



Your Trusted

Technology Solutions and
Services

Partner

Service Definitions

G-Cloud

Lot 3

Cloud Support

Cloud

Modernise

Infrastructure

Consolidate

Data

Accelerate

Security

Protect

Monitoring

Optimise

Contents

INTRODUCTION..... 3

DIGITAL TRANSFORMATION (As-A-Service) 4

PROGRAMME AND PROJECT OFFICE (As-A-Service)..... 5

VIRTUAL CISO (As-A-Service) 6

SERVICE DESK AND PROACTIVE MONITORING (As-A-Service)..... 7

SECURITY OPERATIONS / SOC (As-A-Service)..... 9

PATCH MANAGEMENT (As-A-Service)10

INTRODUCTION

Qnetix is a privately owned, independent Technology Solutions and Services Provider, providing technology solutions and services – including a 24/7/365 services desk.

Qnetix has a proven track record of designing, building, operating, and transitioning to next generation solutions for organisations in the UK and Europe.

Our experts are certified and experienced in designing, deploying, and managing a variety of solutions from leading vendors, including our own.

Our capabilities include:



Our focus with any services engagement we undertake is to bring speed, clarity, and an execution focused approach. We pride ourselves on the diverse backgrounds and experiences that our team members bring to each engagement and we are open on where and when your needs are best served by Qnetix directly or where a partnership-based approach will best achieve your desired results.

Our collective success will always start with strong relationships and a clear agreement on the outcomes. We are proud of the relationships we have with our key technology and business services partners.

Our executive team has over 25 years' experience working in large companies (technology and business) and have an established track record of holding senior relationships across a collection of industry leading technology and services companies as well as niche, rising star Companies.

DIGITAL TRANSFORMATION (As-A-Service)

Digital Transformation is core to achieving your goal. Qnetix can help you achieve that goal and support your journey through the creation of an actionable roadmap that identifies, assesses, and prioritises opportunities for digital transformation.

If you're looking for a provider that can deliver end-end outcomes, we can help. Our advisory service team works with you and your 3rd party providers ensuring that all parties are aligned to a common goal and executing with purpose, as a team – whether that be as a turn-around project or supporting your teams through the implementation of your next project.

Qnetix specialists are experienced strategic consultants with technology expertise, able to identify technology, including cloud innovations, that enable business strategy and objectives whilst remaining impartial and vendor agnostic.

Features

- ✓ Proven methodology for digital transformation informed by user needs analysis
- ✓ Understand your situational awareness: constraints, opportunities and context
- ✓ Creation of digital transformation roadmaps that will deliver your vision
- ✓ Actionable influential advice, ready for board level CTO, CDO, CIO
- ✓ Digital transformation Target Operating Model review, improvement, roadmap and recommendations
- ✓ Transition from legacy technical architecture to modern, cloud native solutions
- ✓ Deep understanding of different commercial sourcing and multi-vendor models
- ✓ Business case assurance - quality, value for money, strategic fit
- ✓ Organisational design and change management
- ✓ Cost saving analysis, monitoring, and compliance

Benefits

- ✓ Clear definition of digital transformation opportunities and potential impact
- ✓ Strategic alignment of IT investment with business objectives
- ✓ Clear roadmap for realising the value of transformation initiatives
- ✓ Holistic technology transformation approach
- ✓ Impartial analysis and advice, technology agnostic and objective, digital thinking
- ✓ Promotion of business and technical agility through digital transformation
- ✓ Excellent track record and experience regards digital transformation
- ✓ Experienced subject matter experts

PROGRAMME AND PROJECT OFFICE (As-A-Service)

The Qnetix Change Management Team have a proven track record of project, programme, and portfolio management. It's all about your outcomes and collectively achieving results. With years of experience working within major projects, we have proven project management methods, experience and tools help you succeed.

We understand the importance of good project and programme governance for delivering successful outcomes. Effective governance is key to ensuring that projects are completed on time, within budget and to the satisfaction of our clients.

More importantly, we have a proven track record showing how capable we are at putting the theory into practice. We understand how to implement the right processes, when to adapt them, and when to try something new, so that we can deliver effective and efficient outcomes tailored to the specific demands of the programme or project.

Features

- ✓ Project management and leadership using agile and waterfall methodologies
- ✓ Investment appraisals, business cases, business planning and strategic alignment
- ✓ Interactive project planning, reporting and scheduling
- ✓ Project management requirements definition, analysis and optimisation
- ✓ Risk management, project controls and health checks
- ✓ Transformation management and control
- ✓ Benefits realisation management and tracking
- ✓ Project execution management and control
- ✓ Programme outcome management

Benefits

- ✓ Quickly embedded cost reduction and efficiency improvements
- ✓ Tailored methodology and approach to best suit your objectives
- ✓ Fully realised, quantifiable and reportable project benefits
- ✓ Effective client team development via project knowledge management
- ✓ Project Management for improved process control and maturity
- ✓ Ability to integrate management teams in fully controlled project environments
- ✓ Accurate understanding of project status and project management requirements
- ✓ Project Management for enhanced business performance and organisational success
- ✓ Project Management for effective stakeholder community engagement

VIRTUAL CISO (As-A-Service)

The Qnetix Virtual CISO (vCISO) offering enables clients to procure the knowledge, expertise and guidance of experienced security leaders and technology professionals on 'as needed' basis without the overheads of full-time CISO function. The vCISO will review current infosec requirements and provisions, defining new policies and procedures for continued assurance where required.

Features

- ✓ Access to board level expertise in information security
- ✓ Initial Current State Assessment and Gap Analysis
- ✓ Potential to oversee remedial activities
- ✓ Refresh or renew Information Security policies and procedures
- ✓ Continued CISO availability to assure and advise
- ✓ GDPR aligned service guidance
- ✓ Opportunity to enable or extend SOC capability
- ✓ Familiar and accepted security architecture models

Benefits

- ✓ Fractional utilisation improves cost effectiveness
- ✓ Implement current and comprehensive best practices
- ✓ Enable senior management to engage via exec friendly output
- ✓ Improve incident response capability
- ✓ Access to continually up to date industry knowledge and experience
- ✓ Gain a greater understanding of asset protection requirements
- ✓ Ability to extend the service to encompass SOC delivery
- ✓ Cost effective alternative to full time CISO

SERVICE DESK AND PROACTIVE MONITORING (As-A-Service)

We understand that technology is critical to the operation of every individual and process within a business. When IT problems arise, from small inconveniences to major issues, the efficiency and effectivity of the business can be directly impacted, with reputational damage also possible.

Our core services include:

- Service Desk: UK based 24X7X365 Service Desk as your single point of contact for all IT queries and operations.
- Proactive Monitoring: Proactive monitoring and remediation of devices, applications, networks and security
- Additional Services: Pre-defined services that include backups, security, proactive maintenance and onsite break/fix support.

Our UK-based service desk can monitor critical hardware and software applications on your network, respond to alerts and pro-actively solve issues 24 hours a day, significantly reducing the risk of major problems.

Qnetix provide a professional, scalable, and flexible Service that can be tailored to meet the requirements of each customer.

Features

- ✓ UK based 24x365x365 operations
- ✓ Pro-active 1st, 2nd and 3rd line IT remote support
- ✓ Monitoring of network equipment and client devices
- ✓ Subject matter experts to support all major software and hardware vendors products
- ✓ Multi-Channel Support (Telephony/Email/Self Service)
- ✓ Customisable SLA's
- ✓ Experienced in supporting a wide variety of systems

Benefits

- ✓ Fully Managed, World Leading, Service Desk
- ✓ Excellent Customer service and support
- ✓ Single point of contact for all queries
- ✓ Simple and tangible service reporting
- ✓ High First Time Fix Rate (FTF)
- ✓ Low average time to answer and abandonment rates
- ✓ Scalable support capability to support our clients' needs quickly
- ✓ Flexible support
- ✓ Increased efficiency and productivity

The service can include:

- 1st, 2nd and 3rd line remote technical support
- Support for Microsoft products, desktops, servers and network peripherals
- Unlimited remote support only, visits to site are chargeable
- Monitoring of servers
- Deployment of end user agents

Service desk support includes:

- Application Fault Diagnosis & Remote Repair
- Microsoft Office Support (Word, Excel, PowerPoint, Access, Outlook)
- Windows Server Support
- Network peripherals (inc. firewalls, routers, printers & wireless access points)
- Office 365 Support and Administration
- Domain and Active Directory User Administration
- Domain and Active Directory File & Print Sharing
- Server Administration
- Resolving Hyper-V and VMware issues

Typical Software Supported

- Windows 10 and above, Windows Server 2016 and above
- Azure AD
- VMware 7 and above, Hyper-V 2016 and above
- Exchange, Office 365
- MS Office Applications 2016 and above
- 3rd party passthrough on none support applications or products

Levels of Support include:

- 1st Line Support: Will log calls of the initial incident, detailing all information and data supplied by the customer. Will fix simple problems and answer general 'how to' questions within Microsoft applications.
- 2nd Line Support: Will log calls as above. Will fix more advanced features within Microsoft applications and desktop operating systems. Will address basic server functions, such as password resets, creating new users and printer issues. Note, research and investigation will be required at this level which can take time and remote access to the site may be required.
- 3rd Line Support: Will resolve advanced problems within server and virtualisation operating systems. Research and investigation will be required at this level which can take time and remote access to the site will be required.

SECURITY OPERATIONS / SOC (As-A-Service)

Qnetix offers a fully managed security detection and response service (SOC). Our security experts have a wealth of knowledge and a history of cyber security industry insights. These include security analysts, threat intelligence officers and support staff that can respond swiftly to security events, minimising the time between detection and remediation. This reduces the dwell time of attackers within the network, limiting their ability to exploit vulnerabilities.

Our services include:

- Threat Detection and Response: Continuous monitoring of an organisation's network and systems, enabling timely detection.
- Incident Management: Our expert teams follow established protocols and workflows to ensure prompt response and resolution.
- Proactive Threat Hunting: We engage in proactive threat hunting, actively searching for signs of potential security breaches and vulnerabilities.
- Enhanced Incident Response Time: 24/7 monitoring and dedicated security analysts, our SOC significantly reduces incident response time.

Our team is committed to detecting, investigating, and responding to cyber security incidents all year round. Powered by Microsoft Sentinel and other industry-leading security solutions from CrowdStrike, Sentinel One, and Carbon Black and our Security Management Service offers unparalleled protection for your organisation.

Features

- ✓ Bespoke SOC services
- ✓ Threat detection and intelligence
- ✓ Managed SIEM threat detection
- ✓ Continuous monitoring.
- ✓ Proactive threat hunting
- ✓ Proactive optimisation to prevent false alerts
- ✓ Centralised approach

Benefits

- ✓ Fully managed SOC solution
- ✓ Provides the first line of defence against security attacks
- ✓ Constant and effective security solution
- ✓ Increased protection
- ✓ Reduced time to detection of compromise
- ✓ UK based

PATCH MANAGEMENT (As-A-Service)

The Qnetix's Patch Management Service removes the administrative overhead on IT Operations staff to ensure IT systems remain compliant and secure. Leveraging industry-leading patch management tools to take complete ownership and manage delivery to servers (both in public/private cloud environments) and endpoints. Reliable detection and remediation for Windows, Linux and third-party software updates.

Our service is a fully managed patch management service designed to update and secure common vendor operating systems and applications. It is a cloud-based service that automates and delivers software patches, fixes, and security updates to software from all the major IT vendors.

By leveraging a highly scalable and flexible, cloud-based patching platform, software fixes can be deployed across a simple, single-site business or a multi-geographical, distributed enterprise managed by our technical experts.

Features

- ✓ Continuous monitoring of patch sources and real-time notification from ISVs
- ✓ Analysis and tailored business aligned recommendations for monthly patch cycle
- ✓ Testing and deployment of recommended Windows and Linux OS patches
- ✓ Agreed release schedule to production servers ideally with test phase
- ✓ Reporting at the end of each patching cycle.
- ✓ Patch management applied to your organisation's on-premises environment.
- ✓ Public cloud patching for instances on all major providers
- ✓ Real-time notification from ISVs

Benefits

- ✓ Allows staff to focus on higher value tasks
- ✓ Ensures security through automated patching
- ✓ Reduce security management costs
- ✓ Improve security posture
- ✓ Enterprise patch management tools that manage delivery to your endpoints
- ✓ Customised release schedule that meets your organisation's requirements.
- ✓ Removes the burden of onerous and resource intensive activities
- ✓ A secure, scalable patching service that customers can rely on
- ✓ Leverages established architectural capabilities with robust processes
- ✓ Accredited platform that assures security and compliance at all times
- ✓ Management of all aspects of the deployment
- ✓ Representation on your organisation's Change Advisory Board if required