compliance practices or establish a new centralized framework, our services can help you leverage Microsoft's solutions to effectively manage and adhere to governance and compliance requirements.
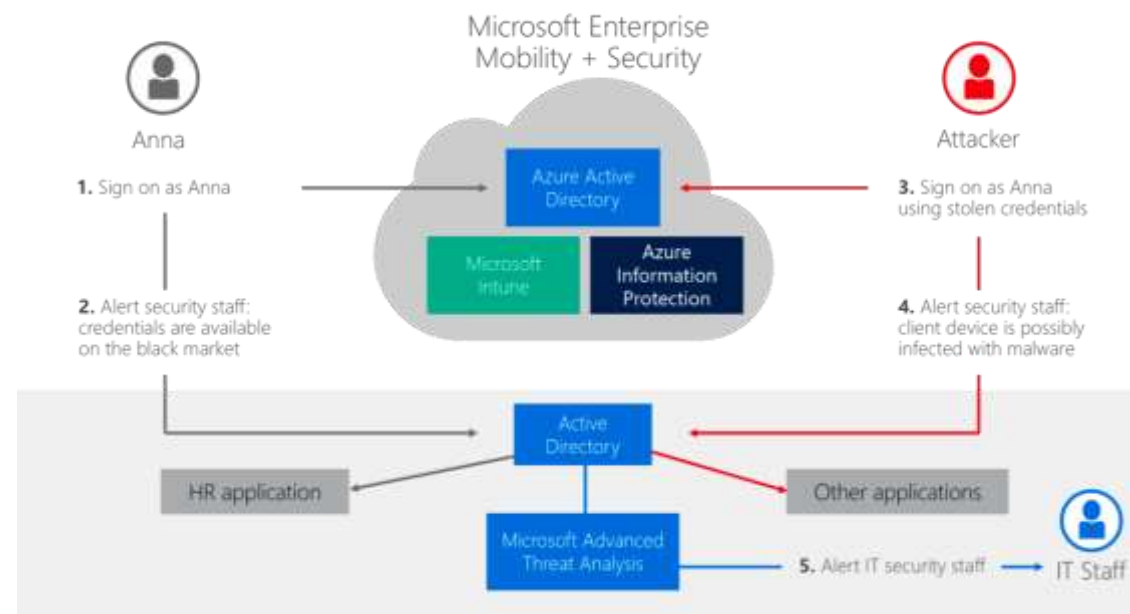
Enterprise Mobility + Security

NEWSCALER

Service Overview

Enterprise Mobility + Security (EMS) is a comprehensive suite of cloud-based solutions designed to secure and empower your organization's mobile workforce. With the rise of remote work, organizations face new challenges in securing their data and ensuring productivity. By combining identity and access management, threat protection, information protection, and device management, EMS provides a robust security framework for modern workplaces.

Benefits

- Enhanced Security: Protect your organization's data, devices, and applications against modern threats and unauthorized access.
- Productivity and Collaboration: Enable seamless collaboration and productivity for your mobile workforce while maintaining data security.
- Simplified Management: Centralize device and application management, streamline security policies, and automate compliance requirements.
- Data Protection and Compliance: Safeguard sensitive information through data classification, encryption, and data loss prevention mechanisms.
- Risk Mitigation: Proactively detect and respond to threats, minimizing potential damages and business disruptions.

Leverage the power of Enterprise Mobility + Security to secure your organization's mobile workforce and enable remote work scenarios. Enhance productivity, protect sensitive data, and strengthen your security posture with New Scaler's comprehensive suite of solutions

New Scaler Modern Work Services

Modern Work Solutions
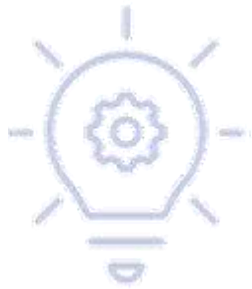
- M365: Consultancy & Deployment Service
- Microsoft 365: Productivity Tools
- Unified Communication: Exchange Online
- Cloud Storage and Backups
- SharePoint: Collaboration & Content Management
- Microsoft Teams: Empowering Teamwork
- Cloud Voice Deployment & Support
- Security for Modern Workplace
- M365: All-round Administration & Governance

Microsoft 365: Consultancy & Deployment Service

NEWSCALER

Service Overview

Microsoft 365 (M365) is a comprehensive suite of productivity tools & services that empowers organizations to work efficiently & collaboratively. With M365, businesses can leverage a wide range of applications, from intelligent capabilities.

Our team at New Scaler can assist you in harnessing the full power of Microsoft 365, enabling your business to thrive in modern digital Landscape. Our tailored approach ensures a seamless transition to the cloud, maximising productivity, collaboration, and security across your organisation. Our services include –

- Licensing Assessment & Optimisation
- Licensing provisioning & management
- M365 Deployment Planning
- Migration Services
- Collaboration & Productivity Consulting
- Security & Compliance Consulting

Features

- Define strategy to fit business plans, specific technology recommendations based on your requirements
- Provide architectural advice & guidance on Exchange Online, Teams & SharePoint Online deployment
- Educate technical stakeholders in capabilities of M365, informs decision-making process for acquiring M365 cloud services
- Understand the efforts required pre & post-implementation
- Indicative deployment timelines
- Tailor workshops for hands-on testing activities & validation (optional)

Benefits

- *Unify your productivity tools* with M365, enabling *Modern Workplace* & Remote working across your organisation
- Align M365 capabilities with *business requirements*
- Leverage & utilise all the features of M365 stack. Understand licensing & features that are straightforward to deploy.
- Administer your organisation with enhanced *security & compliance* tools
- *Communicate* group strategy with news, blogs, social
- Support knowledge *sharing & collaboration* across departments & projects
- Easily create engaging, interactive web-based reports, presentations & more
- Understand how similar organisations leverage Microsoft 365 capabilities
- Set the foundation for cloud technology adoption

Microsoft 365: Productivity Tools

NEWSCALER

Microsoft 365 provides the app style communication & collaboration features that teams use in their personal life & expect in their professional life. The new applications provide collaboration features which are complemented by the existing Office application capabilities that users will be familiar with (Outlook, Word, PowerPoint, Excel). The productivity solutions can increase productivity by encouraging collaboration & information sharing & reducing time on email.

New Scaler believes our clients will benefit from enabling the productivity applications which are included in the license at no extra charge. Whilst the capabilities can be enabled with minimal effort, realising the productivity benefits will be reliant on adoption & effective use of applications.

Some key applications that may enable the business processes include:

Teams	Yammer	SharePoint Online	OneDrive for Business
Chat based collaboration platform that creates a hub for teamwork. Teams has native communication and collaboration capabilities in addition to brining together other Microsoft solutions.	Private enterprise social media solution to communicate across the organisation using various channels ranging from official organisation communication to employee common interests.	In the context of Teams, SharePoint provides a Team site for each team to store documents.	Cloud based end user personal document storage location.

Planner	OneNote	Forms	Flow
Kanban style task management tool for teams to create, assign and manage tasks.	Digital note taking solution for individuals or teams.	Internal and external survey development and distribution tool.	Workflow automation tool which connects M365 and external tools.

Unified Communications: Exchange Online

NEWSCALER

Service Overview

Microsoft Exchange has long been the standard for enterprise grade email. Now available as part of Microsoft 365, the cloud-based productivity suite of services. Exchange provides a robust email, calendar, contact, a seamless integration into other Microsoft products & many other features.

At New Scaler understand that email is still the most critical application in any business, supporting most communication & collaboration activities. Whether upgrading your on-premises Exchange Server, migrating to Exchange Online, or deploying a hybrid of both, we have a wealth of experience to help you make the right decisions. Our technical experts ensure your organisation will benefit from the performance, service, & security that is demanded of such a critical service.

Our in-depth knowledge of the Microsoft productivity tools allows us to deploy Exchange alongside other supporting technologies, such as SharePoint, Yammer & Teams but with an emphasis on user adoption to ensure that your project is successful.

Features

- Fully deployed Microsoft 365 / Exchange Online
- Access to expert Unified Comms guidance & best practices
- Accelerated Exchange Online deployment through proven low-risk migration
- Seamless migration to Microsoft cloud-based SaaS
- Training, support & advice on deployments
- Simplifies the migration & leverage best practices with our experience
- Flexible resourcing to suit your business needs
- Enable single sign-on & directory federation

Benefits

- Access your business emails, calendars & contacts from anywhere
- Old user email accounts can be migrated to a free shared mailbox
- Provide the foundation for cloud technology adoption & basic access to core service features within Microsoft 365 environment
- Wipe devices & enforce security policies with built-in mobile device management capabilities
- Monitor the health of your Exchange with built-in services & 'self-healing' tools
- Work confidently knowing anti-malware, anti-virus & spam filters combat problems before they reach end users
- Policy Tips to inform users about violations before any data is sent
- Built-in compliance & retention policies
- Reduce need for expensive servers, DR & Backup
- Financially backed 99.9% uptime SLA & guarantee
- ISO27001 & GDPR compliant

Cloud Storage and Backups

NEWSCALER

Service Overview

Microsoft OneDrive for Business is a powerful cloud storage solution designed to enhance collaboration and protect your valuable business data. With seamless file access and advanced backup capabilities, it offers a secure and efficient platform for storing, sharing, and safeguarding your files.

Features & Benefits

- *Secure Cloud Storage:* Access files securely from anywhere, robust security measures to protect data against threats. Granular access controls to ensure data privacy.
- *Streamlined Collaboration:* Real-time co-authoring, easy files sharing and collaboration. Version history and file recovery features.
- *Sync and Access Anywhere*: Sync files across devices for seamless access offline.
- *Reliable Data Protection:* Automatic *backups* protect against accidental deletion or data loss. Point-in-time restore allows you to recover previous file versions.
- Compliance with industry regulations ensures data governance.

Remote Access

Collaboration

Mobile Access

File Types

Basic Security

At New Scaler and with our extensive experience in Microsoft technologies, we offer comprehensive implementation and support services for Microsoft OneDrive for Business and backup solutions. Our team ensures a smooth transition, data security, and effective backup strategies tailored to your organization's needs. Unlock the full potential of Microsoft OneDrive for Business and backups to securely store, collaborate, and protect your valuable business data.

SharePoint: Collaboration & Content Management

NEWSCALER

Service Overview

SharePoint is a powerful platform that enables organizations to create, manage, and collaborate on content, documents, and workflows. With SharePoint, teams can work together more efficiently, streamline processes, and ensure seamless information sharing across the organization.

Features

- *Document Management*: Centralized document storage, simultaneous co-authoring for collaboration.
- *Team sites* for project collaboration & information sharing.
- Integrate with other apps and *build custom workflows to automate* business processes, streamline approvals, document routing, and task assignments.
- Powerful *search capabilities & content discovery with* metadata for enhanced content organization.
- *Business Intelligence & Reporting* with data integration with external systems for real-time insights, allowing to track KPIs for informed decision-making.
- Security & Compliance: Granular access controls for content security. Compliance features to meet regulatory requirements. Information Rights Management to protect sensitive content.
- Hybrid & On-Premises: Hybrid design to migrate or integrate on-premises SharePoint with the cloud.

Benefits

- Efficient Collaboration: Empower teams to work together more effectively.
- Streamlined Processes: Automate workflows and streamline information sharing.
- Improved Discoverability: Enhance search capabilities with metadata and taxonomy.
- Unified User Experience: Integrate on-premises and cloud environments seamlessly.
- Scalable Information Architecture: Organize content for easy management.
- Secure & compliant Content Access: Control permissions and access rights.

From migration to hybrid design and implementation, we can assist you throughout your SharePoint journey leveraging industry-leading tools and technologies, such as SharePoint Online, SharePoint Server, Microsoft 365, and Azure, to deliver tailored solutions that meet your collaboration and content management needs. Unlock the full potential of SharePoint to enhance collaboration, streamline processes, and drive productivity across your organization.

Microsoft Teams: Empowering Teamwork

NEWSCALER

Service Overview

Microsoft Teams is a leading platform for communication & collaboration, enabling organizations to streamline communication channels & foster teamwork. Bringing together the full breadth of M365, it provides a true chat-based hub for teamwork, creating an open & fluid digital environment. From chat, calling and meetings, to easy access to any component of M365, Teams is intended to be a one-stop shop for user collaboration for any business size. New Scaler has worked with Teams, offering user adoption, solutions, technical design, deployment, security & pilot services to ensure a successful deployment.
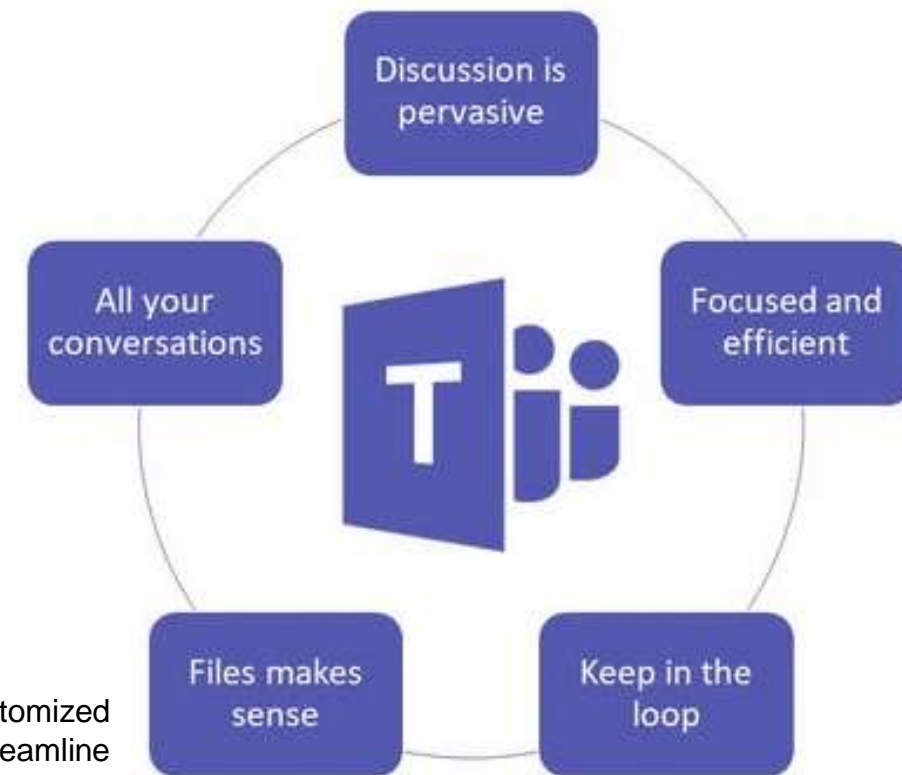
Key Features & Services:

- Chat & Messaging: Instantly communicate with individuals or teams.
- Audio and Video Meetings: Conduct virtual meetings with high-quality audio and video.
- File Sharing and Collaboration: Share, co-author, and collaborate on documents.
- App Integration: Connect with third-party apps to streamline workflows.
- Mobile and Remote Access: Stay connected and collaborate from anywhere.
- Microsoft Teams Administration & Governance Approach
- Provide comprehensive Training (for Admins, Owners and End-Users) and support for smooth adoption.

Benefits

- Enhanced Collaboration: Foster teamwork and productivity across your organization.
- Streamlined Communication: Simplify communication channels and reduce silos.
- Cost Efficiency: Consolidate communication tools and reduce infrastructure costs.
- Scalability and Flexibility: Easily scale as your organization grows and adapt to changing needs.
- Mobile and Remote Work Enablement: Empower employees to work from anywhere, anytime.

We leverage Microsoft 365, Azure, and telephony solutions to deliver seamless deployments and customized solutions. Unlock the full potential of Microsoft Teams & Communication to empower collaboration, streamline communication, and enhance productivity across your organization.

Discussion is pervasive

All your conversations

Focused and efficient

Files makes sense

Keep in the loop

Cloud Voice Deployment & Support

NEWSCALER

Service Overview

Teams Voice is a modern cloud-based telephony solution that enables users to make, receive, and transfer calls to and from landlines or mobile phones on the public switched telephone network (PSTN) in Microsoft Teams. New Scaler can help you plan for and implement Teams Voice communication and collaboration solution which will create a 'Hub for Teamwork' and will provide the main user interface to access functionality from across Microsoft 365 and other third-party apps. We offer a range of deployment options from Basic Functionality to Rich and Complex Functionality (e.g., Reception Console, Call Recording, Call Centre, other custom requirements). We also offer a fully managed service to support your usage of Teams and Teams Voice, providing a scalable solution that suit all types and sizes of customer.

Features

- Integrated Phone System: Enable voice calling within Microsoft Teams.
- Direct Routing: Connect Teams to PSTN networks or Microsoft Calling Plans, offering flexibility & value for money for calling.
- Porting existing phone numbers to Microsoft Teams.
- Customize Call Routing rules and manage call flows.
- Configure Voicemail and handle Call Queues efficiently.
- Provide a Managed Meeting Rooms service (MMR)
- Ensure compliance with Emergency Calling requirements.
- Report on call quality and usage

Benefits

- Enhanced Collaboration & Productivity: Streamlined & unified communication interface for chat, voice, video, & meetings simplifying workflows.
- Cost Savings & Efficiency: Eliminate the need for separate telephony systems, reducing costs, simplifying administration of voice services.
- Mobility and Flexibility: Access communication features from any device, anywhere, enabling remote/mobile workforce staying connected and productive.
- Reliable and Scalable: Built on the reliable and secure Microsoft Azure cloud platform. Easily scale voice services to accommodate organizational growth.

Security for Modern Workplace
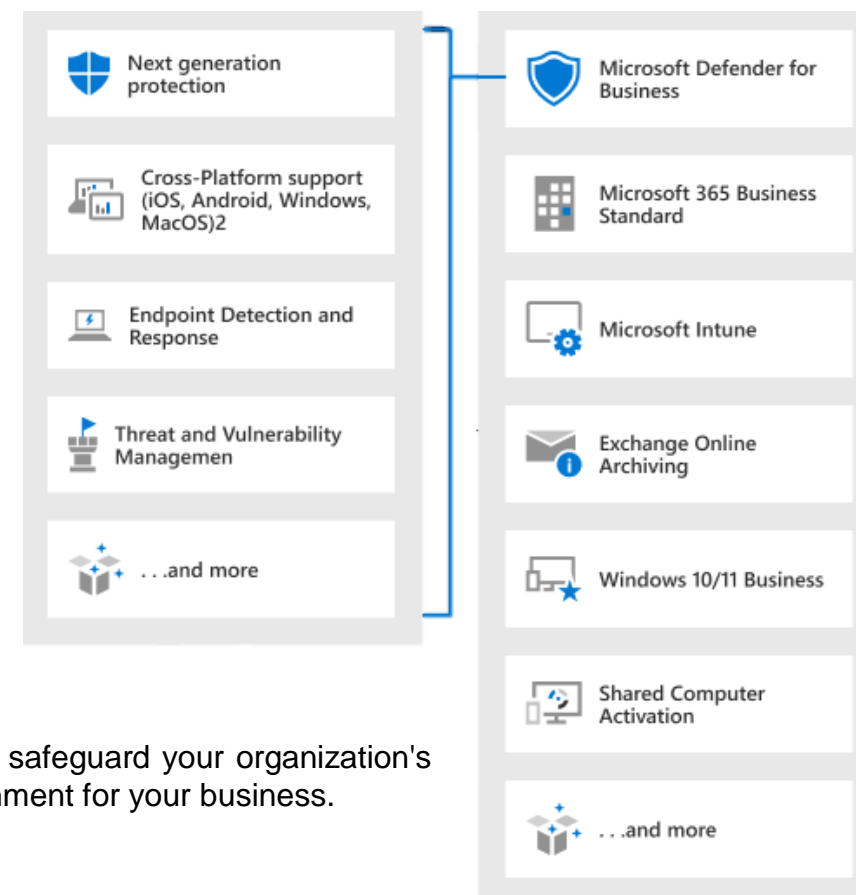
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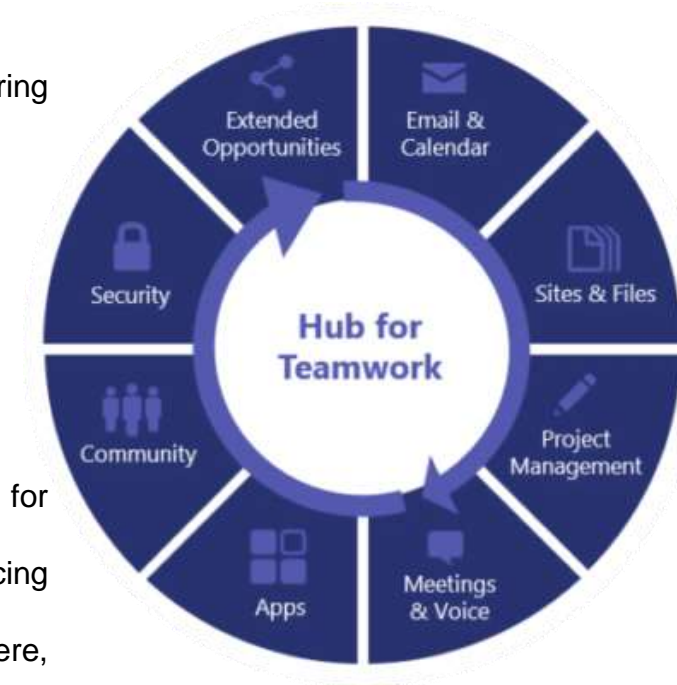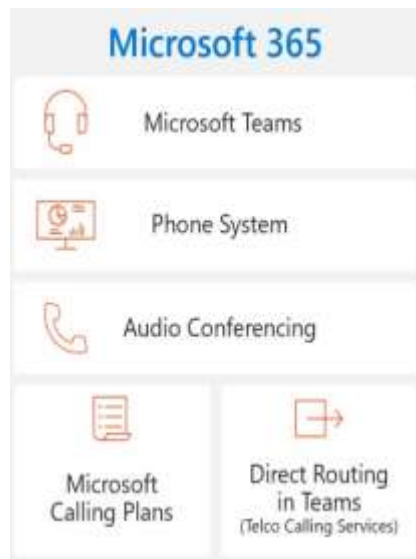
Service Overview

In today's digital landscape, robust security measures are crucial to protect your organization's data & infrastructure. Choosing the right security tools & licenses, you can ensure enterprise-grade security & stay ahead of evolving threats. Our services provide comprehensive protection, advanced threat detection, & proactive security management for your organization.

Features & Benefits

- *Endpoint Protection:* Safeguard endpoints from malware, viruses, and other threats. Real-time scanning & protection against malicious activities. Advanced behavioral analysis to detect and block sophisticated attacks.
- *Advanced Threat Protection & Threat Intelligence:* Access to a vast updated database of threat intelligence & indicators of compromise. Proactive identification & blocking of known malicious entities. Protection against fileless attacks and zero-day exploits.
- *Secure Cloud & Email Protection:* Protect cloud services and email platforms from cyber threats, with advanced filtering & scanning to detect phishing attempts & malicious content and robust controls for data privacy & compliance.
- *Identity & Access Management:* Strengthen identity security with MFA & conditional access policies. Seamless integrate with Azure AD for centralized identity management.
- *Information Protection:* Data classification & labelling to protect sensitive information. Encryption & rights management for secure data sharing. Policy enforcement to prevent data leakage & unauthorized access.

Our *enterprise-grade security* services offer comprehensive protection & advanced security features to safeguard your organization's data, endpoints, & cloud services. Stay one step ahead of cyber threats & ensure a secure digital environment for your business.

Diagram (left column):
- Next generation protection
- Cross-Platform support (iOS, Android, Windows, MacOS)2
- Endpoint Detection and Response
- Threat and Vulnerability Managemen
- . . .and more

Diagram (right column):
- Microsoft Defender for Business
- Microsoft 365 Business Standard
- Microsoft Intune
- Exchange Online Archiving
- Windows 10/11 Business
- Shared Computer Activation
- . . .and more

M365: All round Administration & Governance

NEWSCALER

Service Overview

Not on Azure, looking to administer & govern your organisation, utilising the Microsoft 365 suite only? New Scaler's all-round administration services provide organizations with expert support & guidance in centrally managing & optimizing their M365 environment. With a focus on security, compliance & governance to drive efficient operations, our administration solutions help organizations harness the full potential of M365 for enhanced productivity and collaboration. We offer comprehensive consultancy services to assist organizations in effectively administering their M365 environment according to their administrative needs, providing ongoing management to ensure a smooth & secure M365 experience.

Features

New Scaler's motto, to help 'Simplify organisation's IT infrastructure to Amplify the benefits of their IT investments' resonates with our consulting on M365 admin centre. Helping organisations unify their IT administration from a single window-pane. Organisations can centrally control the following with this solution:
- User & Group Permissions & License Management
- Security & Compliance.
- Exchange Online Management
- SharePoint Online Management
- Teams Administration
- Azure AD Integration

Benefits

- Streamlined administrative tasks for Microsoft 365 services
- Enhanced security and compliance posture
- Efficient user and group management
- Improved collaboration and productivity with Microsoft Teams and SharePoint Online
- Simplified email management with Exchange Online
- Cost optimization through license management
- Expert support and guidance from M365 administration specialists
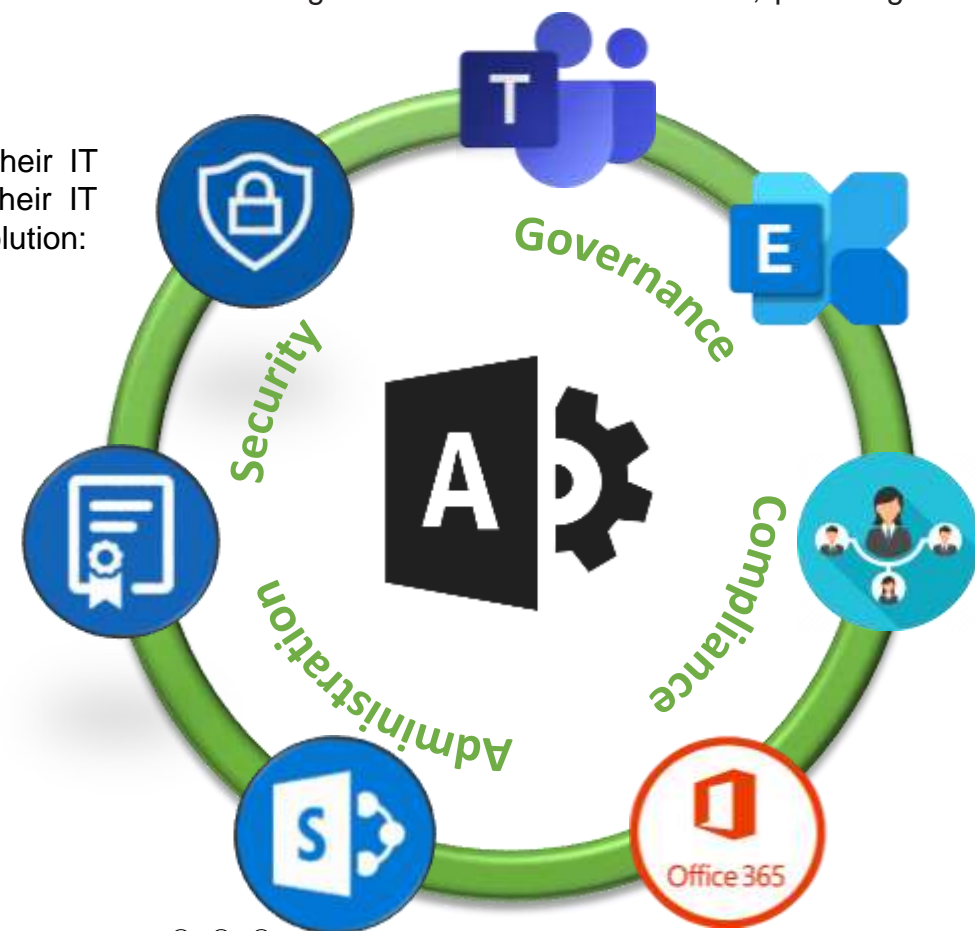
New Scaler AI Services

NEWSCALER

At New Scaler we design & develop cutting edge AI / ML solutions using state of the art algorithms. At the heart of our services lies the scalable, secure & compliant designs tailored to organisation's needs, ensuring a future proof deployment. We provide comprehensive support throughout the entire ML / AI lifecycle, helping customers choose the right tools & platforms for training, optimize & govern their models, & deploy solutions for improved performance & optimized costs.

Assessments

- AI Readiness Assessment

Solutions

- Data Preparation & Exploration
- Model Evaluation & Training Services
- Solution Deployment Services
- Conversational AI
- AI Transcription Solution
- Computer Vision
- Auto ML Solutions
- Customised Use Case Development

AI Readiness Assessment

NEWSCALER

Service Overview

The AI Readiness Assessment is designed to evaluate an organization's readiness & requirements for building or adopting AI solutions. This comprehensive assessment encompasses various aspects, including business needs, data readiness, technical capabilities, skills & talent, risk considerations, cost-benefit analysis, change management, & governance & compliance. By conducting this assessment, organizations can gain insights into their AI readiness & develop a clear roadmap for successful AI implementation.

Workshop & Scope

New Scaler's AI readiness assessment follows the AI adoption lifecycle route to simplify your AI pipeline right from the beginning of any project. Delivered in a 2-7 day customised workshop format, starting with learning your business goal to defining the data & strategy to choose for a secure & compliant deployment. Chronological listed below are the scope of this assessment

- Business Needs Assessment: Identifying specific business needs & goals for AI adoption.
- Data Assessment: Evaluating the availability, quality, & relevance of data for AI applications.
- Technical Readiness Assessment: Assessing the organization's technical infrastructure & capabilities.
- Skills & Talent Assessment: Evaluating the organization's AI expertise & identifying skill gaps.
- Cost-Benefit Analysis: Conducting a comprehensive analysis of the financial feasibility of AI initiatives.
- Change Management Assessment: Evaluating the impact of AI adoption on existing process.
- Governance & Compliance Assessment & Risk & Ethical Considerations

Benefits

- Define a clear roadmap for AI adoption to align with your business goal.
- Highlights on the benefits, risks & recommendation report on adopting any AI strategy
- Identify the technical debt of your AI strategy to your current state.

1 Formulate your Data Strategy

2 Understand your Current State

3 Define your Roadmap

4 Execute the AI Playbook(s)

Data Preparation & Exploration

NEWSCALER

Service Overview

In today's data-driven world, effective data preparation & exploration are crucial for successful Machine Learning & AI initiatives. At New Scaler, Data Exploration service is designed to help organizations transform raw data into valuable insights, enabling accurate model development & informed decision-making.

Features

- **Data Cleansing & Transformation:** Employing industry-leading techniques to clean, validate, & transform data ensuring its accuracy, consistency & relevance we lay the foundation for reliable & meaningful analysis.
- **Data Integration & Enrichment:** We can integrate diverse data sources to provide a comprehensive view of your data. We recommend enrichment techniques enabling more sophisticated analysis.
- **Exploratory Data Analysis**: We perform exploratory data analysis to uncover hidden patterns, correlations, & insights within your data employing advanced statistical & visualization techniques to gain deeper insights.
- **Feature Engineering:** Identifying, selecting & engineering relevant features we help optimize model performance, enhancing the predictive power of your machine learning models.

Benefits

- High-Quality Data: Ensure that your machine learning models are built on clean, accurate, & reliable data, leading to more accurate predictions & insights.
- Improved Model Performance: By properly preparing & exploring your data, we enhance the performance & accuracy of your machine learning models, enabling better decision-making.
- Enhanced Data Understanding: Gain a comprehensive understanding of your data through exploratory data analysis, uncovering valuable insights & potential relationships.
- Data-Driven Decision-Making: Leverage the power of data to drive informed decision-making, identify trends, & make predictions based on reliable analysis.

AI Solution Staging

Prepare Data

Design & Train

Deploy

Solution

1 Missing Data
→ Ignore
→ Fill Manually
→ Fill Computed Value

2 Noisy Data
→ Binning
→ Clustering
→ Machine Learning Algorithm
→ Remove Manually

3 Inconsistant Data
→ External Refrences
→ Knowledge Engineering Tools

Model Evaluation & Training
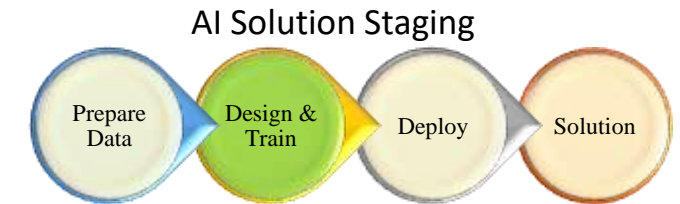

NEWSCALER

Service Overview

Once data is sought, New Scaler assists organisation's in Model Selection & Evaluation, focusing on building accurate & robust machine learning & AI models using powerful suite of cloud tools & services. Leveraging our expertise we select or build custom models & then using advanced algorithms & techniques train & evaluate the models to uncover patterns, make predictions, & provide valuable insights to drive your business forward.

Features

- **Model Selection:** Based on the problem type, data type, quality & cost, resource & time constraints, our team carefully selects the most appropriate algorithms for your specific use case. We also guide to reuse pre-trained models, reducing the time & resource required to build models from scratch.
- **Feature Engineering:** We extract, transform & combine relevant features from your data & engineer them to enhance the predictive power of the models.
- **Model Evaluation:** Before deployment, we assess trained AI / ML models on indicators like precision, recall, F1 score, etc. to ensure the effectiveness, accuracy & reliability of the models.
- **Model Validation & Optimization :** We train ML models using state-of-the-art algorithms, employing techniques like cross-validation, hyperparameter tuning, handling imbalanced datasets, etc to optimise the algorithms ensuring a robust, high performance, accurate & generalized models.
- **Model Interpretability & Explainability:** Providing insights into how models make predictions, we help stakeholders understand the factors contributing to model outputs, increasing trust & transparency.

Benefits

- Accurate Predictions: Our expertly developed machine learning models provide accurate predictions, enabling you to make informed business decisions & gain a competitive edge.
- Improved Efficiency: Automate processes, reduce manual effort, & improve efficiency through the power of machine learning. Our models enable you to streamline operations & optimize resource allocation.
- Uncover Hidden Insights: By leveraging advanced algorithms, our models can uncover hidden patterns, correlations, & insights within your data, leading to valuable business insights.
- Scalable Solutions: Our models are designed to scale with your business needs. Whether you have large datasets or require real-time predictions, our solutions can adapt to your evolving requirements.

AI Solution Staging

Prepare Data — Design & Train — Deploy — Solution

Under Fitting

Balance Fit

Over Fitting

Solution Deployment & Monitoring
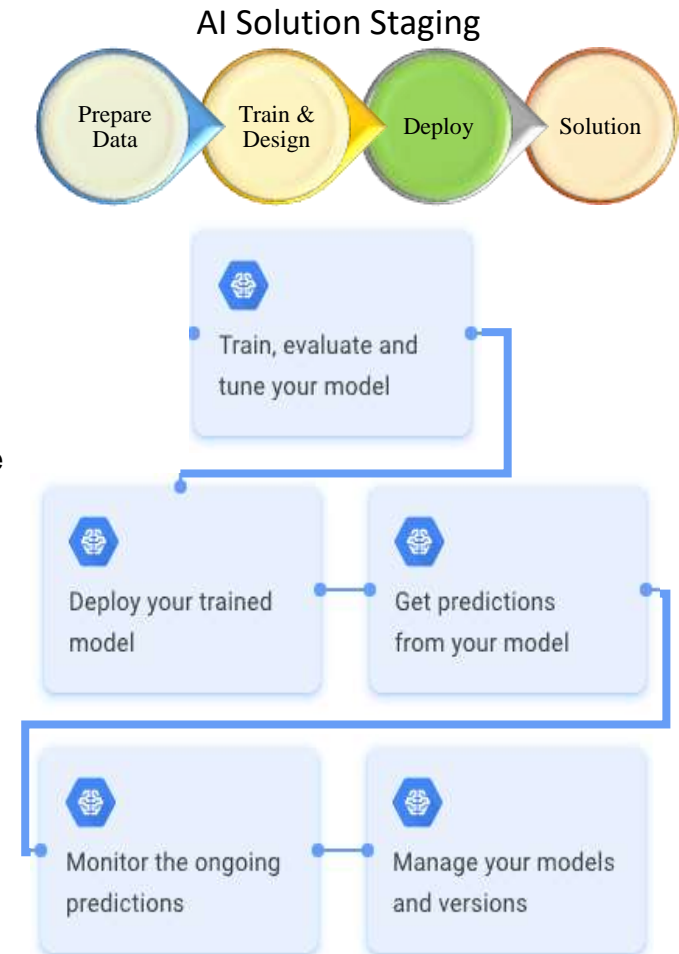
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Service Overview

Our Solution Deployment service focuses on bringing the power of AI to your organization through the deployment of cutting-edge Microsoft technologies. Once the data is ready, the model is selected trained & finalised, we help you effectively harness the power of these AI / ML technologies by seamlessly integrating integrate them into your existing systems, applications, & workflows, enabling intelligent automation, decision-making, & enhanced user experiences.

Features

- **Integration & Deployment:** Once the models are trained & validated, we assist in deploying them in production environments into your existing systems or applications. Leveraging Azure AI / ML tools we deploy scalable end-to-end AI solutions for computer vision, NLP, sentiment & predictive analytics, anomaly detection, etc.
- **Tool & Platform Selection:** Our team guides in selecting the best tools & platforms aligned to your requirements, budget & technical capability ensuring a well-architected, efficient, reliable & scalable deployment.
- **Monitoring & Maintenance:** This involves continuous performance monitoring of models in early days of deployment, to identify concept drift, degradation or bias issues ensuring models remain accurate & reliable.
- **Security, Governance & Compliance:** Before the model is ready to deploy our priority is in ensuring the security with robust governance frameworks to comply with regulatory standards & ethical considerations.
- **Cost Optimization:** Our USP lies in helping customers make the most of the money they spend by optimising resource utility with ML/AI training & deployment.

Benefits

- Intelligent Automation: Automating repetitive tasks & streamlining processes increases operational efficiency freeing up valuable human resources time allowing them to focus on more strategic & value-added activities.
- Improved data-driven Decision-Making to capitalize on new opportunities
- Enhanced User Experiences by providing intelligent personalized recommendations & natural language interaction.
- Scalable & Flexible Solutions allowing you to adapt to changing requirements & accommodate growing data volumes.
- Accurate high performing Model deployment ensuring efficient & effective model training & deployment.
- Seamless integration of ML/AI solutions into existing systems

AI Solution Staging

Prepare Data → Train & Design → Deploy → Solution

Train, evaluate and tune your model

Deploy your trained model

Get predictions from your model

Monitor the ongoing predictions

Manage your models and versions

Conversational AI Solutions

Service Overview

At New Scaler we thrive by combining the power of generative AI with our conversational AI offerings to provide organizations with advanced capabilities in creating intelligent chatbots, virtual assistants, & sophisticated NLP applications. By harnessing the power of Generative Pre-trained Transformer (GPT), our solution enables accurate language understanding, creative language generation, & personalized interactions for enhanced user experiences. With Azure opening the GPT gates to UK, we can now securely & compliantly offer next generation conversational AI solutions to public sectors in UK.
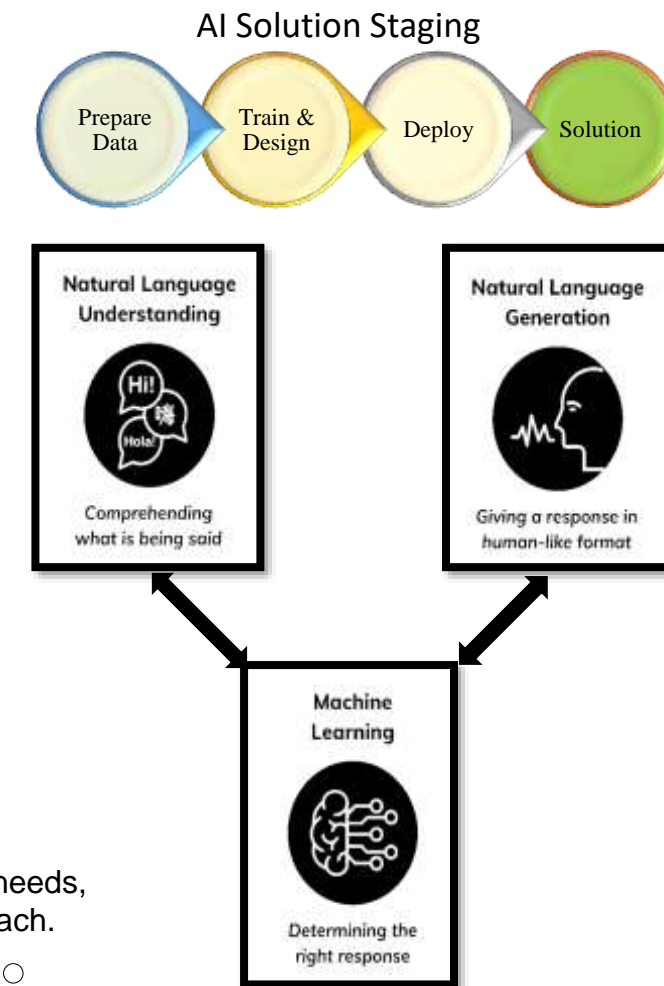
Solution Play Areas

- **Intelligent Chatbots & Virtual assistants**: Going beyond rule-based chatbots, our solution incorporates generative AI capabilities enabling a more human-like conversational experience by providing dynamic, unique & contextually relevant responses, enhancing assistance to customer or employees.
- **Sentiment & Natural Language Understanding (NLU):** Leveraging state-of-the-art NLP techniques helps interpret meaning & intent from input & entities to deliver personalized context-aware responses & actions. This helps organizations gauge customer satisfaction, identify trends, categorise entities & make data-driven decisions.
- **Text Summarization:** Extract key information & generate concise summaries from lengthy documents using text summarization techniques. This enables quick information retrieval & enhances productivity.
- **Language Translation:** Our NLP capabilities facilitate efficient & accurate language translation.

Benefits

- Deeper Insights & Understanding: Uncover valuable insights from unstructured data, about sentiments, preferences, & trends. Improving the quality of content generation & user interactions.
- Efficient Information Processing: Summarize large volumes of data, saving time & effort in processing information.
- Multilingual Capabilities allowing to bridge language barriers & expand your global reach.
- Enhanced Employee Productivity & Customer Engagement
- We ensure a seamless integration of existing workloads with Azure tools & services.
- New Scaler excels in building closed loop continuous learning systems, that adapt to user needs improving over time.

At New Scaler we empower organizations to deploy efficient & intelligent Conversational AI solutions, tailored to their needs, secure & compliant by design, unlocking the route to increased productivity, better customer engagement & broader outreach.

NEWSCALER

AI Solution Staging

Prepare Data → Train & Design → Deploy → Solution

Natural Language Understanding — Comprehending what is being said

Natural Language Generation — Giving a response in human-like format

Machine Learning — Determining the right response

AI Transcription Solutions

NEWSCALER

Service Overview

New Scaler's AI Omni-Channel Transcription Service revolutionizes the way organizations handle transcription needs across multiple channels, users, languages, & accents. By harnessing the power of artificial intelligence, this service provides accurate & efficient transcription capabilities, enabling you to extract valuable insights from audio & video content across diverse sources.

Features

- **Multi-Channel / Multi-User:** Seamlessly transcribe audio & video content from a variety of communication channels, such as phone calls, meetings, webinars, etc. & from multiple users.
- **Speaker Identification:** Identify & label different speakers within the transcription, making it easier to attribute dialogue & understand conversations.
- **Multi-Language, Accents & Dialects Support:** Leverage advance AI models to transcribe content in multiple languages spoken in various accents & dialects, breaking down barriers, ensuring availability for a global audience.
- **Time Stamping:** Automatic time stamps to transcript, facilitating easy navigation to specific moments in audio.
- **Customization:** Tailor models to your specific domain, improving accuracy & relevance for specialized content.
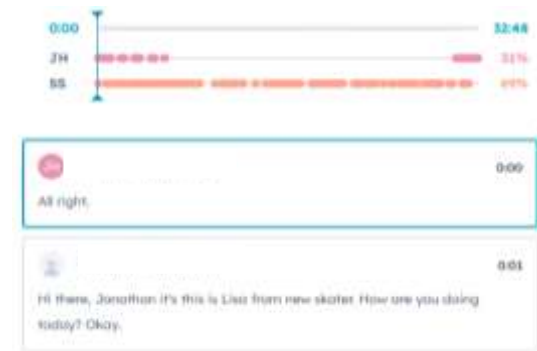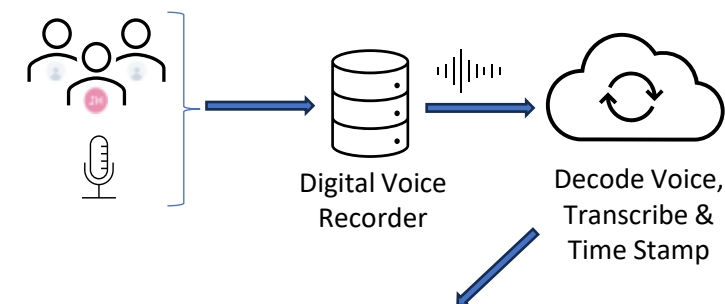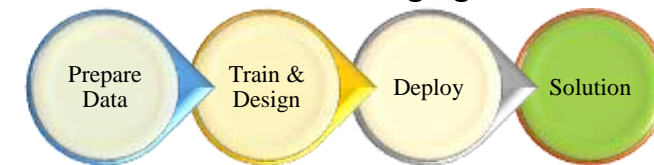
Benefits

- **Enhanced Efficiency:** Replace manual transcription efforts with an automated solution, saving time & resources.
- **Actionable Insights:** Unlock valuable insights by analysing conversations to drive informed decisions.
- **Accessibility & Inclusivity:** Break language barriers & extend service reach to diverse international audience.
- **Consistency & Accuracy:** Benefit from AI-driven accuracy, minimising errors, ensuring fidelity of transcribed content.
- **Scalability:** Scale service to accommodate growing transcription needs, regardless of volume or complexity of content.

Sector wise Use Cases

- **Finance & Legal –** Transcribe court hearings, meeting minutes, presentations & discussions from multiple speakers. Convert audio/video evidence to text for easy analysis & referencing.
- **Customer Services -** Transcribe customer support, feedback calls to analyse problems, sentiments and trends.
- **Education -** Transcribe lectures, research interviews and E-learning Content for better accessibility to students.

AI Solution Staging

Prepare Data → Train & Design → Deploy → Solution

Digital Voice Recorder

Decode Voice, Transcribe & Time Stamp

Live Stream, Store & Analyse

Computer Vision Solutions

NEWSCALER

Service Overview

Our Computer Vision & OCR (Optical Character Recognition) services leverage the power of advanced cloud technologies to enable intelligent image analysis & text extraction. We empower organizations to unlock valuable insights from visual content, automate document processing, & enhance decision-making through computer vision & OCR capabilities.
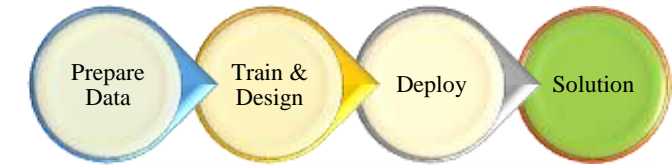
Solutions Play Areas

- **Image Classification & Object Recognition:** Classify images into different categories, identify specific objects within them. This enables applications such as content moderation, visual search, & automated image tagging.
- **Optical Character Recognition (OCR):** We utilize OCR technology to extract text from images, scanned documents, & other visual media, enabling automated data entry, document digitization & text analysis for business processes.
- **Face Detection & Recognition:** Utilising this solution, allows you to identify & analyse faces in images or video streams, enabling applications like facial authentication, sentiment analysis, & personalized user experiences.
- **Image Segmentation & Annotation:** Employing this techniques helps to separate objects or regions of interest within images, facilitating precise analysis, object tracking & annotation for computer vision applications.

Benefits

- Streamlined Document Processing & Enhanced Data Extraction: Automate the extraction of valuable information from images & documents, reducing manual effort & improving accuracy.
- Improved Decision-Making: Gain insights from visual content, enabling better decision-making & planning
- Enhanced Visual Experiences: Leverage computer vision capabilities to create personalized & interactive visual experiences, enabling augmented reality, image-based search, & tailored recommendations.

Our Computer Vision services enable you to harness the power of visual data, automate document processing, & gain valuable insights for improved decision-making & enhanced user experiences.

AI Solution Staging

Prepare Data → Train & Design → Deploy → Solution

sport (99.60%)
person (99.56%)
footwear (98.05%)
skating (96.27%)
boardsport (95.58%)
skateboarding equipment (94.43%)
clothing (94.02%)
wall (93.81%)
skateboarding (93.78%)
skateboarder (93.25%)
individual sports (92.80%)
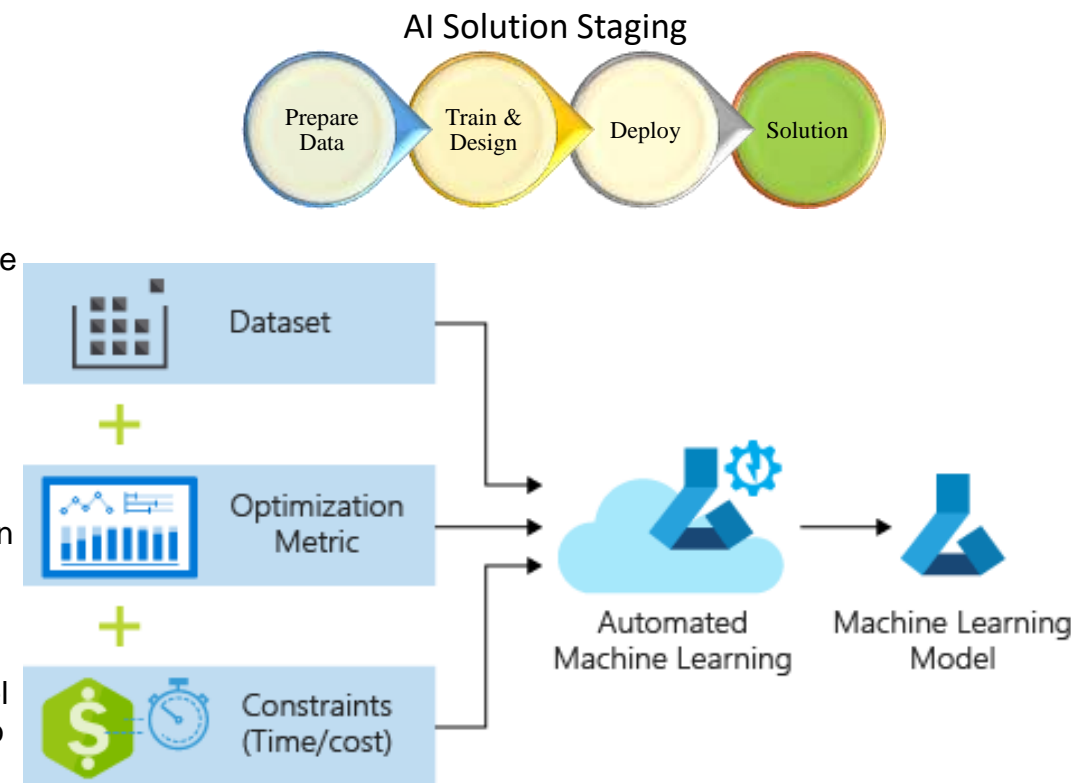street stunts (90.81%)
balance (90.81%)

Automated Machine Learning (AutoML) Services

NEWSCALER

Service Overview

Our Automated Machine Learning (AutoML) services empower organizations to accelerate the development & deployment of machine learning models. With our AutoML capabilities, you can streamline the model development process, automate repetitive tasks, & make the most efficient use of your data scientists' time & expertise.

Feature & Benefits

- **Automated Model Selection:** Our services automate the process of selecting the best model architecture for your use case, eliminating the need for manual trial & error, saving time & resources. This allows organizations to achieve faster time-to-value & accelerate their AI initiatives.
- **Enhanced Model Performance:** Automating model selection, hyperparameter tuning, & feature engineering, our services help improve accuracy, generalization & robustness, enabling to achieve higher-performing models without extensive manual intervention.
- **Model Deployment & Monitoring:** We assist in deploying the trained models into production environments, making them available for inference & real-time predictions. Additionally, we provide monitoring mechanisms to track performance & identify any degradation over time.
- **Scalable Infrastructure:** We leverage scalable infrastructure to handle large datasets & complex model training, ensuring efficient utilization of computing resources & quick iterations in model development.
- **Resource Optimization:** The top priority in our services is ensure efficient utilization of resources, reducing costs & enabling scalability as needed.
- **Increased Productivity:** By automating repetitive tasks, the team can focus more on high-level tasks like model interpretation & business problem-solving, increasing productivity & allowing to deliver more value to the organization.

AI Solution Staging

Prepare Data → Train & Design → Deploy → Solution

Dataset
+
Optimization Metric
+
Constraints (Time/cost)
→ Automated Machine Learning → Machine Learning Model

At New Scaler, our AutoML services empower organizations to streamline model development, optimize performance, & maximize the efficiency of their data science teams. With our capabilities, you can expedite the deployment of high-performing machine learning models & drive impactful business outcomes.

Customized Use Case Development

NEWSCALER

Service Overview

Customized Use Case Development service focuses on designing & developing ML / AI solutions tailored to your specific business needs. We collaborate closely with your team to understand your unique requirements & objectives, & then create customized use cases that address your specific challenges & opportunities.

Strategy

- **Use Case Identification:** Working closely with stakeholders, analysing data, process & goals, we identify potential areas where AI can drive value, solve challenges, uncover opportunities for innovation & optimization.
- **Use Case Design:** We then design & propose solutions aligned with your business objectives whether it's predictive analytics, anomaly detection, recommendation systems, or other AI applications
- **Proof of Concept (POC) Development**: Based on the design, we tailor a PoC to demonstrate the feasibility & potential impact of the proposed solution. Through iterative development & testing, we validate the effectiveness of the solution before proceeding with full-scale implementation.
- **Deployment & Integration:** Once the use cases are validated, we assist in choosing the right platform & tools to get the solution in production while seamlessly integrating the solutions into your existing systems & workflows.

Benefits

- Tailored Solutions: Our Customized Use Case Development service ensures that the solutions we deliver are specifically designed to address your unique business challenges & opportunities.
- Enhanced Efficiency: By automating processes, improving decision-making, & optimizing resource allocation, our tailored use cases enhance overall operational efficiency, leading to cost savings & improved productivity.
- Data-Driven Insights: Leveraging the power of data-driven insights help to uncover hidden patterns, trends, & opportunities within your business.
- Competitive Advantage: Stay ahead of the competition by leveraging cutting-edge ML & AI technologies differentiate yourself in the market & drive innovation within your industry.
- Security & Compliance: With our prime expertise & priority on security we deploy solutions that are reliable, secure, easy to govern & comply with industry standards.

AI Solution Staging

Prepare Data · Train & Design · Deploy · Solution

Why New Scaler?

NEWSCALER

Our Experience
Our expertise in IT services includes business analysis, requirement gathering, solution design, and implementation within time and budget constraints.

Our Strategy
From the initial discussion to solution delivery, we create trusted business relationships and enforce quality assurance to ensure a consistent client experience.

What sets us apart?
We have lived the cloud evolution since its inception, keeping up with the latest technology, making us the best in the market when it comes to building and installing solutions.

HM Government G-Cloud Supplier **APPROVED**

CYBER ESSENTIALS CERTIFIED PLUS

Crown Commercial Service Supplier **APPROVED**

British Assessment Bureau

UKAS MANAGEMENT SYSTEMS 8289

ISO 27001 INFORMATION SECURITY MANAGEMENT

Our Customers

Department of Health & Social Care

Home Office

national highways

HSBC

Sellafield Ltd

Driver & Vehicle Standards Agency

THAMES VALLEY POLICE

Right Stones
creating stone trends

Our Partners

Microsoft

TechData

INGRAM MICRO

pax8

AvePoint

NUVIAS UC

Let us help you deliver the full potential of your IT

info@newscaler.com | www.newscaler.com | 01628 274 301

ONE St. Peter's Road, Maidenhead SL6 7QU