



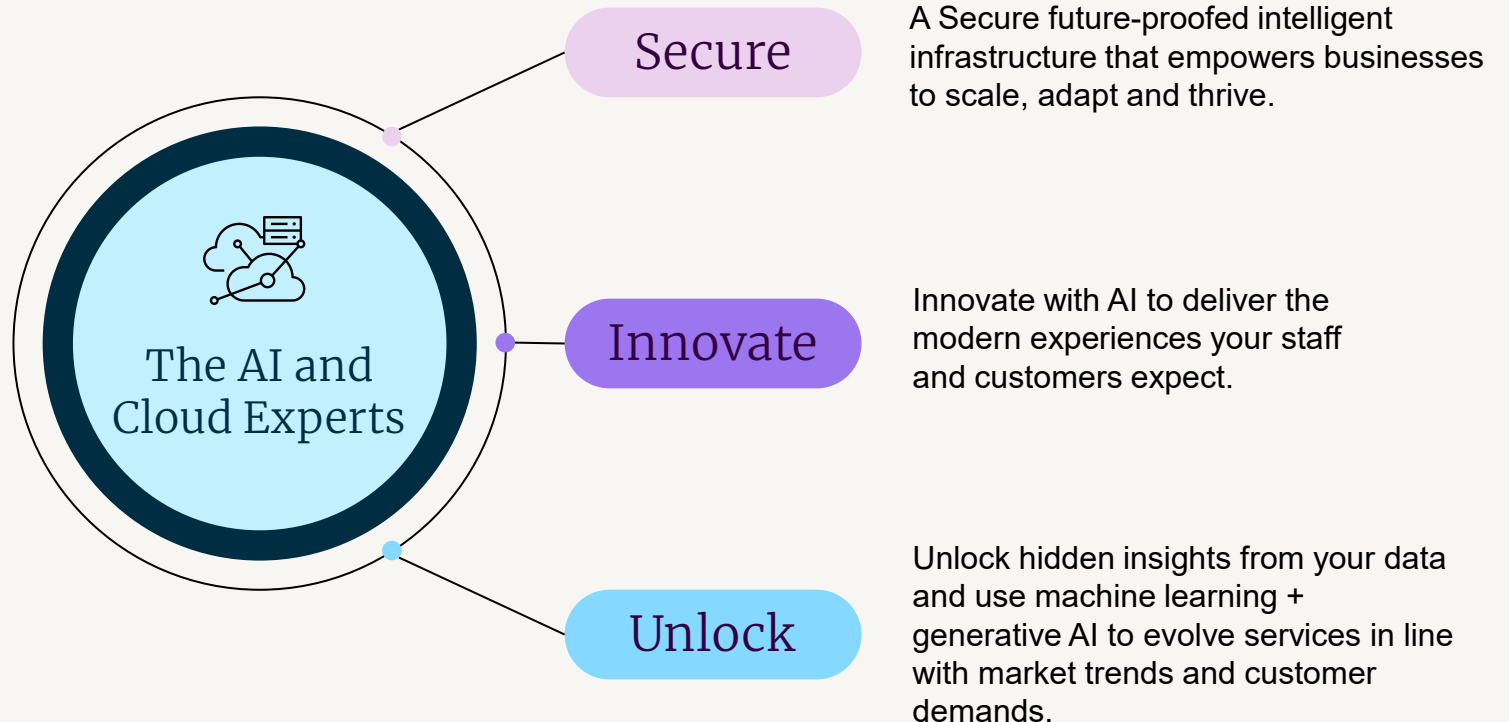
**Navigating complexity
with confidence**

Nasstar Helps UK Organisations and Their People **Achieve More Through AI**

Nasstar is not just about secure cloud platforms, employee productivity tools, data, AI and networks – we build the digital foundation for your success.

We are a full stack secure Microsoft specialist hybrid cloud, connectivity and AI adoption next-generation managed service provider and systems integrator connecting solutions, automating processes, unlocking hidden data insights and AI innovation – to fuel your growth, modernise customer and employee experiences and enable your competitive edge.

All Nasstar clients get the best of both worlds: secure, scalable AI-infused technology, and a human-centric business change management approach that unlocks the true potential of their workforce.



Nasstar Microsoft Division Value to Clients (December 2025)



Innovative

Ahead of the curve, employing new approaches, AI and innovative technologies that drive business impact.

Agile

A dynamic, people-centric approach that delivers value rapidly through iterative development and continuous improvement.

Partner

Not a traditional supplier relationship – a collaborative bond forged on trust, reliability, and consistent excellence.



Data & AI
Azure

SPECIALIST

- + Analytics
- + Infrastructure and Database Migration
- + Build AI Apps on Microsoft Azure



Modern Work

SPECIALIST

- + Calling for Microsoft Teams
- + Meetings and Meeting Rooms for Microsoft Teams
- + Modernise Endpoints



Digital & App Innovation
Azure

SPECIALIST

- + Accelerate Developer Productivity with Microsoft Azure
- + Build AI Apps on Microsoft Azure



Security

SPECIALIST

- + Cloud security
- + Threat protection



Infrastructure
Azure

SPECIALIST

- + Networking services
- + Infra and Database Migration
- + Azure virtual desktop



Private cloud

Expert in leveraging Microsoft Programs

Azure Accelerate

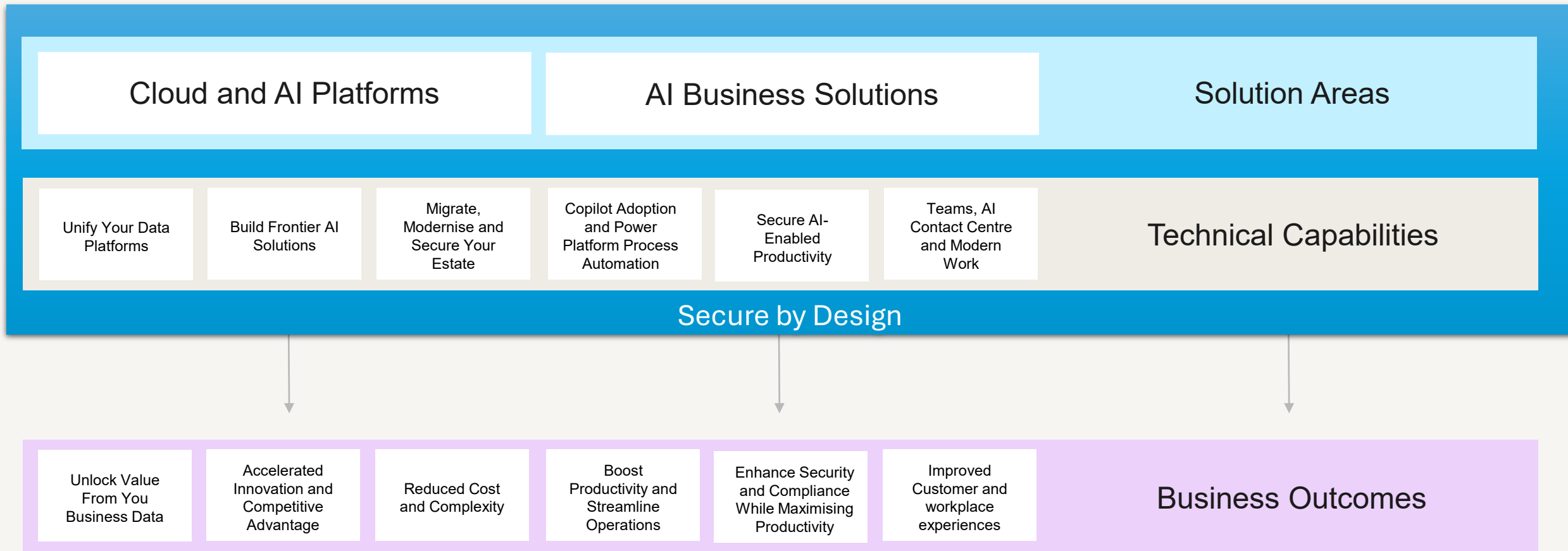
Copilot Jumpstart

Cloud Adoption Framework

Microsoft Solution Areas & Offerings

Solutions Designed to Drive Business Value

The Nasstar Microsoft Business Division works across the two main Microsoft Solution Areas and has six distinct service lines.



Cloud and AI Platforms – Migrate, Modernise and Secure Your Estate

Accelerate your cloud journey with Nasstar’s Azure Migrate and Modernise engagements for VMware, SQL, and SAP. We transition workloads using Microsoft CAF, modernise apps, and optimise performance to unlock scalability, cost savings, and the full power of Microsoft’s cloud.



Approach

- **Seamless Transition** – Migrate workloads smoothly and without business disruption using Microsoft CAF best practices.
- **Modernisation First** – Enhance performance, security and scalability post-migration.
- **Customer-Centric Approach** – Align every step with business goals and user needs.
- **Optimise for the Future** – Enhance performance, security and scalability post-migration

Business Outcomes

- **Optimised for Scale and Agility** – Solutions that can rapidly adapt to changing business demands.
- **Cost Efficiency** – Reduce infrastructure and operational costs through optimisation.
- **Innovation Enablement** – Unlock new capabilities and accelerate digital transformation.
- **Resilience and Compliance** – Strengthen security and meet regulatory compliance requirements.

 **Microsoft**
Solutions Partner
Infrastructure Azure

SPECIALIST

- ✦ Networking services
- ✦ Infra and Database Migration
- ✦ Azure virtual desktop

Phase 1

Discovery & Assess (6-8 weeks)

We align stakeholders on outcomes, map your estate, assess TCO/ROI and funding (e.g. AMM), and create a prioritised, wave-based plan that de-risks decisions and builds momentum with clear success measures.

Phase 2

Landing Zone Deployment (8-12 weeks)

We deploy a Microsoft-aligned Azure Landing Zone - covering identity, networking, policy-as-code, cost guardrails, observability, backup/DR, and secure connectivity - to provide a compliant, scalable foundation that avoids costly rework as migration accelerates.

Phase 3

Migrate and Transform (2-3 weeks/ sprint)

We run automated migration waves using the right 6R strategy per workload, selectively modernise to PaaS/containers, and right-size for performance. We'll deliver early cost and reliability gains while managing cutover, UAT, and safe legacy decommissioning.

Phase 4

Managed Cloud Services

We operate, secure and continuously optimise your platform with SRE/ITIL practices, FinOps and proactive engineering, turning telemetry into savings, resilience, and a living roadmap for ongoing modernisation and innovation.

Microsoft Funding Available

AI Business Solutions – Copilot Adoption and Power Platform Process Automation

(From Activation, and Development to Managed Services)

Empower your workforce with Nasstar's Copilot engagements. We'll accelerate adoption by preparing your teams to build lightweight agents with Copilot Studio Light, build complex intelligent agents on your behalf in Copilot Studio and Power Platform. So, you can, unlock automation, streamline workflows, and deliver AI-driven insights that boost productivity.

Approach

- **Human-Centric Design** – Solutions should be intuitive and enhance the user productivity and experience
- **AgentOps Approach** – Ideate, prioritise the backlog, deliver quickly, and manage developed solutions.
- **Governance, Compliance, Security** – Frameworks and controls with enterprise security to prevent shadow IT and ensure safe, auditable deployment of AI and automation across the business.

Business Outcomes

- **Future-proofed and cost-effective AI and automation platform** – A flexible platform that streamlines processes, reduces manual tasks and drives down costs.
- **Increased Innovation** – Continuous development continually improve products, services and experiences.
- **Line of Business Solutions** – empower business units to leverage AI and automation, supporting specific operational needs while maintaining central oversight and compliance.



Modern Work

SPECIALIST

+ Copilot

Phase 1

Discovery & PoC (2-3 weeks)

The first step in your Agentic AI and Process Modernisation journey is a discovery to identify pain points and review business goals. From there, we'll build a backlog and roadmap, choose a pilot use case, and deliver a Proof of Concept to demonstrate value.

Phase 2

MVP (6-12 weeks)

We believe in solving end-to-end use cases while delivering rapid, incremental value. At this stage, we'll deliver a completed solution for your chosen pilot use-case. The reusable MVP will be a core part of your future automation and agentic AI platform.

Phase 3

Iterative Build (2-3 weeks/ sprint)

Once the MVP has been delivered, our AI engineers and process modernisation experts continue implementing the remaining use-cases in a prioritised order, following the same end-to-end principles before.

Phase 4

Managed AI Services (AgentOps)

As businesses evolve, so do requirements. A managed AI solution keeps systems running smoothly and adapts past investments to meet both current and future demands. That way, your business stays ahead of the curve.

Microsoft Funding Available

AI Business Solutions – Secure AI-Enabled Productivity

Protect your business with Nasstar's M365 E5 Security Services. Harness Microsoft's advanced security suite; strengthening identity safeguarding data, and defending against evolving threats. Stay compliant, reduce risk, and give your teams the confidence to work securely from anywhere.



Approach

- **Zero-Trust by Default** – Verify explicitly, use least-privilege access and assume breach. Secure by design, secure by default.
- **Identity-Led Security** – Conditional Access, Multi-Factor Authentication and PIM at the core of every control.
- **Data-Centric Protection** – Classify, label, encrypt and prevent data loss across all apps, devices and locations.
- **Threat-Informed Operations** – Microsoft Defender XDR and Sentinel managed services that drive continuous detection, response and security posture improvements.

Business Outcomes

- **Reduce Risk Exposure** – Faster detection and response to threats, fewer successful attacks, and a stronger posture.
- **Compliance Confidence** – Auditable controls and simplified reporting to meet regulatory obligations.
- **Cost Efficiency** – Consolidate overlapping point security tools into E5 capabilities to lower total security spend with an integrated suite of industry-leading security tools.
- **Secure Work Anywhere** – Consistent protection for users, applications, data and devices; on-site, hybrid or remote.



Security

SPECIALIST

- ✦ Cloud Protection
- ✦ Threat Protection

Phase 1

Discover

We'll start by assessing your Microsoft 365 security posture, identifying risks and compliance gaps, and highlighting opportunities to strengthen identity, data protection, and threat defence. The outcome is a clear roadmap aligned to your business priorities.

Phase 2

Build & Implement

Next, we design and deploy the right M365 E5 security capabilities (such as Microsoft Defender, Purview, and Entra) tailored to your environment. Our experts configure policies, integrate security controls, and ensure your teams are equipped to adopt best practices from day one.

Phase 3

Migrate & Adopt

With the foundation in place, we'll scale security across your enterprise. This includes migrating workloads, applying advanced threat protection on a wider scale, and automating governance to reduce risk at speed. Our approach ensures consistent security coverage without disrupting productivity.

Phase 4

Managed Security Services (SecOps)

Finally, we provide ongoing management and optimisation of your M365 security environment. From continuous monitoring and incident response to compliance reporting and proactive improvements; we'll keep your defences strong, and your business secure every day.

Microsoft Funding Available:

Threat Protection and Data Security Briefings – Up to \$2k
Security Envisioning Workshops – Up to \$8k
Defender & Purview Deployment – Up to \$10k / Sentinel Deployment – Up to \$38k
E3/E5 Deployment – Up to 38k

Cloud and AI Platforms – Unify Your Data Platform

Turn your data into a strategic advantage with Nasstar’s Microsoft Fabric Data and AI engagement. We’ll unlock it’s potential and provide next-level analytics with our powerful Fabric data platform, powered by AI. Enabling you to make confident data-driven decisions, boost efficiency and delight your customers.

Approach

- **Data strategy alignment** – Align with business goals, get results fast
- **Cloud native SaaS data platform** – AI & powerful analytics on the go
- **Unified Data & Governance** – Removes silos and enables holistic data management.
- **Real-time insights** – Crystal-clear dashboards, visual insights.

Business Outcomes

- **A future-proofed SaaS platform** – A flexible platform that keeps your information secure, reduces costs, and ensures performance.
- **No more guesswork** – Trusted data that enables to make impactful decisions and innovate experiences.
- **Data as a Service** – Build the foundations that enable you to monetise data and deliver valuable solutions to your customers and business stakeholders.
- **AI Analytics** – Insights augmented with AI assistants using natural language.



Data & AI

SPECIALIST

- ✦ Analytics
- ✦ Infrastructure & Database Migration
- ✦ AI Apps on Microsoft Azure

Phase 1

Discovery & PoV (6-8 weeks)

Before embarking on your data journey, it’s crucial to assess your organisation’s data maturity and key business objectives. At this stage we’ll start building a backlog, define a roadmap, and pick a “Star” use-case. We will also build a Proof of Value to give you an early glimpse of what the platform can do.

Phase 2

MVP (8-12 weeks)

We firmly believe in solving end-to-end vertical use cases and focusing on delivering rapid and incremental value. That’s why at this stage we’ll deliver an end-to-end solution for your most important “Star” use-case previously identified. The MVP is designed to be reusable and forms the foundational backbone of the ultimate end state data platform.

Phase 3

Iterative Build (2-3 weeks)

Once the MVP has been delivered, our data engineers continue implementing the remaining use-cases in a prioritised order, following the same vertical and end-to-end principles.

Phase 4

Managed Data Services

Businesses constantly evolve, and their data needs change along with them. A data platform managed service helps you bridge the gap. We don’t just keep your data platform running smoothly, Managed data services ensure your past technology investments adapt to present and future needs.

Microsoft Funding Available

Cloud and AI Platforms – Build Frontier AI Solutions

Push the boundaries of innovation with Nasstar’s Frontier AI Solutions, powered by Microsoft Foundry and Fabric. From generative AI to custom solutions, we’ll help you design, build, and deploy AI apps that transform experiences and unlock new business models.



Approach

- **Speed to Value** – Rapid prototyping and delivery of apps and agents using proven Azure AI component.
- **Co-Creation** – We build with you, not for you, ensuring relevance and team buy-in.
- **Responsible and Secure by Design** – Solutions are designed with ethical principles, governance and compliance at the core, and follow coding and security best practices to ensure trustworthy, observable, and agentic AI systems that protect data, uphold user trust, and deliver responsible outcomes.
- **Continuous Innovation** – Ongoing optimisation and development through Nasstar’s Managed AI services.

Business Outcomes

- **Faster Innovation** – Foundry Tools provides reusable components that cuts development time and provides you with working solutions in weeks.
- **Smarter, Trustworthy Decisions** – Explainable AI Solutions that provide real-time intelligent insights from unified data and AI models.
- **Efficient Operations** – Agentic AI automation empowers teams to replace manual tasks and improve user experiences.
- **Future-Ready Tech** – Scalable, AI infused apps that grow with your business



Data & AI / Digital & App

SPECIALIST

- ✦ AI Apps on Microsoft Azure
- ✦ Agentic DevOps with Fabric & GitHub

Phase 1

Discovery & PoV (6-8 weeks)

Initial workshops align on goals, assess data, define responsible AI objectives, and identify use cases. A rapid PoV then demonstrates feasibility and value by leveraging Nasstar’s accelerators and Microsoft funding options.

Phase 2

MVP (8-12 weeks)

We deliver a reusable MVP for your key “Star” use case - the backbone of your future AI platform. Built with Microsoft Foundry, the MVP embeds observability and integrates generative AI, automates workflows, and ensures security and compliance, delivered in close collaboration with your teams.

Phase 3

Iterative Build (2-3 weeks)

Once the MVP has been delivered, our AI engineers expand agentic capabilities by continuing to implement the remaining use-cases based on real-world feedback, in a prioritised order, following the same vertical and end-to-end principles.

Phase 4

Managed Data Services

As businesses evolve, so do their application needs. Our managed AI Apps services keep platforms running smoothly while ensuring past investments adapt to current and future demands. Ensuring optimisation, observability and responsible management of AI agents and data platforms.

Microsoft Funding Available

AI Business Solutions – Teams, AI Contact Centre and Modern Work

Transform how your business works with Nasstar's Microsoft 365, Teams Voice, and AI Contact Centre services. Streamlining collaboration, enhancing productivity, and enabling secure communication will empower your teams to connect, create, and innovate from anywhere.



Approach

- **Collaboration First** – Create a connected workplace where sharing and teamwork are effortless.
- **Productivity by Design First** – Provide intuitive tools that simplify work and helps teams achieve more.
- **Security and Compliance** – Protect data and communications with enterprise-grade security and governance.
- **Work Anywhere** – Enable seamless access to workplace tools and resources from any device, any location, any time.

Business Outcomes

- **Faster, Smarter, More Efficient Work** – Integrated tools and simplified processes boost efficiency, retire legacy phone systems and reduce total costs of ownership
- **Stronger Connections** – Secure, real-time communication improves decision making and collaboration.
- **Agility and Flexibility** – Empower teams to adapt quickly and work effectively from anywhere.
- **Employee Engagement** – Modern tools drive better employee satisfaction, innovation and retention.



Modern Work / Data & AI

SPECIALIST

- ✦ Calling for Microsoft Teams
- ✦ Copilot
- ✦ AI Apps on Microsoft Azure

Phase 1

Discovery (2-3 weeks)

In Discovery, we assess your IT landscape through workshops and technical interviews, analysing infrastructure and requirements to define project scope. The outcome is a detailed report, stakeholder matrix, and high-level architecture roadmap to guide the next stages.

Phase 2

Build (3-6 weeks)

Here, we'll configure Microsoft Teams Phone and Dynamics 365 Contact Centre and ensure integration with legacy systems and cloud services. We'll cover customisation, API integration, and validation to deliver a fully configured environment, integration documentation, and test plans for quality assurance.

Phase 3

Test & Deploy (2-4 weeks)

In Test & Deploy, we validate the system through UAT, performance, and security checks. We resolve defects, optimise deployment, and finalise the go-live strategy. This ensures a smooth transition with UAT reports, issue logs, and a deployment runbook.

Phase 4

Managed Services

We can provide continuous monitoring, proactive incident management, and regular health checks. Our team manages patches, security, and optimisation to ensure availability and compliance. You can focus on business objectives while we maintain and enhance your Microsoft cloud environment.

Microsoft Funding Available

Nasstar's Next Generation Managed Services Suite

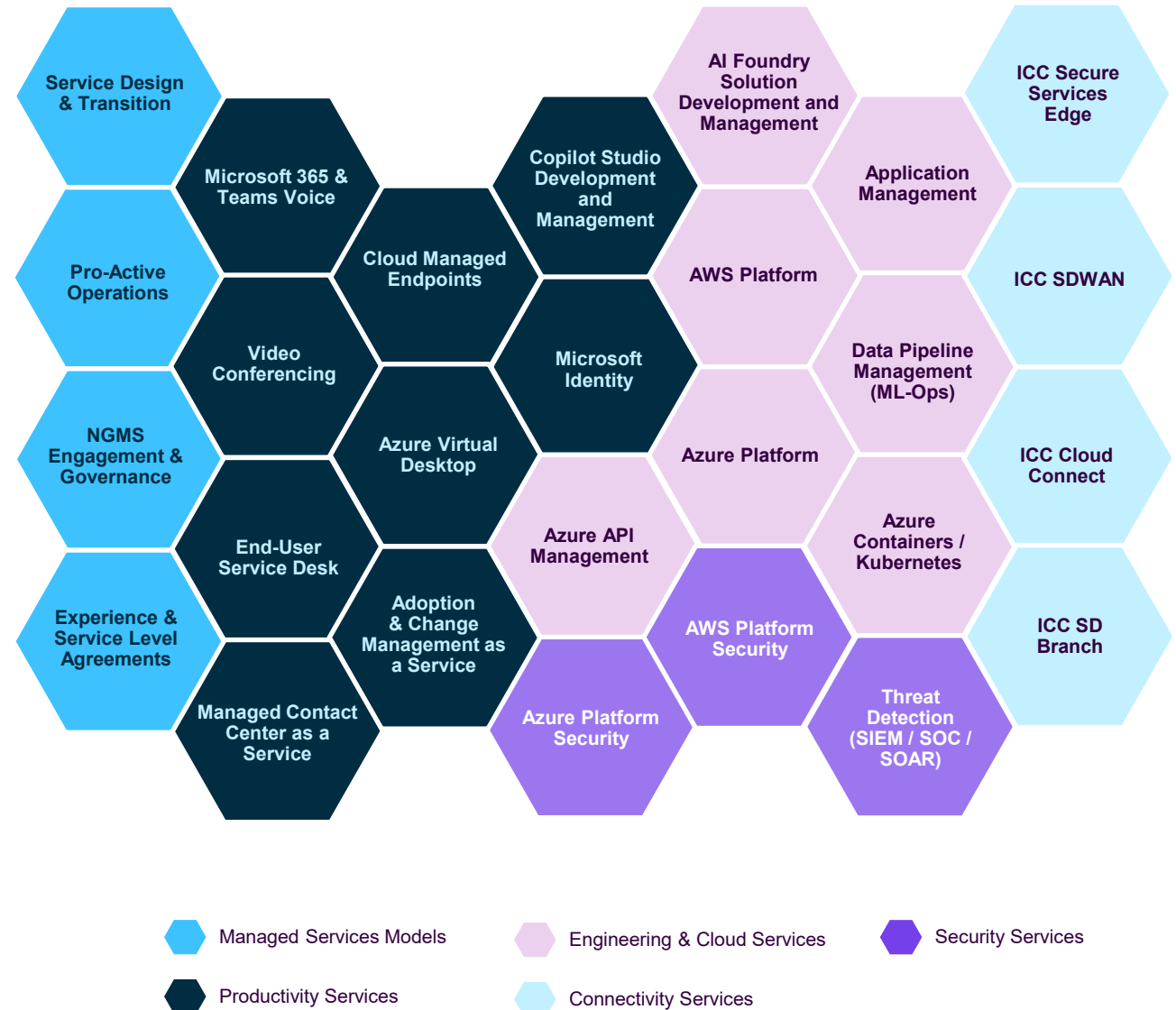
Nasstar's Next Generation managed services is designed to deliver business outcomes, not just uptime.

Combining AI-driven automation with expert human oversight to **maximise your technology investment ROI**.

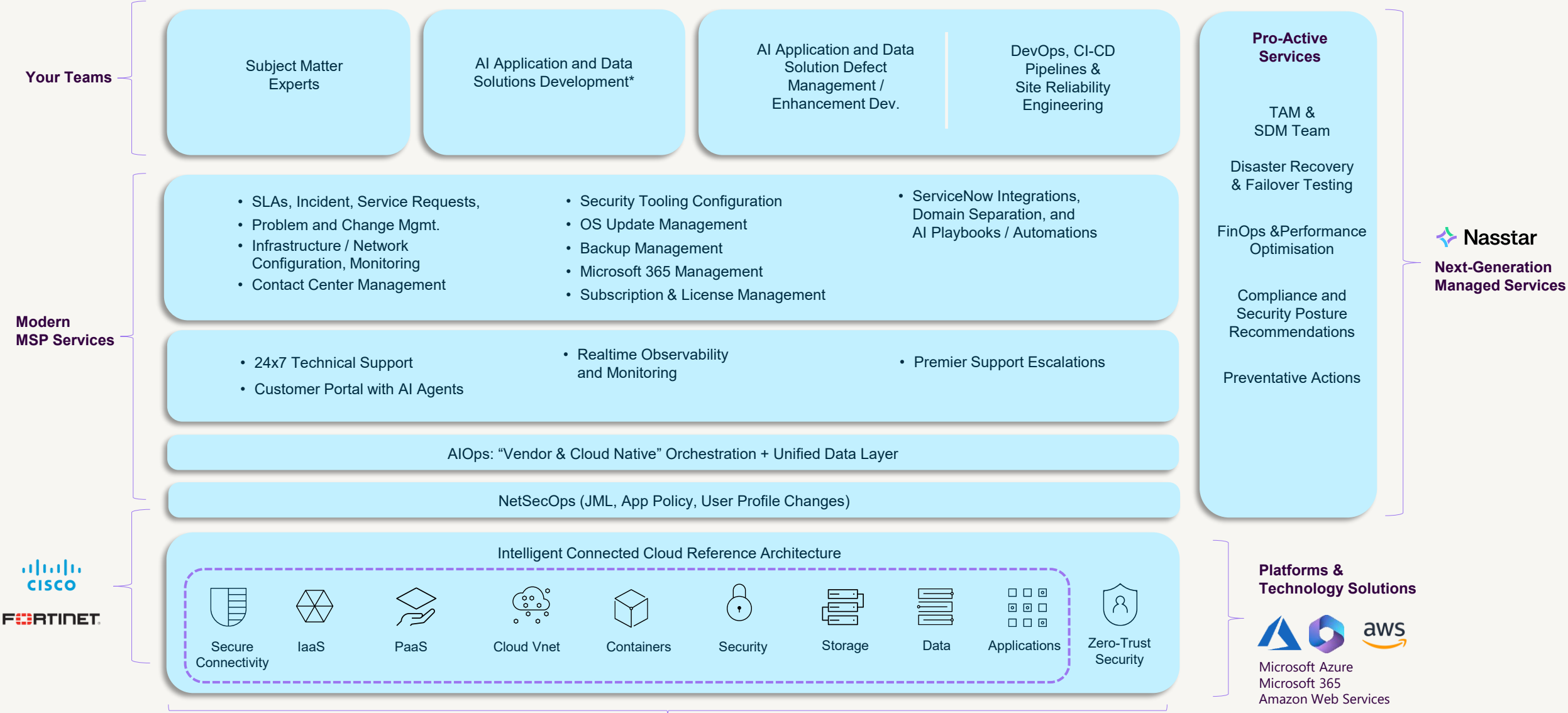
Designed to **secure, monitor, manage, optimise and improve** your Productivity, Engineering, Connectivity, and Platform environments. From seamless collaboration to platform resilience, Next-Gen Managed services keeps everything running smoothly, and moving forward.

We go beyond traditional SLAs with a **modern service** delivering real-time observability, AI automations, and a **customer-centric delivery team** that focuses on **continual improvements** to the service your users receive.

By aligning operations with your strategic goals, this **modular suite of services** helps you **reduce cost, accelerate innovation, and free your teams** to focus on what really matters - your customers and your growth.



Nasstar's Next-Generation MSP Model



Nasstar
Next-Generation
Managed Services

Platforms & Technology Solutions

Microsoft Azure
Microsoft 365
Amazon Web Services

[^]Zero CapEx Migrations are an option available within the commercial delivery model.
^{*}Complete AI Application & Data Development Available as a Professional Service.

Nasstar's Managed Services SLAs

Service Level	Priority 1	Priority 2	Priority 3	Priority 4
Response Target Measurement: Time between when the case is logged, and first provided response.	30 minutes (SLA timer runs 24/7)	1 Hour (SLA timer runs 24/7)	3 Hours (SLA timer runs Core Support Hours only)	End of Next Business Day (SLA timer runs Core Support Hours only)
Resolution Target ^{*^} Measurement: Time between first response and resolution (excludes periods when the incident is in a “timer stopped” scenario)	4 Hours (SLA timer runs 24/7)	8.5 Hours (SLA timer runs 24/7)	3 Business Days (SLA timer runs Core Support Hours only)	5 Business Days (SLA timer runs Core Support Hours only)

*Resolution is defined as NASSTAR having proposed a solution to the Issue Case.

^Non-response from the customer within the expected frequency will not directly impact NASSTAR SLAs since scenarios – these scenarios will result in a paused SLA timer.

Why Nasstar for Managed Services?

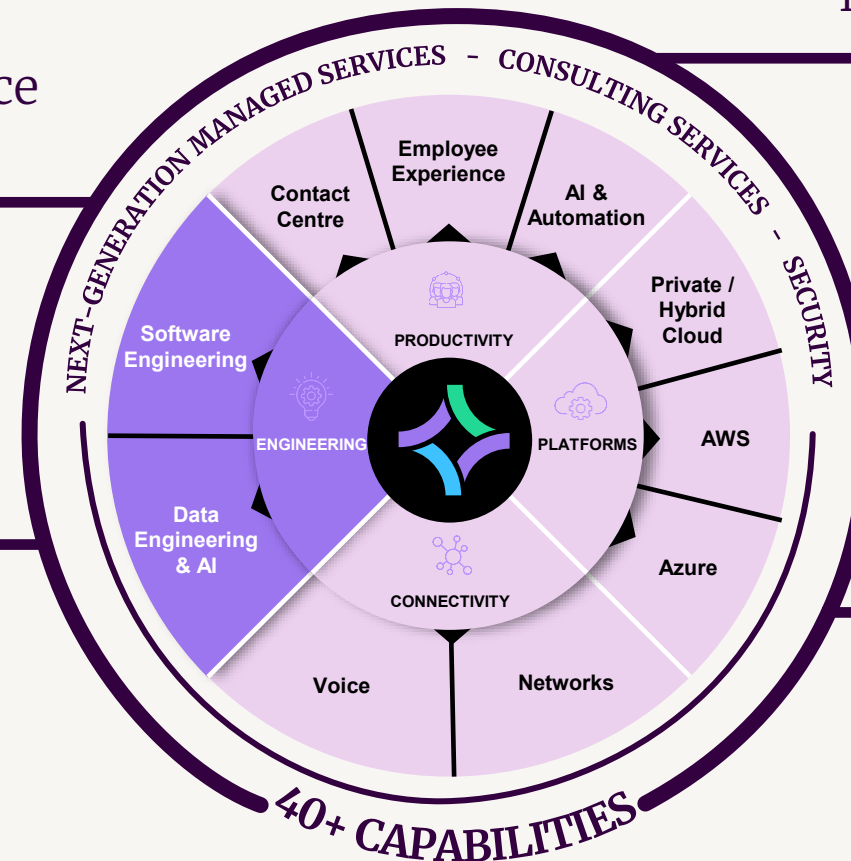
Experience the Nasstar advantage: AI-powered IT, optimised networks, exceptional outcomes.

Comprehensive Experience & Expertise

Nasstar's deep-rooted expertise, paired with business focused consultants deliver tailored IT solutions that drive your business forward.

Intelligent End-to-End Solutions

Nasstar is a full-spectrum IT powerhouse, delivering intelligent networks, cloud mastery, transformative business change and employee productivity, and pioneering data-driven AI solutions.



Partnership & Accountability

Nasstar's commitment to partnership and accountability drives mutual success and builds lasting relationships

Pro-Active & Agile

Nasstar's agile approach helps clients quickly adapt to market changes and seize new opportunities, while proactive next-gen managed services protect long-term technology investments.

Innovative Outcomes

Nasstar empowers clients to gain a competitive edge by delivering innovative solutions that address their evolving business challenges.