



Service Definition

Microsoft Azure IaaS Services

About Excellence IT

At Excellence IT we've formed a strong team that lives, breathes and sleeps IT.

We have a wealth of experience supporting organisations across a wide range of sectors. From not for profit organisations to manufacturing businesses, we're adaptable to all different types of work environments.

Our highly accredited team are on hand to offer customers IT advice and reliable support. We additionally operate alongside a 24/7 customer support portal aligned to customer SLAs. Meaning your problems are always solved. We are approachable, dependable and genuinely care about our clients.

The journey began in 2002, and our hard work ensures it will continue into the future.



Mission statement and Our values

Our mission statement defines the purpose of Excellence IT while our values sit at the heart of all our actions and decisions day to day.

“To focus on our customers’ requirements to deliver exceptional IT solutions through excellence in IT and strategic partnerships.”

We care about **people** not just technology. Our values are not empty promises. With these in mind we maintain our focus to deliver an excellent service every day. They guide us in our dealings with each other and with our customers; ultimately, they are the foundation of our company culture.



Professionalism

We will always deliver a service with the highest level of professionalism. This means meeting deadlines, dealing openly in discussion about costs and operating at a professional level throughout the organisation.



Integrity

We will tell you what we think in all situations, but we will always respect customer sensitivity. We will always strive to respect confidentiality and never compromise colleagues or customers in any way.



Flexibility

We organise ourselves around the job in hand to provide the best level of service possible. Our adaptable approach ensures customer needs are at the forefront of how we operate at all times.



Understanding

We make it our business to get to know your business. When we gain understanding of customers we then design and implement solutions based on their needs. We don't believe that 'one size fits all'.

Our accreditation's

As a technology company, systems and services are ever evolving and improving. Because of this, we are constantly acquiring new qualifications and accreditation's that give evidence to our clients that we are the technology experts they need.

Here are our current badges of honour, with a little bit of information explaining what they add to our IT services.



ISO:9001 & ISO:27001

Our management standards have been measured so we have all the requirements for standardisation and quality assurance.



Cyber Essentials Plus

This proves our commitment to cyber security. Ensuring ourselves and our clients are protected against cyber threats.



Microsoft Silver Partner

Our commitment to using Microsoft applications effectively for our clients, means security and efficiency are prioritised.



SonicWall Silver Partner

As a chief cyber security force, we are able to distribute advanced hardware to protect business networks 24/7.

What can Microsoft Azure IaaS do for you?

Microsoft Azure IaaS is the **cloud-computing** answer a lot of businesses have been searching for. The service provides organisations instant control over their computing infrastructure and allows total management using an internet connection. **Speed** is ensured, **security** is increased and **cost** is reduced.

The Azure IaaS model guarantees organisations can reduce costs dramatically. With no need for physical servers and alternative data-centre infrastructures, businesses are able to reinvest wisely and triumph in other areas.

As well as only paying for the resources that they need, Azure IaaS opens up a whole host of products and services that businesses can adopt once deployment and migration have been accomplished. These services include increasing storage, networking and security.

Key benefits of Microsoft Azure IaaS

1

Remote Working

Deploy virtual desktops anywhere so users can access applications instantly, and never jeopardise productivity or responsiveness.

2

Achieve Business continuity

Create an effective plan B for your organisation with Azures powerful backup and recovery solutions. Ensuring you can avoid unexpected situations.

3

Intelligent Security Options

Protect user workloads with Azures industry leading security intelligence. Better yet, you can monitor issues day to day with Azures security control centre

4

Controlled Cost

Scale up or down depending on your organisations growth. Control financial outgoings down to the penny.

5

One Step Closer to the Cloud

If your businesses aim is to become cloud dependant, Azure is the best route. Invest in the resources you need, and prioritise other areas to achieve your goal.

What does our Azure IaaS service look like?

What are our Azure IaaS service features?

- Public & hybrid cloud Infrastructure Environments
- Azure Backup & Disaster Recovery
- Azure Virtual Private Network security and optimisation
- Microsoft Silver Partner
- Azure SQL and SQL Server
- Azure Alert and Monitoring services
- Microsoft Azure Cloud Support (Infrastructure Only)
- Azure AD

What makes our Azure IaaS service stand out?

- Increased availability – on demand
- Scalability
- Cost efficiencies (only pay for what you use)
- Reduced Capex
- Managed project by Microsoft Azure Engineers
- ISO 27001 and ISO 9001 accredited
- Enhanced High Availability and Disaster Recovery

How else do we support our Azure IaaS service?



IT Support Expertise and knowledge

Alongside any projects we undertake, our experience and expertise as IT support consultants provide extra care for our clients.



Unique Application Training

Our training department can create bespoke courses designed to boost productivity when using Azure applications.



Cloud Migration and Computing services

As Azure is a starting point for cloud computing, we also offer a wider range of cloud solutions to build your environment further.



A Trusted provider with decades of experience

We have been supporting organisations for over 18 years and pride ourselves on our high client retention rate.

How has adopting Microsoft Azure IaaS helped other organisations?

We pride ourselves on our expertise and experience. We have long been providing Microsoft Azure IaaS to our clients, and have always been impressed at how well their users have adapted to their new tools and applications. Here's a brief breakdown of our service:



Our best results have seen large organisations with multiple offices, adopt Azure services to **replacing failing on-premise servers** and not stunt company growth.



We've also revolutionised communication by hosting **fully featured IP telephony solutions** through Linux on Azure. Perfect for **home working** measures.



With organisations hesitant to fully migrate, we also provide a range of **Azure services to compliment situations** where on-premise server infrastructures need to remain.

How do we protect client data?

At Excellence IT we take data handling very seriously. With an in house Cyber Essentials Auditor always on hand, we are acutely aware how vital cyber security is for any client we engage with. Our network is protected by multiple layers of cyber security, including 2-factor authentication, password vaults and employee user permission levels.

All our services are GDPR compliant, meaning your data is never shared and only stored with your permission. We are transparent with our service, meaning you can request your data to be viewed, edited or deleted at any time.

What other services do we provide?

Along with Microsoft Azure services, we also provide the following services.



IT Infrastructure

Industry leading solutions to improve, innovate and transform your business. Work environments rely on agile and flexible and solutions.



Cloud Services

Maximise cloud computing in your organisation with our trusted cloud services. It enables flexible and collaborative working to boost productivity.



Disaster Recovery

When disaster strikes our recovery services are a lifeline for your business. These solutions are essential to building a secure workplace.



VoIP Telephone Solutions

Revolutionise your telecommunications with hosted VoIP solutions, benefiting your employees and client relationships.



Cyber Security

Cyber threats are a danger to businesses of all sizes. Our systems keep them at bay,



Software Development

Solve problems in your business with our customised software development services.



IT Training

Our in house training department offer bespoke training across the whole Microsoft Office suite.

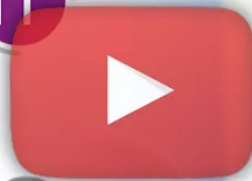


Managed IT Support

Proactive IT Support to give your organisation expert support 24/7.

What our customers say

excellence IT



Watch the video case study here:

https://www.youtube.com/watch?v=t1e6DOU_vmw&feature=emb_logo

"The support that we've had off the guys has been incredible, and there's no way this business would be where it is today without Excellence IT"

Jason Edwards, Director, Edwards Coaches

What did we do for Edwards Coaches?

99.70%

SLA response Rate (Q1 2020)

5 / 5

Satisfaction Rate (Q1 2020)