THE PHOENIX APPROACH

We know that by using IT we can enable organisations of all shapes and sizes to innovate, transform and deliver smart, connected services to not only their staff, but beyond that to those they serve daily - whether citizens, patients, tenants or students.

We do this by understanding the individual goals of every organisation to help them modernise their workplace by harnessing the power of the modern data centre, cloud, data, AI, security, collaboration and productivity tools while ensuring that any solution is created in an accessible and inclusive manner. Working exclusively within the UK public sector since 1990, Phoenix are proud to have enabled thousands of organisations to digitally transform and deliver both business and societal outcomes by supporting with:

Business Case Development	Assessments and Workshops	Project Consultancy and Delivery	Partner Ecosystem	Devices	Managed Services

SERVING THE UK PUBLIC SECTOR FOR OVER 30 YEARS

Being 100% focused on the UK Public Sector, our mission is to deliver the outcomes that matter to their staff, citizens, patients, tenants and students.

Our customers are drawn from some of the UK's largest organisations, including the NHS, emergency services, housing associations, universities and several large local authorities, as well as many smaller organisations such as schools and charities. We work across:

Local and Regional Government	Central Government	Healthcare	Emergency Services (Police, Fire and Rescue, Ambulance Services)	Charity and Not-for-Profit Sector

Housing Sector	Schools and Academies	Further Education	Higher Education and Research Institutions

PARTNER ACCREDITATIONS

As a reflection of our knowledge and expertise, we have gained some of the industry's highest partner accreditations. The depth and breadth of these accreditations reflects our commitment to maximising customers' return on IT investment while minimising the risk of implementing new technologies:

- Adobe Platinum Partner & Elite Education Partner
- AvePoint Platinum Partner
- Citrix Gold Partner
- Dell EMC Titanium Partner
- IBM Premium Business Partner
- KEMP Technologies Centre Partner
- Lenovo Platinum Partner
- McAfee Golder Partner
- Microsoft Gold Partner (Application Development, Application Integration, Cloud Platform, Cloud Productivity, Collaboration and Content, Enterprise Mobility Management, Enterprise Resource Planning, Messaging, Project and Portfolio Management, Security, & Small and Midmarket Cloud Solutions)
- Microsoft Silver Partner (Cloud Business Applications, Communications, & Windows and Devices
- Microsoft FastTrack Partner
- Microsoft Cloud Accelerate Partner
- Microsoft Gold Surface Distributor Managed Partner
- Azure Migrate Partner Status (AMP)
- Azure Expert Managed Service Partner
- Mimecast Platinum Partner
- NetApp – Gold Partner
- Oracle Gold Partner
- Sophos Premier Partner
- Symantec Gold Partner
- Trend Micro Silver Partner
- Veeam Platinum Partner
- Veritas Silver Partner
- VMware Principal Partner (Digital Workspace, Data Center & Virtualisation)
- VMware Advanced Partner (Hybrid Cloud, Hybrid Cloud/Multi Cloud & Transformation Networking Security
- VMware Academic Specialisation
- WatchGuard Silver Partner

PARTNER WITH THE RIGHT EXPERTISE – AZURE EXPERT MSP

Cloud-based systems can provide the infrastructure needed for the rapid implementation of 24/7 services and remote tools. For your organisation to achieve transformative change, you need access to the right level of expertise.

Choosing Phoenix as your partner will arm you with everything you need to make this happen. We are here to help you build the Azure cloud environment that is right for you and the outcomes that you need to deliver.

Phoenix is an Azure Expert Managed Service Provider, a Microsoft Gold Partner with 11 Gold competencies, including Cloud Platform and Cloud Productivity, and hold the following Microsoft Advanced Specialisations:

- Adoption and Change management
- Calling for Microsoft Teams
- Id & Access Management
- Information Protection & Governance
- Meetings and Meeting Rooms for Microsoft Teams
- Microsoft Windows Virtual Desktop
- Teamwork Deployment
- Threat Protection
- Windows Server and SQL Server Migration to Microsoft Azure

Azure Expert MSP is the highest level of Microsoft Accreditation that independently validates our expertise and quality of cloud transformation covering planning, migration, optimisation, operation and management of cloud services on the Azure platform.

As the only 100% public sector focussed Azure Expert MSP partner, with a service built and delivered from the UK, we look forward to delivering next-generation managed services specifically designed to address the public sector needs.

Microsoft Partner

Azure Expert Managed Service Provider Program
Gold Cloud Platform
Gold Datacenter
Gold Cloud Productivity
Gold Security
Gold Collaboration and Content
Gold Application Development
Gold Application Integration
Gold Enterprise Resource Planning
Gold Project and Portfolio Management
Gold Messaging
Gold Enterprise Mobility Management
Gold Windows and Devices
Gold Small and Midmarket Cloud Solutions
Silver Data Analytics
Silver Communications
Silver Cloud Business Applications
Surface PC Authorized Reseller

CLOUD PROFESSIOANL SERVICES

Our broad portfolio of additional services encompasses the full technology lifecycle and provides specialist expertise to ensure the delivery of best-practice solutions. Phoenix's highly accredited team of consultants' services range from readiness, proof of concept, design, planning, installation, configuration, training and management. Our expertise extends across all major vendors, encompassing many technologies including applications, cloud, data centre, modern workplace, security, software asset management, networking and virtualisation.

We provide services on a fixed project price and time and materials basis using agreed day rates. To give more flexibility, we offer a Volume Services Agreement to consume technical services on-demand. Services duration can range from a single consultancy day of consultancy through to a five-year managed service.

SERVICES DELIVERY FRAMEWORK

We use a three-phased framework; Plan, Execute and Operate for the delivery of services. We will manage the full project cycle from conception through to delivery and ongoing support and management.

Plan
• **Strategy**: We'll work with you to understand your business strategy, drivers, IT requirements and outcomes
• **Envision**: Showcasing how the latest technology can help you achieve your IT strategy and aspirations including proof of concepts,
• **Assessment**: We gain a full understanding of your technical environment, including readiness assessments, audits and configuration reviews.

Execute
• **Design**: Our IT Strategists and Architects will develop personalised solutions using open group architecture frameworks and vendor design principles to address your IT requirements, strategy and business outcomes.
• **Deploy**: Our highly experienced, accredited Consultancy Team will provide full-service installation and configuration for seamless solution deployment.
• **Adopt**: We deliver change management and training to ensure software services are successfully adopted and ROI achieved. This includes accessibility training to allow personalised and inclusive teamwork.

Operate
• **Manage**: We can provide Managed Services to support the solution and your wider environment
• **Optimise**: We can help you optimise your solution, giving you access to the latest functionality, configuring to support the latest vendor guidelines to ensure optimal performance, resilience and cost-effectiveness.
• **Support**: We can provide technical support on-demand for your ongoing needs