Tecnica
Technology Translated

Service Brochure

Adding Value

Optimising Productivity

Maximising Business Performance

Exceeding Expectations

tecnica-ltd.co.uk

Who We Are

Our Company

Tecnica is a trusted ICT solutions company based in central Scotland. Founded in 2003, our skilled team brings over 25 years of combined technical experience. We specialise in ICT managed services, cloud solutions, software development and cyber security.

We take a keep it simple yet informative approach to everything we do, ensuring non-technical stakeholders clearly understand deliverables, hence our slogan: Technology Translated.

Our People

At Tecnica, continuous training ensures our team stay up to date in complementary technologies and specialised skills. Our strength lies in the ability to outperform competitors through a deep concentration of knowledge and dynamic technical aptitude, delivering practical, effective solutions for every client.

Our Brands

Supported. Connected. Protected.
More ways to strengthen your business.

OrcAstra
AGILE ORCHESTRATION

Compliance orchestration through OrcAstra ServiceDesk gives you clear visibility, control and assurance across the entire Technical Assurance process. Developed in house by our full stack software development team, OrcAstra ServiceDesk embeds intelligent automation and structured templates to ensure compliance activities are managed consistently, protecting quality and integrity throughout the service lifecycle.

Supported by clear monthly reporting and advanced analytical AI, we make it easy to monitor performance, identify trends and demonstrate procedural compliance, giving you confidence that assurance standards are met at every stage.

ProbeCyber

Stay ahead of cyber threats with ProbeCyber, Tecnica's dedicated cyber security brand. Safeguarding your IT systems requires specialist expertise, the right resources, and constant vigilance across every working environment.

From vulnerability scanning to fully managed SIEM security services, ProbeCyber positions your business to meet industry standards and align with your specific business objectives, giving you confidence that your systems and data are secure.

ProbeCyber

Tecnica ProbeCyber Endpoint Detection and Response (EDR) Managed Security

Enhanced managed security service for deployment, configuration, and monitoring of EDR/XDR/MDR solutions, protecting core assets, like laptops and desktops, through to business-critical infrastructure, e.g. server estate. Our best-in-class solution provides modern protection for contemporary cyber security threats, powered by CrowdStrike, with service delivery and ongoing support managed through a structured and transparent support process.

Features

- Modern endpoint protection against core cyber threats
- Scalable deployment with broader security ecosystem options, through to SOC (e.g. SIEM)
- Integrated with OrcAstra Customer Portal
- Early detection and visibility into threats
- Real-time monitoring ensuring IT systems are constantly protected

Benefits

- SLAs to cover business protection needs, including business-critical through to 24x7/365
- Align with compliance requirements through next-generation endpoint protection
- Consultative-led protection provided by cyber security experts
- Ensure visibility of threats through automated alerting with proactive triaging and escalation
- Improve cyber security, operational resilience, and mitigate broad classes of risk

Why Choose Tecnica

Benefits

- Smooth transition and adoption of cloud technologies
- Reduced cost and complexity during digital transformation initiatives
- Proven expertise in moving from legacy systems with a cloud-first approach
- Disciplined, diverse approach to enterprise ICT environments
- Maintain architectural integrity for new and upgraded systems
- Enhanced documentation and shared domain knowledge across teams
- Risk and change management support
- Consolidated enterprise architecture methodology drawn from public and private sector experience
- Stable and resilient architecture driven by a proactive approach
- Timely vulnerability identification and remediation
- 99.98% uptime

After Sales Support

We are committed to reaching the highest standards in every project, guaranteeing exceptional service delivery and careful attention to detail. Our dedication to excellence motivates us to continuously enhance our processes and deliver remarkable results that surpass our clients' expectations.

Our highly trained experts cover more, troubleshoot faster, and fix the problems others can't.

Onboarding

Planning

At Tecnica we:

- Apply PRINCE2 and Agile PM methodologies where they bring the most value
- Maintain strong security controls and protect data integrity throughout delivery
- Work closely with your key stakeholders to help shape successful implementations
- Our commercial understanding helps us identify where ICT can create real advantage, promoting solutions that drive efficiency and meet organisational needs
- Scope requirements collaboratively to ensure every outcome is grounded in a clear understanding of what matters
- Strategic development of practical digital transformation

Transition

Proactive planning determines immediate operational effectiveness, relinquishing the previous supplier early in the transition process. This enables us to address issues ranging from:

- Poorly managed deployments
- Vulnerabilities introduced by third party providers
- Minimal disruption during onboarding
- Conduct a health analysis to assess risks and identify configuration issues
- Secure the required access permissions and approvals to support a smooth start
- Verify system availability and reliability, including checks on backup systems to ensure resilience

OrcAstra Standard Service Levels

Tickets can be raised via OrcAstra Customer Portal, email or telephone.
08:45am – 17:15pm, Monday to Friday
The service is provided on UK Public Holidays with the exception of the following;
The service is not provided 25-26 December or 1-2 January

24x7 out of hours support available on request.

Classification	Response within	Description
Severity 1	30 minutes	Contracted ICT infrastructure is not operational or affected performance is severely impacting business operations. Development or production may be halted or the problem widespread such that business processing is heavily limited
Severity 2	1 hour	Contracted ICT infrastructure is operational, but its functionality is affected. There may be a workaround but implementing this is time consuming and will adversely affect business timescales. Multiple users are affected.
Severity 3	2 hours	Contracted ICT infrastructure is usable, but development or production is impaired, Development/production can continue for a reasonable amount of time before the problem becomes detrimental. A workaround is available and acceptable. Single-user impact.
Severity 4	4 hours	General request or question, not directly impacting use of ICT infrastructure.

Technical Requirements: Client browser required, including, but not limited to Google Chrome, Microsoft Edge, Firefox.

Resiliency, Security and Operational Assurance

We operate with a strong focus on security across all services. Every implementation is designed with security hardening in mind and delivered in line with ITIL governed ITSM. Our defensive security approach meets Government-backed IASME standards and is supported by industry recognised cyber security certification, including Cyber Essentials Plus, and Cyber Assurance policies and procedures.

TecnicaCloud geographically separate private hosting ensuring data sovereignty within the UK. We proactively (24x7/365) manage outages and maintenance to ensure service continuity and resilience from Tier 2/3 datacentres. Our infrastructure is supported by uninterruptible power with automatic failover, alongside independent power generation and redundant leased line communications to minimise the risk of disruption. Systems are regularly maintained through controlled patching and update automation, ensuring security and performance. Continuous monitoring and alerting enable rapid identification and response to potential issues, helping to prevent incidents before they impact service delivery.

Our Services

Core Service	
Tecnica ICT Support	Tecnica's core information technology support service provides a bespoke framework tailored to an organisation's requirements. This service includes first- through to third-line support, via OrcAstra Service Desk, customisable to complement and enhance in-house ICT departments or provide a standalone ICT function for organisations.
Tecnica Optimised Managed ICT Service (TOMS)	Proactive ICT service management (first- to third-line support) including core managed service options tailored to bespoke framework to meet requirements. Full ICT lifecycle and operational support, managed through OrcAstra Service Desk system, including embedded AI features with complex heuristic integrations.
Tecnica Technical Assurance Service (TAS)	Tecnica's Technical Assurance Service (TAS) benchmarks customer ICT estates through our unique Health Analysis template. Embedded in our OrcAstra ITSM system and consistently updated in lockstep with NCSC authoritative guidance, we provide organisations ongoing confidence that systems, technology decisions, and day-to-day operations are secure, efficient and aligned with best practice.
Service Enhancements	
TecnicaCloud Microsoft 365 Backup Service	Cloud Backup as a Service (BaaS) for core organisational office and tenancy data within the Microsoft 365 environment (e,g, SharePoint, Teams, Outlook (email)). Provides backup and redundancy against data loss scenarios including accidental deletion, malicious action, disaster events while retaining data within UK datacentres
TecnicaCloud Private Cloud Hosting	Tecnica offer a range of Infrastructure (IaaS) as a Service hosting options, providing a reliable and cost-effective alternative to public cloud hosting. Through multiple datacentre redundancy, Tecnica provide off-site replication, including Disaster Recovery as a Service (DRaaS), as well as backup and replication services.
Managed VoIP Telephony Services	Tecnica are adept at providing the full range of managed VoIP services, from hosting (including but not limited to core platforms like Microsoft Teams, Gamma Horizon, and 3CX), administration, support, and compliance (e.g. PCI DSS). This is underpinned by expert provision in communication services (e.g. leased line, broadband).
TecnicaCloud Mail Filter Service	Managed service for enhancing frontline protection of an organisation's email security, including defence against threats like phishing, malware, and email spoofing. User-friendly interface to ensure control of mail-flow. Including, but not limited to, core platforms like Mimecast, ProofPoint, and Microsoft Defender.

Our Services

Service Enhancements	
TecnicaCloud Content Filter Service	Core enterprise-level endpoint protection from online threats regardless of whether devices are on company networks or operating outside of them. Prevent threats and inappropriate content from being accessed on websites via TecnicaCloud's agent-based content filtering service.
TecnicaCloud Business Continuity and Disaster Recovery Services (BC/DR)	Gain vital assurance for disaster events through Tecnica's consultancy-led Business Continuity and Disaster Recovery (BC/DR) services. From detailed simulation of the fine-detail of technical procedures, e.g. Near-live Testing (NLT) through to tabletop exercises and policy documentation creation or refreshing, Tecnica can build strong resilience into your organisation's defences.
Cyber Essentials Services	End-to-end services for the UK government-backed Cyber Essentials scheme (Basic and Plus). Services range from initial gap and health analysis assessing the journey required, remediation through managed estate, and certification consultation for readiness to submit. Tecnica's Optimised Managed Service (TOMS) includes automated maintenance to ensure renewal is streamlined year-on-year.
Tecnica Microsoft Platform Consultancy	Enable digital transformation through tailored consultancy services for the Microsoft ecosystem. End-to-end services through core Microsoft architecture like Data Analytics and AI-enhanced services within Microsoft Fabric and the Power Platform. Modernise and protect organisational data through SharePoint, including enhanced protection through Data Loss Protection.
Tecnica's ProbeCyber Managed Security Services	
ProbeCyber Human Risk Management	Bolster frontline security defences through development of the 'human firewall'. ProbeCyber offers a suite of security services focussed on improving user awareness, minimising risk for cyber security incidents at the human-level. This includes training, phishing simulation campaigns, and dark web monitoring, enhanced by detailed reporting.
ProbeCyber Vulnerability Management	Increase visibility into underlying IT risks through a programme of ProbeCyber vulnerability management. Our vulnerability scanning service is adaptable to meet organisational need, from basic network scanning through to deeper authenticated and agent-based scanning. Service is supplemented with digestible reporting and advisory services ensuring outcomes are actionable.
ProbeCyber Endpoint Protection Platform (EPP) Managed Security Service	Enhanced managed security service for deployment, configuration, and monitoring of Endpoint Protection Platform (EPP), providing core baseline protection from malware for key assets. Our enhanced service ensures threats are not only blocked but that centralised visibility of incidents is provided, with access to cyber security experts for remediation and mitigation.

Our Services

Tecnica's ProbeCyber Managed Security Services Continued	
ProbeCyber Endpoint Detection and Response (EDR) Managed Security Services	Enhanced managed security service for deployment, configuration, and monitoring of EDR/XDR/MDR solutions, protecting core assets, like laptops and desktops, through to business-critical infrastructure, e.g. server estate. Our best-in-class solution provides modern protection for contemporary cyber security threats, powered by CrowdStrike.
ProbeCyber Managed Security Operations Centre (SOC) Services	Security Operations Centre (SOC) managed services to provide right-sized security monitoring, detection, and response for contemporary cyber security threats across your ICT estate. Our enhanced service ensures threats are not only blocked but that centralised visibility of incidents is provided, with access to cyber security experts for remediation and mitigation.
ProbeCyber SIEM Managed Security Service	End-to-end managed security service for System Information and Events Management (SIEM) system, through planning, implementation, and ongoing managed service. Ensure centralisation, monitoring, and retainment of key telemetry systems across the ICT estate with enhanced detection and response to contemporary cyber security threats.
ProbeCyber Information Security Compliance Services	Information security consultancy services, including policy/procedure design and qualification (e.g. Cyber Incident Response Plan, IT Policy, Acceptable Use, etc.). Ensure compliance with framework-based OrcAstra Policy Management system, alleviating heavy-lifting for developing and maintaining ICT and information security policies (e.g. UK-government-backed IASME's Cyber Assurance scheme).