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zenzero

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Introduction

At Zenzero, as a leading technology Managed Service Provider (MSP), we have a proven track record of delivering exceptional services to midmarket organisations throughout the UK. Our mission is to be the best MSP for mid-size organisations. We offer a compelling value proposition as your partner of choice. Our expertise advantage is evident in our track record of supporting over 30,000 end-users across various sectors.

We stay ahead of the competition with focused efforts on introducing approved new technologies and services into our support services via internal ITIL2 aligned 'Products & Services forums' and 'Service Improvement forums'.

With 400+ staff, and ten offices nationwide, we have experience supporting organisations with their IT Managed Services all over the UK, from the Isle of Wight, all the way up to remote places like Wick in far corner of Scotland.

Managed Services

Our vast experience in IT Managed Services has allowed us to be flexible with the solutions that we provide as there is no one size that fits all. As a business, we treat the small details with as much respect as the big-ticket items to make supporting you as seamless as possible.

Service Desk ^{Outsourced}

Our service desk operates core working hours from 08:00 to 18:00**.** We can offer 24/7 support access (via an out-of-hours PIN) for those who require round-the-clock help. Our support will cover all users and their associated mobile devices. Our Service Desk works across many technologies and is focused on getting users back up and running quickly. The Service Desk's key role is communicating with users and providing remote support, fixes and telephone advice and guidance. Communication with end-users is via telephone where needed, ticket updates for passive comms and via portal to ensure users always know the latest updates on their requests. For urgent or time sensitive communications the desk will always try to call key stakeholders and/or senior staff.

Benefits:

- Access to a large pool of experience and knowledge.
- Focus on core business activities by removing the burden of IT.
- Reduced operational costs by only paying for a set level of service.

1st/ 2nd Line

We understand that staff may not be IT experts, we approach each support request with patience and understanding. We avoid jargon and make our communication simple and easy to understand. Finally, we know that not all staff are available all the time, so our systems allow users to schedule their support calls via our booking system to ensure staff get help at a time that suits them. If tickets cannot be resolved at L1/L2, they will be escalated to the correct Resolver Group or third-party via RACI matrix. Our Service Desk technicians aim to achieve first-contact resolution (first time-fix) however, if that cannot be achieved, the ticket will be passed to our Lifecycle Coordinators (LCC) to ensure that SLAs are met, and the ticket is routed to the most appropriate support resource.

24/7 Support

We recognise that the IT support requirements of many organisations extend beyond the typical business hours of 8am to 6pm, particularly with the growing adoption of flexible work arrangements. This is why we offer our 24/7 support service. Our remote IT support is available around the clock, providing your teams with continuous access to our service desk, 24 hours a day, 7 days a week, to maintain seamless business operations.

Co-Sourced Services

We work in collaboration with your internal IT team to ensure services are maintained to meet your requirements. We provide access to our IT Service Management (ITSM) tooling which enables your IT teams to push, pull and update tickets harmoniously with our co-sourced team. Tickets can be logged via the Service Desk or via the on-site/customer teams or directly via the portal.

Benefits:

- Improved return on investment with a blend of internal and outsourced teams.
- Collaboration increases efficiency and improved resolution times.
- Co-managed ticket management promotes a strong working relationship.

Augmented Services

Our Augmented Services supplies resources to work within your IT team including frontline staff through to Level 3 (L3) senior escalation technicians. Ticketing systems and service governance items like Change Management can all be built into the offering. This approach not only optimises your IT capabilities but also aligns with financial prudence, ensuring your organisation thrives without the burden of excessive staffing costs.

Benefits:

- Access to augment services from a wide range of available skillsets.
- Collaboration increases efficiency and improved resolution times.
- Reduce overheads on internal hires.

Dedicated Service Desk

We can provide a dedicated Service Desk during office hours; this team will focus on Level 1 (L1), Level 2 (L2) and initial triage of Level 3 (L3) activities relating to End User Computing, Infrastructure & Hosted Applications, Connectivity, and Security Services. A dedicated team typically presents the best experience for end users. It enables our team to learn the intricacies of your organisation more seamlessly and will promote strong relationships between your people and ours. The overall satisfaction with a dedicated service will far surpass that typically found on a traditional service desk model.

Benefits:

- Improved efficiency in handling and resolving IT issues.
- Enhanced communication and collaboration.
- Ability to support bespoke line of business (LOB) applications.

Network Operations Centre ^{NOC}

Our NOC service is a centralised solution for 24x7 monitoring and management of IT infrastructure. It provides real-time insights into network performance and security, proactively addressing potential problems to minimise downtime. The NOC service brings operational maturity and technical expertise, making it a cost-effective solution for maintaining seamless network operations.

Benefits:

- Reduced downtime with 24/7 monitoring
- Improved security management through monitoring server and devices in accordance with company policies.
- Efficiency and scalability built in without the need to hire additional internal resource.

Consultancy Services / SME Advisory Service

Our Consultancy Services offered assist organisations in planning, implementing, and managing their IT environment. We provide expert advice on technology use, ongoing support, and specialised services like cloud computing, cyber security, governance, risk and compliance.

Benefits:

- By leveraging technology effectively organisations can make cost efficiencies.
- Access to expertise enables improved decision-making and faster implementations.
- Stay ahead with current technology trends and gain a competitive advantage.

Field Services

Our Field Services team is a specialist group of engineers who attend customer sites in order to resolve issues that cannot be fixed remotely, install new equipment according to a pre-arranged bookings and perform routine hygiene activities as part of a recurring managed service.

Benefits:

- Preventative maintenance to reduce risk of future downtime.
- Specialised knowledge and efficient problem solvers to get you back online quickly.
- UK coverage of Field Services engineers to provide prompt issue resolution.

Device Service Centre / End User Computing ^{EUC}

As part of EUC services, our Asset and Configuration Management service captures, maintains, and reports on all component parts required to deliver the Service. We will record relevant Service element information as Configuration Items (CIs) in the Configuration Management Database (CMDB). Stock levels will also be managed in the same systems to ensure transparency and compliance with hardware lifecycles. Depending on where hardware is stored and provisioned, we will manage assets and WEEE-compliant disposals. Information relating to CIs will also be linked through knowledge management systems to ensure all support staff have access to current and accurate asset information.

Benefits

- Asset management and WEEE compliant device disposal.
- Stock Management
- Readily available access to current and accurate asset information

Infrastructure Support

We offer Infrastructure Support which includes remote infrastructure management, data backup, and security. We ensure continuous management, maintenance, and support, keeping the infrastructure secure and up-to-date. Furthermore, we also deliver cloud operations and infrastructure managed services, providing flexible support and operational services to enhance stability, reduce costs, and enable compliance.

Benefits:

- Improved service quality and continuous support
- Free up internal teams to focus on business-specific work.
- Cloud capabilities including automation and continuous innovation

Infrastructure Monitoring

We offer a cloud-based monitoring and management service giving instant insight into managed infrastructure, endpoints and networks, automating complex and time-consuming network tasks.

Benefits:

- Provides monitoring and diagnostic activities.
- Executes administrative functions.
- Receive real-time alerts and manage faults in networks.

Remote Monitoring & Management ^{RMM}

As part of our managed services we utilise Remote Monitoring and Management software that combines AI-powered automation, intelligent monitoring and alerts.

Benefits:

- Technicians can access attended or unattended endpoints instantly so they can resolve issues faster and help reduce customer downtime.
- RMM can simplify Patch Management enabling Windows, Mac, and third-party software updates on all devices to keep them optimised, safe, and secure.
- Real-time view across the entire environment of endpoint devices with the ability to quickly act on important items.

Anti-Virus ^{AV}

We have experience managing a range of security products and services from numerous vendors. Our AV offerings (e.g., Microsoft Defender, ESET etc) all include enterprise grade endpoint security features designed to help enterprise networks prevent, detect, investigate, and respond to advanced threats.

Benefits:

- Real-time antivirus protection
- Detect and blocks apps that are deemed unsafe
- Cloud-delivered protection with near-instant detection and blocking of new and emerging cyberthreats

Account Management

Our Account Management team focuses on developing a clear and strategic roadmap that outlines the path to achieving your specific goals. This roadmap is crafted through a deep understanding of your organisation's needs and is regularly updated to reflect changes in your objectives or market conditions.

Benefits:

- Structured IT roadmaps help provide a measured way to achieve objectives.
- Receive expert guidance and continuous support.
- Simplify the process of IT decision-making and enabling your organisation to grow and innovate with confidence.

Security

Zenzero's Security services consist of those provided by the Governance, Risk & Compliance (GRC) Team for Security Consulting; Technical Security Team providing Penetration Testing and Managed Assurance services; and the Security Operations Centre (SOC) providing security monitoring, detection, and response to cyber security incidents. These teams provide services to clients with complete transparency and integrity, maintaining impartiality and objectivity in engagements.

These teams operate as part of Zenzero but reporting, guidance, and assurance services universally prioritise client best interests, even where this means identifying deficiencies or improvements in the IT services provided or associated third-party suppliers. Zenzero's clients rest assured that the work delivered by these teams is produced without any influence from other interested parties.

Governance, Risk & Compliance GRC Consulting

Discovery

The GRC Consultancy Team work to clarify knowledge and understanding of a client's organisation, their functions, and system(s). This includes discovery assessments & analysis of cloud and other information systems in scope to confirm status regarding gaps / risks / issues in relation to business processes.

Gap Analysis

A review of a client's current controls alignment through a combination of documentation reviews, stakeholder interviews, and system examinations as part of desktop (remote) and onsite surveillance phases. These are employed determine how far away an organisation is from a desired state, in alignment or certification to a known standard (e.g., ISO27001, UK Cyber Essentials, or custom set of controls).

By identifying the size, shape, and location of 'gaps' in comparison with the standard – or set of criteria – the organisation is able to identify clear steps forward to 'close' (remediate) these gaps in order to reach its desired state – usually certification or compliance.

Benefits:

- Clarity from complexity for compliance with security standards.
- Point-in-time evidence of objective security assessments.
- Identifies prioritised roadmaps for improvement & alignment.

Maturity Assessments

Similar to a Gap Analysis, a Maturity Assessment reviews clients' current security posture through documentation reviews, stakeholder interviews, and system examinations. This provides a rating within a sliding scale (0-5) of the maturity of controls in relation to client business objectives and risk appetite. This is assessed against the Carnegie Mellon 'Capability Maturity Model Integration' (CMMI).

Maturity Assessments are highly effective at surfacing risks and issues within organisations, which can be deconstructed to both help find effective solutions as well as design potential future activity roadmaps.

Benefits:

- Qualified, experienced professional security consultants identifying current strengths & weaknesses.

- Deconstructs relationships between people, process & technology for future optimisation.
- Surfaces information critical in making executive decisions on security.

Advisory

The GRC Consultancy Team work to provide objective guidance as trusted security advisors to best protect the business value of Zenzero clients. This is conducted as short-term, part-time dedicated consultancy to client businesses. Consultants can act as the expert authority and point-of-contact on information and cyber security.

Security Advisory

Security Advisory provides specialist information security consultancy to clients, tailored to their particular business need. This includes pragmatically working the development, delivery, oversight, and reporting upon information security governance, risk, and compliance (GRC) activities within the client organisation.

This provides executive-level consultancy in alignment with a Client IT / Information Security Steering Committee to define, develop, and help deliver a programme to support business goals and objectives. Strategic output driven by delivery of security programme parts, with independent validation & accountability.

Benefits:

- Clear communication of priorities relating to risks & objectives.
- Protective outlook on business value (people, finances, information, reputation, etc.).
- Intelligent advice for effective implementation to limit operational harm.

External Audit Support

Zenzero's GRC Consultants are able to provide additional support to clients undergoing external security audits, with intimate client assurance knowledge and risk management skills to assist in a smoother accreditation experience.

Benefits:

- Proven industry experience across MSE, SMB, & enterprise level.
- Objective trusted advisors supporting assurance with intimate client knowledge and pragmatism.
- Supporting concise, accurate communication of the client security ecosystem for external audits.

Implementation

Zenzero's GRC Consultancy Team can assist in implementing strategies into effect through designing and building security controls for clients. This typically relates to establishing overarching control frameworks or documented information security practices (e.g., policies, processes, procedures, standards), including those related specifically to cloud security, helping secure accreditation where required.

Governance Document Development

The design, creation, & implementation of security governance documentation can often be difficult for businesses. Zenzero's GRC Team can review current- and design new- information security documentation that clearly, concisely, and appropriately outlines roles & responsibilities and relationships to controls. Documentation of security practices across policies, processes, procedures, and standards to meet the requirements of clients & interested parties.

Benefits:

- Clearer definition of organisational security roles and responsibilities.
- Improved compliance with legal, regulatory, & contractual obligations.
- Improved information security cohesion and confidence in controls.

Security Frameworks Implementation

Control frameworks help to provide structure around security domains, enabling businesses to identify, tailor, apply, and measure protections over their organisations. Zenzero's GRC Consultants have significant expertise in designing and implementing programmes to integrate these frameworks into client businesses. This can help accreditation to standards like ISO/IEC 27001 or align to good practices, such as the CSA Cloud Controls Matrix v4 for cloud security governance.

Benefits:

- Linkage to risk-based standard control frameworks to secure cloud environments.
- Security integrated across business processes to enable improved operations.
- External trusted advisors providing proven security consultancy to achieve objectives.

Assurance

Zenzero's experienced GRC Consultancy Team conducts information security assurance activities such as internal auditing and scenario-based testing to determine the accuracy, completeness, and usability of systems and processes. This helps to provide client organisations with confidence in their current information systems or general approach to protecting their business.

Internal Auditing

GRC Consultants act as internal auditors on a pre-scheduled basis (e.g., quarterly, biannual, annual), often supplementing client resources where capacity or skillset is unavailable. Consultants provide qualified & experienced ISO/IEC level auditing as conducted by UKAS-accredited certification bodies, helping to identify security control efficacy & alignment prior to audits by external bodies.

Benefits:

- Qualified & experienced ISO/IEC auditing as conducted by UKAS-accredited certification bodies.
- Objectively assure controls supporting continuous accreditation.
- Enable improvement opportunities prior to external audits.

Simulated Incident Response Scenarios

Tabletop engagements to test established security incident management processes and procedures. The objective is to review the current ability to respond to security incidents, emergencies, or crises in a realistic and controlled manner, and to validate and assist in the continuous improvement of response processes. Scenario types aim to provide narratives around the most prevalent situations which can become security incidents, including technical cyber security issues (e.g., unauthorised access via unsecured remote access) down to less- or non-technical problems (e.g., device loss on public transport).

By running this in a controlled environment, clients can test the efficacy of their incident management setup (people, process, technology) and incorporate lessons learned from the testing to develop it further.

Benefits:

- Reduced incident response times learned from improved practices.
- Post-Incident Analysis Report captures analysis & recommendations.
- Accurately test security controls in a risk free environment.

Technical Security Team

Penetration Testing

Bespoke penetration testing provided by highly experienced consultants. Our service identifies and exploits vulnerabilities to determine the potential impact of a breach and provides detailed and actionable recommendations to strengthen defences and mitigate risks effectively.

Benefits:

- Identify and reduce organisational risk.
- Demonstrate strong security practices and reduce attack surfaces.
- Safeguard reputation, prevent financial losses and promote stakeholder trust.

External / Internal Network Penetration Testing

Network penetration testing assesses the security posture across an organisations network infrastructure, encompassing cloud services, servers, virtualisation platforms, firewalls, and end-user devices. The assessment evaluates the resilience of systems to potential cyber threats, such as unauthorised access, data breaches, and service disruptions. By adopting various threat perspectives, including external attackers, insiders, and compromised devices, penetration testing simulates realistic scenarios to uncover vulnerabilities and weaknesses from different angles.

Application Penetration Testing

A comprehensive security evaluation, conducted against web, mobile, and thick client applications, to provide assurance that secure design and development practices have been rigorously employed throughout the application development lifecycle. Our services adhere to industry-standard methodologies such as OWASP (Open Web Application Security Project), ensuring thorough examination of potential vulnerabilities and adherence to best practices.

Wireless Penetration Testing

Leveraging industry leading methodologies and tools, our wireless penetration testing service identifies vulnerabilities and weaknesses within your wireless infrastructure. Following a systematic approach we examine encryption protocols, authentication mechanisms, signal strength, and network segmentation to ensure a robust defence against unauthorised access. Assessments are typically supported by detailed configuration reviews of wireless infrastructure to ensure coverage from multiple perspectives.

Red Teaming

Led by seasoned cyber security professionals, our Red Team assessments offer an advanced evaluation of an organisation's cyber defences and processes. Employing sophisticated methodologies, we emulate the tactics, techniques, and procedures of real-world threat actors to uncover gaps in your

security posture. Our assessments encompass a wide range of attack scenarios, including social engineering, physical entry attacks, penetration testing, and targeted exploitation.

Advanced Vulnerability Management and Patching

Our comprehensive assurance service includes vulnerability scanning (internal, external, network, application and agent based), simulated email phishing assessments, patch management, security awareness training and dark web monitoring. It offers ongoing assurance, identifies potential security weaknesses and threats across assets and provides actionable remediation advice.

Vulnerability Scanning (Qualys)

Our vulnerability scanning solution offers easy deployment for both external and internal network, web application, and agent-based scanning. Designed to identify potential security weaknesses and threats across a wide array of assets, it provides actionable remediation advice. With seamless integration into existing infrastructure, it ensures comprehensive coverage and effective risk mitigation strategies. Includes options for 3rd party patch management to allow for quick and efficient remediation of identified issues.

Benefits:

- Improved security posture.
- Adherence to compliance standards.
- Realtime reporting via detailed dashboards.

Simulated Phishing

Our simulated phishing service replicates real world email phishing tactics and is designed to assess your organisations susceptibility to both common and sophisticated attacks. Assessments are conducted using industry leading phishing platforms or, for tailored needs, through consultant-led campaigns.

Benefits:

- Customisable assessment frequency.
- Enhanced security awareness.
- Behavioural insights allow for focused training.

Security Awareness Training

Our security awareness training is offered through industry-standard online platforms or via in-person courses. Online platforms provide extensive coverage of awareness topics, offering customisable training sessions in terms of duration and frequency. In-person training sessions can be tailored to specific audiences, including executives and VIPs, ensuring targeted and effective education.

Benefits:

- Improved employee security awareness and risk reduction.
- Improved detection and response.
- Adherence to compliance standards.

Dark Web Monitoring

Our dark web monitoring service tracks compromised data from various sources including Dark Web markets, black market sites, unindexed sites, forums, and data dumps. This proactive approach provides valuable intelligence and early indicators of potential compromises, enabling proactive

responses to mitigate risks effectively. By staying ahead of emerging threats, you can bolster your defences and safeguard assets against cyber threats.

Benefits:

- Early threat detection.
- Enhanced reputation management.
- Threat intelligence.

Security Operations Centre ^{SOC}

Our SOC service combines advanced threat intelligence, behaviour analytics, machine learning algorithms, real-time monitoring, and round-the-clock surveillance to provide organisations with a robust defence against emerging threats. By doing so, we help organisations stay one step ahead of attackers and mitigate the potential damage caused by cyber incidents.

Managed Detection and Response (MDR)

Our MDR service provides proactive cybersecurity monitoring and incident response capabilities. Leveraging advanced threat detection technologies and expert security analysts, we monitor user endpoints 24-7 to quickly identify and eliminate potential threats. Our service improves overall security posture, mitigates risks, and minimises the impact of cyberattacks.

Benefits:

- Early detection of security threats and quick response.
- Damage limitation through quick response.
- Improved security posture and reduced risk of data breaches.

Security Information and Event Management (SIEM)

By collecting and analysing security event data from various sources across your IT infrastructure, our SIEM service provides real-time threat detection and response capabilities. Through advanced correlation and analytics, it detects suspicious activities, potential security breaches, and compliance violations. This centralised approach enhances incident investigation and response processes, helping you maintain robust cybersecurity defences.

Benefits:

- Early detection of security threats and quick response.
- Damage limitation through quick response.
- Improved security posture and reduced risk of data breaches.

Digital & Data Services ^{DDS}

Leverage the power of Microsoft's ecosystem with our accredited data and digital consultancy team. Specialising in the Microsoft stack, we craft innovative solutions to transform your business. From harnessing Azure's cloud computing prowess to optimising workflows with Dynamics and the Power Platform, our experts design end-to-end strategies tailored to your unique needs. With deep Microsoft certifications and a results-driven approach, we empower your enterprise to unlock growth, streamline operations, and enhance decision-making. Trust us to deliver the right digital strategy for a smarter, more agile future.

Data and Business Insights

Providing strategy, architecture, development, and support utilising a team with cross-industry experience, deep Microsoft knowledge and a drive to support the mid-market. Our team of Data and BI engineers have extensive knowledge in designing data solutions that meet the needs of a mid-market organisation.

Data Consultancy and Advisory

Provide advisory on data strategy and how to get the most out of your operational data to meet your business objectives. Our advisory is designed to create a roadmap of priorities and technology architecture recommendations to meet specific outcomes for the organisation

Benefits:

- Expert guidance to set data strategy.
- Actionable outputs.
- Detailed project breakdown and prioritised list to budget against.

Power BI Management Information Dashboards

Utilise our expertly designed Power BI dashboards to turn your complex data into visually appealing and easy-to-understand insights. These dashboards are customised to track key performance indicators and support strategic decision-making across all levels of your organisation.

Benefits:

- Enhanced decision-making through real-time data visualisation.
- User-friendly interfaces for non-technical users.
- Interactive capabilities for deeper analysis.

Data Consolidation using Azure Data Factory

Our services use Azure Data Factory to consolidate data from disparate sources into a single, coherent framework, simplifying the management of data pipelines and enhancing data warehouse solutions. This approach supports a comprehensive view of business performance.

Benefits:

- Improved data quality by eliminating inconsistencies.
- Reduced IT complexity.
- Expedited insights generation.

Automated Power BI Dataflows

We streamline the data preparation process with automated Power BI Dataflows, enabling your business to construct complex data models without manual intervention. This service is key for organisations looking to scale their data operations without increasing overhead.

Benefits:

- Automation reduces time spent on data preparation.
- Ensures consistency in data quality.
- Supports scalable analytics solutions.

Data Transformation in Azure SQL Services

Our data transformation services leverage Azure SQL Services to process and refine data, making it suitable for advanced analytics and business intelligence applications. This setup optimises performance for large-scale data operations.

Benefits:

- High-speed data processing.
- Flexibility in handling diverse data types.
- Cost-effective solutions for data transformation.

Automated Pipelines in Azure Data Factory

We design and implement automated data pipelines in Azure Data Factory to facilitate seamless data ingestion, movement, and transformation. This automation ensures data consistency and readiness for analysis at any scale.

Benefits:

- Streamlined data operations.
- Minimised manual errors.
- Enhanced data availability for analytical purposes.

Azure Fabric

Azure Fabric is utilised to create robust, scalable applications capable of meeting the demands of extensive user bases and complex transactional systems. It supports seamless microservices architecture and offers extensive monitoring and management tools.

Benefits:

- Increased application reliability.
- Dynamic scalability.
- Reduced downtime.

Microsoft 365 Solutions

Unlock the full potential of your business with our consultancy team, specialising in Power Platform, Dynamics, and end-to-end Microsoft 365 solutions. Our experts will streamline your digital transformation journey by delivering tailored strategies and seamless integrations. From process automation to advanced data analytics, we empower organisations to boost productivity, enhance collaboration, and drive sustainable growth. Let us guide your enterprise to harness the power of Microsoft's cutting-edge technologies for optimal efficiency and competitive advantage.

Power Platform

Our consultancy leverages Microsoft Power Platform to enhance business processes through comprehensive automation, analytics, and application development tools. This integration facilitates rapid prototyping and deployment of solutions that meet specific business needs.

Benefits:

- Accelerated process automation.
- Enhanced data insights through analytics.
- Flexible, rapid application development.

Power Apps – Model Driven App

We specialise in model-driven applications that automate complex business processes by focusing on the underlying data model and business logic, rather than just the user interface. These apps are ideal for enterprises with complex workflows.

Benefits:

- Efficient development cycles.
- Robust data integration.
- Improved user productivity.

Power Apps – Canvas App

Our canvas app development allows for the creation of highly tailored interfaces that can connect to both Microsoft and external data sources. These apps are designed to be intuitive and require minimal user training.

Benefits:

- Customisable user interfaces.
- Quick adaptability to business changes.
- Increased end-user engagement.

Power Apps – Power Pages (Portal)

We create and deploy Power Pages to facilitate external and internal interactions with your enterprise systems through secure, scalable, and customisable portals. This enables better customer and partner engagement while ensuring data security.

Benefits:

- Enhanced external user interaction.
- Robust data security protocols.
- Scalable deployment options.

Power Automate – Cloud (Workflows)

Automate your business processes with cloud-based workflows using Power Automate. This service helps to eliminate tedious tasks and streamline operations across various departments.

Benefits:

- Increased operational efficiency.
- Lower costs through automation.
- Quicker turnaround times for process completion.

Power Virtual Agent (Chatbot)

Implement AI-driven chatbots to provide real-time, intelligent customer support and interaction. Our Power Virtual Agents are designed to handle common inquiries and tasks, freeing up human resources for more complex issues.

Benefits:

- 24/7 customer support availability.
- Reduced operational costs.
- Improved customer satisfaction.

Dynamics 365 Apps – Sales, Customers Service, Field Service, Project Operations (Lite)

Utilise Dynamics 365 applications tailored for enhancing functionalities across sales, customer service, field service, and project operations. These applications integrate seamlessly into your existing workflow, providing a unified solution for managing business operations.

Benefits:

- Streamlined business processes.
- Enhanced customer relationship management.
- Improved service delivery efficiency.

Power Automate – Robotic Process Automation [RPA]

Integrate RPA into your digital strategy to automate repetitive tasks across your organisation. This service helps to optimise resource allocation and reduce the burden on your workforce.

Benefits:

- Enhanced process efficiency.
- Accuracy in task execution.
- Significant reductions in manual workload.

ERP / Co-Pilot

Advisory for enterprise resource planning systems with embedded AI insights and automation. Our ERP solutions are designed to enhance visibility across all business functions, from finance to supply chain management.

Benefits:

- Comprehensive business process integration.
- Real-time data analytics.
- Enhanced decision-making support.

Dynamics 365 Business Central

Advisory for Dynamics 365 Business Central to manage your financials, operations, sales, and customer service in one integrated system. This solution is scalable and adaptable to the needs of small to medium-sized businesses.

Benefits:

- Unified business management.
- Streamlined operations.
- Enhanced financial oversight.

Microsoft Co-Pilot

Leverage the cutting-edge capabilities of Microsoft Co-Pilot to automate routine tasks, generate predictive insights, and support decision-making processes with advanced AI tools. This technology acts as a virtual assistant that enhances productivity across your organisation.

Benefits:

- Increased workforce productivity.
- Advanced predictive insights.
- Smarter, AI-driven decision-making processes.

Software Development

Our development services focus on delivering custom software solutions that align with your strategic goals. We specialise in creating applications that are scalable, secure, and integrated with your existing systems.

Benefits:

- Customised software solutions.
- Improved system integration.
- Enhanced operational efficiency.

C# / .net Bespoke Software Development

Develop robust, enterprise-grade software applications using the powerful C# language and .NET framework. Our bespoke solutions are designed to meet the specific needs of your business, ensuring compatibility and scalability.

Benefits:

- Tailored functionality.
- Strong security features.
- Seamless integration with existing infrastructure.

API and Integration Development

Create and integrate APIs to connect your business applications seamlessly. Our services ensure that these APIs facilitate secure and efficient data exchange, enhancing the functionality of your digital ecosystem.

Benefits:

- Simplified data sharing.
- Enhanced system interoperability.
- Robust integration capabilities.

Unified Communications

Zenzero's Unified Communications services encompasses Voice and Data services, delivered by the Unified Communications team and working alongside our selected Internet Service Provider partners.

The Unified Communications teams operate as part of Zenzero, but our goal is to ensure that our clients have the best technology available to them to meet their organisational requirements. The team strive to keep our clients at the forefront of the technology advances in the Unified Communications and Connectivity market place, allowing our clients to focus on their day to day operations.

Voice Services

Zenzero have a carefully selected portfolio of Voice solutions allowing us to work with our clients to identify the best solution for their organisation. All of our solutions are built on technology utilising industry leading IP based technology.

The Unified Communications Team manage any voice related project through from conception and discovery, through the porting stages of any telephone numbers through to delivery and training on site with the service then being handed to our in life Service Desk teams who can assist with the day to day support of the system.

Advanced Voice Services

One thing that is clear to Zenzero is that no two voice systems are similar. Each project is managed on it's own merit and assessed for the best tools to meet the organisation requirements.

Zenzero have built up a core portfolio of complementing technology to enhance the phone system environments to meet specific organisational needs. These include:

- Call Recording
- Advanced Call Routing/Management
- Call Reporting
- Call Centre Functionality
- Call Reporting

Again, through the discovery phase, Zenzero would analyse the current requirements and suggest the best technology to meet those requirements. With the help of the DDS team, we can even utilise technology already available to meet some of these requirements.

Benefits

- Requirement led, not technology. Ensuring the technology fits your organisations needs.
- Through pro-active management, ensure you have the latest technology available to you, especially if needs are identified in life.
- Working with industry leading Service Providers to shape voice services into the future.

Audio, Visual Conferencing (AV)

Zenzero have worked extensively with our clients on their transition back to the office and the new way we work and Audio Visual Conferencing plays a huge role in that. Working with industry leaders like Yealink, we work with our clients to understand how they utilise their meeting space and how external participants consume the meetings. Utilising our knowledge of the wider IT Infrastructure, Zenzero are able to plan the appropriate deployment of AV equipment into the meeting spaces to maximise the use of the space but also ensure the best experience across those in the rooms and those attending remotely.

From concept to delivery, Zenzero are able to work with our clients to bring their meeting and collaboration spaces to life using the latest technology available.

Once live, our Support teams ensure the device is kept up to date with the latest updates from key vendors and provide support services to users who require it.

Benefits

- Maximise use of the meeting spaces within the organisation.
- Maximise remote participation in meetings with improved user experience.
- Keep at the forefront of the technology through the management of the equipment via our managed service.

Internet Connectivity

Internet infrastructure is largely driven by not only the organisation requirements but also location within the UK. Zenzero partner with some of the UK's best Internet Service Providers (ISPs) to provide Enterprise level connectivity.

Working with our clients, we identify the site's requirements for today and look towards to the future (with many commitments being multi-year contracts, knowing the plans for the future is essential) and work with our providers to identify the best options for our clients. Working with our client, we then identify the correct option for their needs and manage the delivery through the provisioning process (all within the Unified Communications team).

Our connectivity portfolio includes:-

- Broadband Services
  - o SOGEA
  - o FTTP (up to 1.8Gbps download)
  - o 4G/5G
- Leased Line Dedicated Fibre (up to 10Gbps)
- Point to Point Fibre (up to 10Gbps)
- Fixed IP Mobile Connectivity
- Starlink
- Wireless Ethernet Services
- MPLS/WAN
- SD-WAN

As part of our discovery process, Zenzero will identify the required security posture on this lines and advise on the best approach (please see Managed Networks).

Benefits

- If Zenzero are your Managed Service Provider, it makes sense to have the ability for Zenzero to manage the Internet service as this is such integral part of any organisations network.
- One number to reach out to in the event of an issue.
- Contract management.

- Bandwidth management (i.e. advised if regularly using all the available bandwidth)
- Supplier management
- Provisioning all carried out by Zenzero and if part of a wider project, with assistance from the Project Management Office.

Mobile Services

Zenzero Mobile services include services from the UK's four major networks along with an option for a "Multi-Network" service where staff are distributed and connectivity is essential out in the field. Zenzero are able to work with organisations to ascertain their requirements and build a bespoke mobile plan for them that optimises the use of data across the estate whilst also keeping costs minimal.

All SIM cards are managed via our Mobile Manager portal (we can provide organisation logins to manage your own estate) and we can make changes quickly on the network.

Through our pro-active management, we are also able to reduce bill-shock by advising on overages and how to best fund those overages or by providing a hard stop for users who go over their data allowance.

All our services have access to the networks 4G and 5G networks. Zenzero are also bale to assist with Internet of Things (IoT) deployments and provide suitable mobile connectivity based on the IoT requirements.

Our mobile services are typically provided on a SIM only basis.

Benefits

- Access to all networks via one portal.
- A bespoke package depending on your organisational needs.
- Management by Zenzero teams.
- Reduction in bill shock via management of the mobile estate.
- Provided on a SIM only basis.

Managed Networks

Zenzero's Managed Networks compliments and emphasis the relationship between the Internet and IT Infrastructure.

Managed Networks allows Zenzero's Network Operations Centre (NOC) to manage and pro-actively monitor all key components within our management portals, ensuring users are able to connect to the organisations key infrastructure

Zenzero manage key network infrastructure such as:-

- Firewall
- Network Switches
- Wireless Access Points
- Wireless Networks
- VPN Connectivity
- SD-WAN (Software Defined Wide Area Network)

Working closely with the Security Operations team (SOC) any managed firewall devices are patched according to the vendors specifications and requirements and carry out any remediation work as it is required.

Whilst serving a crucial part of managing any organisations IT infrastructure, the Managed Networks team also carry out analysis of existing infrastructure to identify any potential network issues, for example, Wireless coverage issues.

Benefits

- Remote assistance and management reduces need for site visits and costly downtime.
- Able to update critical infrastructure with minimal impact on users.
- Identify network bottlenecks and rectify/remedy.
- Manage Firewalls/Network devices as per manufacturer and SOC guidelines.
- Maintain the network and identify any potential issues in the future (i.e. Wireless coverage).

Technical Services

Zenzero's Technical Services team make up our core infrastructure solution offerings, staffed by a team of highly skilled and experienced individuals. They are involved from early engagement consulting services to work with organisations to help define their technology roadmap, through to specific architecture design and deployment services. Technical Services also work collaboratively with other teams within Zenzero as part of our full wrap around services.

Microsoft Intune / Autopilot Development – Design and Deploy

Microsoft's Intune (Endpoint Manager) product has become the standard for deploying corporate devices and managing policies that used to be the proviso of legacy on-premises solutions. Utilising the Autopilot feature allows for zero-touch deployments on a large scale for organisations who are undergoing endpoint device refreshes. The product line also extends to managing non-windows devices (MacOS and Linux) as well as providing corporate policies to mobile devices.

Benefits:

- Minimal time spent on large scale device refreshes.
- Centrally controlled policy sets to aid in securing endpoints.
- Rapid deployment of applications via push or self-service.

Cyber Attack Response

A cyber attack can be a worst case scenario for many organisations, leading to lengthy outages of critical systems and services. Having a team of highly skilled and experienced professionals in knowing how to handle, not only the technical challenges around recovery from such a situation, but also the ability to interact with key stakeholders in the organisation and their insurers. Leading to a rapid recovery from an incident and then focussing on the day 2 actions of "what do we do next" in supporting the affected organisation in their recovery.

Benefits:

- Rapid response to a reported incident with clear immediate actions.
- Experienced Team in providing reactionary support to aid with recovery.
- Incident Management processes centred around communication.

SQL DBA (Maintenance)

Microsoft SQL servers, like any server or application, require maintenance, care and attention to ensure its secure and running optimally. In cases where it's not, having SQL DBAs (SQL Database Administrators) who can administer the SQL environment in depth to understand where a problem may be occurring is vital.

Benefits:

- Specialised resources who understand the inner workings of SQL.
- Monitoring the SQL Environment and able to take actions to remediate issues.
- Work with developers in understanding issues arising from application code.

Active Directory ^{AD} / Entra ID – Design, Build, Integrate

For most organisations, the reliance on a centralised authentication mechanism to hold user account information, security groups, integration with B2B solutions and Single Sign on to external systems is paramount. The design and deployment of solutions built around Active Directory and Entra ID are crucial to underpinning almost every server, application, endpoint device, user account that your organisation needs to function.

Benefits

- Highly skilled professionals in understanding the Microsoft AD and Entra ID ecosystem.
- Providing secure solutions for centralised authentication.
- Experience in migrating from legacy authentication products.

Business Analysis & Business Process Analysis

A key requirement when engaging with any organisation considering an IT based transformational activity or project is to understand the business operations within the clients BAU (Business As Usual) activities. Our consulting services engage with clients to understand their processes and work with them to ensure any proposed activity aligns with their needs. Where appropriate, our consulting team can help in creating accompanying documentation for the client outlining their internal processes.

Benefits

- Highlight inefficiencies in operating practices.
- Assist in defining process documentation.
- Regulatory Compliance needs addressed.
- Produce technology solutions to business problems.

Systems Design / Architecture

Designing a fit for purpose solution that can slot into an organisations existing operations is critical, our highly skilled solutions architects and consultants work with organisations to understand a brief and work to deliver a solution design that meets the needs of the client. If the brief is to design a new solution from the ground up, we can apply our wealth of experience to deliver to that requirement.

Benefits

- Design solutions that are fit for purpose and performant to expectations.
- Apply extensive experience to deliver high quality architecture.
- Work within budget constraints.

Azure Virtual Desktop

Many organisations want to move to the cloud, but legacy applications and their requirements can present road blocks in a digital transformation journey. Utilising Azure Virtual Desktop can address some of these challenges and extend the life of legacy client/server application infrastructure by moving the platform into the cloud and providing the same experience to end users without the shackles of on-premises hardware to support it.

Azure Virtual Desktop can also provide a solution to delivering a highly secure common operating environment to organisations.

Benefits

- Modern approach to Remote Desktop Services.
- Ability to rapidly scale up/out.
- Apply controls to manage the consumption costs.
- Remove reliance on costly legacy infrastructure.

Project Delivery / Project Technical Lead

Zenzero's technical services team are experts in delivering projects in line with PRINCE2 methodology, backed by our Project Management Office to ensure the delivery is in line with client expectations. Our experienced consultants and engineers take the lead and where applicable, form a project delivery team with the correctly skilled and experienced resources to deliver projects in a timely manner with the highest levels of professionalism.

Benefits

- Correct resources aligned to the relevant tasks.
- Technical understanding to make decisions mid-project.
- Delivering on-time and on-budget.

M365 Migration

Whilst most organisations are already performing some aspects of their operations in the cloud, being skilled in Microsoft 365 migrations is still a core skill. These skills are frequently called upon to assist organisations with mergers and acquisitions, where there is a need to consolidate multiple Microsoft 365 tenants into a single tenant. Equally these skills are also applicable to assisting clients with migrating from one cloud productivity platform to another.

Understanding the challenges presented by these examples requires detailed knowledge of the platforms to ensure any migration activity meets the need presented by the organisation.

Members of our teams have been working with the Microsoft 365 platform since its original inception in 2008.

Benefits

- Extensive experience in providing solutions on the Microsoft 365 platform.
- Supporting organisations in their migration activities.
- Our core cloud productivity platform is Microsoft 365.

Virtual Chief Technology Officer vCTO

For organisations that need a leading light to help them navigate their way through the complex world of cloud solutions, we provide our vCTO service. As its name suggests this offering provides a board/c-level executive advisory service to help guide clients in defining their technology strategy and even make decisions on behalf of the organisation to assist them in achieving their goals.

Benefits

- Members of the team have held board level positions.
- Technically and commercially aware consultants.
- Work with the organisation to understand the challenges.

Technical Account Management – Assistant to Account Managers & Sales

Technical Services provide services internally to our Account Management & Sales teams, assisting with the sales process and reviews with clients during their regular meeting schedule, for example in Quarterly Business Reviews (QBRs) and Service Reviews (SRs).

This is a crucial service providing technical expertise in areas that the Account Management & Sales teams may not have experience in, they can call on Technical Services to sit in during these meetings to answer any technical queries raised during the sessions.

- Provides direct access to Technical Services.
- Ensures that Account Management & Sales have the technical assistance needed to assist the client.
- Enables fast turn-around on technical scoping requests.

Cloud Migration

Migrating to the cloud can be seen as a daunting prospect for most organisations, but with Zenzero's wealth of experience in assisting clients with their digital transformation journey we are ready to assist in the full cycle of work that is needed when considering a migration to a cloud platform. This can extend much further than just migrating to a cloud productivity platform such as Microsoft 365.

Understanding the operational needs of the client and their IT estate with a view to designing a migration strategy that will be minimally disruptive to operations, paving the way towards removing legacy issues that may have impeded the journey.

Benefits

- Multi-cloud platform aware consultants.
- PRINCE2 Project methodology used in delivery.
- Designing fit for purpose solutions in line with client expectation.

Systems (On-Prem / Cloud) Gap Analysis

Understanding an organisations infrastructure, whether in the cloud or on-premises is crucial to ensuring it is performing in line with expectations as well as meeting the needs of the business. Zenzero's Technical Services (Consulting) team can engage in a review of services provided to ensure they are performant and delivering on the requirements set out against an available solution architecture and use case.

Where solution architecture documentation does not exist, we will engage with the organisation to document the service or solution in conjunction with relevant stakeholders to form a picture of the expectation of the service or solution.

We would then perform a study of the in-place solution to review and report on any gaps that exist between the documented design and reality, to aid the organisation to take informed decisions on the future of the service or solution.

Benefits

- Experienced consultants providing high level gap analysis.
- Enabling the organisation to make decisions on future investment.
- Providing insight to optimise in-place service or solution provision.

Virtualisation Solutions (Hyper-V, VMWare, etc.)

Every organisation is different, some organisations haven't begun a cloud transition or in some cases there are regulatory compliance needs that enforce the need to retain services or solutions on a virtualisation platform that is not part of a public cloud service.

Zenzero's Technical Services team has within it members with experience and certification in designing, deploying and supporting Hypervisors from both VMware and Microsoft (Hyper-V) in both small and enterprise scale deployments and the ancillary services needed to support these platforms.

Benefits

- Certified individuals in major virtualisation technologies.
- Wealth of experience in designing, deploying and supporting hypervisor technologies.
- Experience in working within organisations that have regulatory compliance needs.