

SERVICE DEFINITION



ALKANE SOLUTIONS

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CONTENT

1. Introduction	4
2. Our Services	4
2.1. Application Audit	4
2.2. Application Rationalisation.....	4
2.3. Application Discovery.....	4
2.4. Application Packaging.....	4
2.5. Application Integration	4
2.6. Testing/Release Management.....	5
2.7. Patch Management.....	5
2.8. Support Services.....	5
2.9. Modern Workplace.....	5
2.10. Automation	5
2.11. Projects	5
2.12. Analytics.....	5



HM Government
G-Cloud
Supplier

Crown
Commercial
Service
Supplier

RECIPE FOR SUCCESS

Alkane has been delivering IT services to **public and private** sector clients for over 15 years. Our services integrate seamlessly with existing processes, providing immediate scalability and instant access to specialist skillsets.

What sets us apart is our **deep expertise**, meticulous attention to detail, relentless work ethic and commitment to best practice - demonstrated consistently and shared openly with the community through public forums, our website and other channels.

We **specialise in end-user compute** (EUC) services, designing and maintaining environments that provide continuity, reliability, security, and flexibility. Our services can also be **white-labelled**, enabling managed service providers to expand their portfolios with client-ready offerings that strengthen customer relationships.

We are also **value-added resellers** for some of the most innovative technology platforms, giving clients access to cutting-edge products that enhance and complement our EUC capabilities.

HOW CAN WE HELP?

Our clients benefit from a **simple and transparent engagement** model that enables rapid mobilisation without unnecessary complexity. Engagement can be direct or via G-Cloud, Crown Commercial Service, or the Microsoft Partner Network.

All our services are underpinned by robust service-level agreements and backed by a **12-month warranty** on deliverables - providing measurable assurance that performance and reliability standards will be consistently met.

And by taking the time to understand each client's business requirements, we develop clear strategies and deliver exemplary solutions - combining unmatched support with **highly competitive pricing**.



SERVICE DEFINITIONS



1. INTRODUCTION

This document provides a high-level overview of the IT services provided by Alkane. Additional information relating to service operating models, pricing structures, and payment terms will be provided within a Statement of Work for each client.

2. OUR SERVICES

2.1. APPLICATION AUDIT

We conduct comprehensive audits of existing applications to assess usage, compatibility, security and licensing, providing clear visibility of the current estate.

2.2. APPLICATION RATIONALISATION

Our rationalisation process identifies redundant applications, applications containing duplicate functionality, deprecated applications and old versions, helping clients streamline their portfolio, reduce costs, and improve manageability and security posture.

2.3. APPLICATION DISCOVERY

We capture detailed application installation and configuration recipes, supporting application packaging, application upgrades, service desk support teams and transformation projects.

2.4. APPLICATION PACKAGING

We specialise in delivering clean, consistent, and robust evergreen application packages using MSIX, MSI, App-V, PSADT, and Intunewin. Our packaging standards ensure reliable deployment, minimal user disruption, and simplified ongoing maintenance. We also provide advanced PowerShell scripting services for automation, configuration, and complex integration scenarios.

2.5. APPLICATION INTEGRATION

Our application integration services support a variety of application delivery platforms including Configuration Manager, Microsoft Intune, Recast Application Workspace and more. We assist clients in migrating application portfolios between delivery platforms.

2.6. TESTING/RELEASE MANAGEMENT

We facilitate application testing with key stakeholders, guiding users through each stage, providing technical expertise where required, and documenting results using structured test scripts.

2.7. PATCH MANAGEMENT

We provide a comprehensive patch management service to ensure that both operating systems and applications remain secure, compliant, and performant. By proactively addressing vulnerabilities and maintaining consistent update cycles, we help organisations strengthen their security posture, reduce operational risk, and meet regulatory requirements.

2.8. SUPPORT SERVICES

Our technical experts provide support for complex service desk escalations and troubleshooting, ensuring fast resolution and minimal impact on business operations. We take full ownership of issues, managing investigation, communication and remediation with key stakeholders to deliver effective outcomes and prevent reoccurrence.

We also support BAU service operations, including policy management, compliance monitoring, device governance, and change control across the endpoint environment.

2.9. MODERN WORKPLACE

We enable organisations to adopt secure, cloud-based working with minimal disruption. We specialise in Microsoft 365 management, Entra ID identity and access governance, Intune device and application control, and tailored SharePoint solutions to improve collaboration and knowledge sharing.

2.10. AUTOMATION

We streamline repetitive and manual tasks using Power Automate, Azure DevOps, and PowerShell, increasing productivity, improving consistency, saving costs and enabling measurable business growth.

2.11. PROJECTS

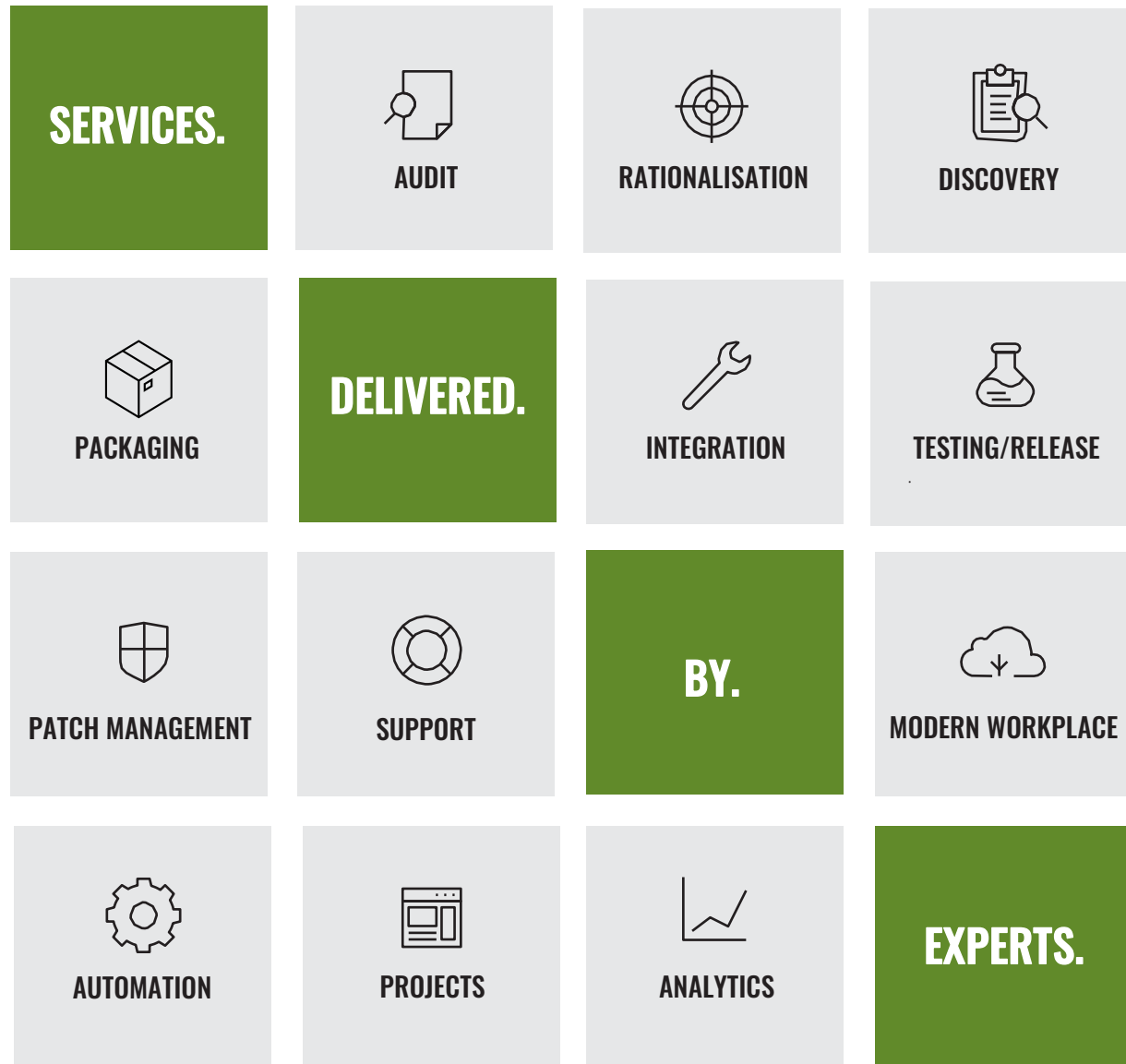
Our project team delivers end-to-end IT solutions - from planning and design through to implementation and transition - ensuring each engagement meets time, cost, and quality objectives. Past projects include operating system migrations, major application upgrades, active directory audits and other bespoke solutions.

2.12. ANALYTICS

We use Security Information and Event Management (SIEM) tools to provide actionable data insights through Power BI dashboards, enabling clients to make informed, evidence-based decisions that increase security, drive continuous improvement, and deliver measurable cost efficiencies.

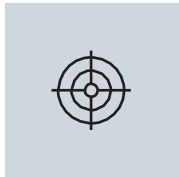


SERVICES DELIVERED BY EXPERTS



WORK WITH US

READ OUR CASE STUDIES



01 // WINDOWS 10 MIGRATION END CLIENT: NHS TRUST

BRIEF:

1. Windows 7 to Windows 10.
2. 6,500 devices. 13,000 users.
3. 277 application packages.
4. Delivery inside 3 months.

Alkane was engaged to manage and implement the migration of 6,500 devices to Windows 10, while replenishing and repurposing existing hardware. The environment supported approximately 9,500 users across a VMware/Omnissa Horizon/vSphere virtual desktop infrastructure (VDI) with 12 pools of 250 non-persistent desktops.

The project presented several challenges: aggressive timescales (just three months including planning), four geographically dispersed sites, an unrationalised and unmanaged application portfolio, manual and undocumented installations, increased home working due to Covid-19, and the critical need to maintain uninterrupted healthcare services.

As part of our audit and rationalisation services, Alkane reduced over 1,000 applications down to 277 based on usage data and business criticality. We then identified, packaged and remediated all core business applications through our application packaging service.

We developed a Power BI dashboard that integrated data from multiple sources including LanSweeper, App-V Reporting, SCCM, Active Directory, and ManageEngine - enabling a data-driven strategy and a highly efficient Windows 10 rollout schedule.

In addition, Alkane designed a stable operating system image with secure baseline policies and performant core business applications. We supported the VDI implementation and established user support clinics including device swap-out sessions.

Our detailed planning and collaboration with the Trust and departmental leads resulted in one of the fastest and most efficient operating system migrations in healthcare.

**DELIVERING PROJECTS ON TIME.
EVERY TIME.**



02 //

MICROSOFT SUBJECT MATTER EXPERTS

END CLIENT: BANK

BRIEF:

1. Debug Microsoft Edge.
2. Debug Microsoft Teams.
3. Debug App-V Performance.
4. Package SAP.

Alkane was engaged by the client to resolve ongoing issues in a live environment where blank pages were randomly appearing in Microsoft Edge, and Microsoft Teams was failing to authenticate. The issue was impacting thousands of users, and the previous service provider was unable to identify the cause after three months of investigation.

We were also asked to virtualise a complex suite of SAP applications for use within a non-persistent virtual desktop environment, supporting over 1,000 users. The previous service provider had spent several months attempting to deliver a working solution without success. Alkane was required to complete the work within five business days.

In addition, the client was experiencing slow App-V streaming performance. Alkane was tasked with monitoring, diagnosing, and remediating the issue.

We began by using Wireshark and Process Monitor to analyse API calls and network traffic, identifying the root cause of the Edge and Teams issues. Within a week, we discovered a conflict between a Sophos Antivirus policy and a ForcePoint Endpoint DLP policy, which we remediated successfully.

We then investigated the SAP App-V packaging issue. Through detailed process monitoring, we identified components that were not executing within the virtual subsystem. By decoupling specific elements and optimising policy settings, we enabled the package to run successfully and integrate seamlessly with Microsoft Excel as part of the Office 365 suite.

Finally, we analysed the App-V streaming performance and found that all sites were streaming from a single content share. We implemented a Distributed File System (DFS) namespace, replicated the content to remote sites, and updated the packages in the App-V management console, significantly improving streaming speeds across the organisation.



Alkane provided an exemplary service. Their knowledge and attention to detail enabled us to resolve environmental issues quickly and efficiently. The team were friendly, plain-talking, hard-working and extremely knowledgeable in the field of application packaging and related technologies.”

Chief Technology Officer.

**EXEMPLARY SERVICE.
SIGNIFICANT COST SAVINGS.**



03 //

WINDOWS 11 MIGRATION

END CLIENT: LOCAL COUNCIL

BRIEF:

1. Windows 10 to Windows 11.
2. Office 2016 to Microsoft 365.
3. 3,000 devices/users.
4. 85 application packages.

Alkane was engaged to assist the internal team in migrating approximately 3,000 devices from Windows 10 to Windows 11, while simultaneously upgrading Microsoft Office 2016 to Microsoft 365.

The project presented several challenges: devices predominantly operated over wireless or VPN connections, making network performance a critical factor. We needed to proactively identify devices with incompatible software, hardware, or disk space limitations, and facilitate orderly testing of critical applications.

The transition from Office 2016 to Microsoft 365 (M365) was complex too - many applications relied on macros and ActiveX plugins incompatible with modern baseline security configurations, and the Office architecture was shifting from 32-bit to 64-bit.

We utilised Microsoft Bookings and SharePoint to facilitate user acceptance testing (UAT) and remediation tracking, supported by a bespoke PowerShell toolset that automated SharePoint updates and communications. We also orchestrated virtual machines to streamline and accelerate the UAT process.

We collaborated with key stakeholders to design a rollout strategy using dynamic deployment rings, allowing us to scale deployments instantaneously based on network latency or other unforeseen issues.

A total of 85 critical business applications were tested, packaged and remediated, with macros rewritten and Microsoft Access forms reauthored to replace legacy components, ensuring full compatibility with Windows 11 and Microsoft 365.

The migration was delivered four weeks ahead of schedule, thanks to close collaboration with a proactive, forward-thinking internal team.



Alkane came at just the right time to ensure the rollout of Windows 11 and Microsoft 365 across the whole of the organisation was a success. They brought a wealth of knowledge and expertise which was applied to all aspects of the project, offering advice and suggestions to the in-house team, with respect and understanding of the organisation's aims. Their help was invaluable in achieving the target delivery 4 weeks ahead of the original planned date."

Service Delivery Manager.

**KNOWLEDGE AND EXPERTISE.
AHEAD OF SCHEDULE.**



THANK YOU



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