



INTEGRY

Managed Services Support

WWW.INTEGRY.CO.UK

WHO ARE INTEGy?

Our Credentials

INTEGY was formed from many combined years of experience consulting to the Public and Defence sectors, supporting modern IT transformation. We offer fully managed services for organisations with little or no internal IT capability as well as offering Integration and Strategy to support existing Technology departments.

We work by forming close partnerships with our customers to achieve the common goal of delivering modern IT services, decreasing cost and complexity whilst increasing productivity and user satisfaction.

INTEGY form strategic partnerships with our carefully chosen vendors and delivery partners, some of which are highlighted below with a full list available on our website at www.integy.co.uk

We Solve Problems

At INTEGY we are all about solving business problems with technology, we know that that different organisations have unique challenges. We are here to help you overcome those challenges such as:

- Enabling a mobile workforce
- Rapid Growth
- Cyber Security
- Ageing Infrastructure
- Disaster Recovery
- Flexible Working
- IT Strategy
- Cloud Adoption
- Regulation and Compliance
- Resource Management
- Infrastructure Management

Partnership Approach

Our modus operandi involves forging robust partnerships with our clients, working collaboratively to achieve the shared objective of delivering contemporary IT services. Our focus revolves around diminishing costs and complexities while amplifying productivity and user satisfaction.

Strategic Collaborations and Unified Vendor Management

INTEGY have a strong alliance with Microsoft and associated technologies that complement the Microsoft suite of solutions. We ensure that we are at the forefront of technology by forging long-term collaborations and partnerships.

However, we don't just 'do' Microsoft and as a result we have forged strong relationships with vendors and partners that have been carefully chosen based on hands-on experience with their technologies. Moreover, as a technology partner we offer a unified procurement channel for services coupled with the personalised support that defines INTEGY.

We have strong relationships with a number of vendors including HPE, Dell, Aruba, Meraki, FortiNet, Iboss, zScaler, Citrix, iGEL to name a few.

In the realm of Microsoft Dynamics, we collaborate closely with partners to deliver CRM and Business Central solutions, further expanding our repertoire of comprehensive offerings.

Technical Expertise and Methodology

INTEGY's Technical Architects, armed with a defined methodology, tackle technology and cloud adoption challenges. This includes assessing your current IT landscape, preparing for transformation, migrating to a target operating model, and providing support during onboarding.

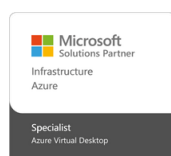
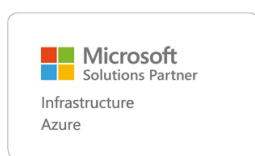
Technological Spectrum

Distinguished across various technological domains, INTEGY stands out as a leader in:

- Data and AI
- Digital & App Innovation
- Infrastructure
- Security
- Modern Work

Microsoft Partnership and Specialisations

We are committed to providing solutions based on Microsoft technologies. Our close working ties with Microsoft have led us to achieving Solution Designations for Modern Work, Infrastructure Azure and the specialist designation for Azure Virtual Desktop. Our commitment to ensuring security is demonstrated by our ongoing recertification for Cyber Security Essentials Plus.

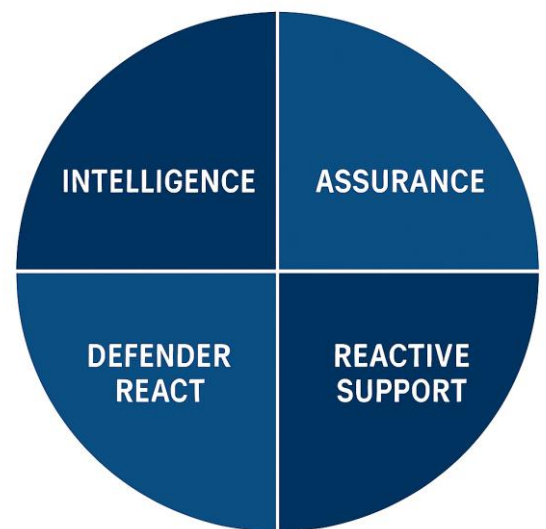




SERVICE INFORMATION

Managed Services Support

Our managed support services combine several proactive and reactive services into one, offering a flexible and all-encompassing support service for customers aligned or working to align to our pattern. These services include:



Reporting

INTEGY Intelligence is our reporting and continuous improvement service. We have developed this by supporting and learning about our consultancy customers over several years, gaining a thorough understanding of where challenges are faced with keeping Cloud environments secure and well maintained.

We bring multiple data feeds from your environment and use data analytics to combine and present the data in an actionable format. For customers with an ongoing support service, we work with you to turn this data into actions, monthly or quarterly, aimed at improving your security posture and the IT experience of your users.

Service Features

- Monthly Reporting Service
- Monthly Review Meeting with an INTEGY Senior Cloud Engineer
- Secure Score Snapshot covering Tenant Total, App, Data, Device and Identity
- License snapshot
- Global Admin snapshot
- Device Compliance Snapshot
- Microsoft Defender Suite Snapshot
- Monthly Secure score and industry best practice improvement recommendations with a focus on security
- Quarterly tenant review covering M365 Tenant settings, Entra, SharePoint and Defender settings against CIS Level 1 standards.

Endpoint Assurance

This service focuses on maintaining and securing your Windows client environment through regular updates, monitoring, and remediation.

Key Features Include:

- **Consistent Updates:** Regular patching and reporting of Windows client operating systems and third-party applications ensure that your systems are up-to-date and secure.
- **Feature Update Alignment:** As new version of Windows 11 are released, we ensure that you estate adopts the new release via a managed approach, ensuring you always stay current.
- **Third-Party Application Updates*:** A common area of maintenance often overlooked is the patching of third-party applications (such as Adobe Acrobat Reader for example). These can often pose a security risk if left unmanaged.
- **Driver Management:** Updating Windows client operating system drivers every six months via Auto Patch helps in maintaining system stability and performance.
- **Security Baselines:** Monitoring and remediation of Windows Security Baseline Profiles or CIS Level 1 Profiles, ensuring that your systems adhere to industry-standard security practices.
- **Anti-Virus and Compliance:** Regular monitoring and remediation of anti-virus products and Intune compliance policies (BitLocker, AV, and Firewall) help in maintaining a secure and compliant endpoint environment.
- **Strategic Planning:** Quarterly device roadmap planning provides a proactive approach to managing your device fleet, ensuring that your hardware and software are aligned with your business goals.

*



Third-Party Application Patching		
# of included Third-Party Apps Patched		Additional Third-Party Apps add-on packs can be purchased separately
Up to 49 users	5	
50 – 99	10	
100 – 149	15	
150 – 199	20	
>200	Based on environment assessment	

Defender React

Defender React is our Extended Detection and Response service, providing a business hours service to monitor, triage and react to security threads across your Microsoft 365 environment. This service is perfect for customers either alongside, or without an internal IT team who want external support with managing and securing their Microsoft environment, without the investment in a full Security Operations Centre service (SOC).



Key Features include:

- Onboarding of Microsoft 365 XDR Connectors for
 - Endpoint
 - Identity
 - Office 365
 - Cloud Apps
 - Defender Alerts
 - Vulnerability Management
 - Purview Data loss Prevention
 - Entra ID Protection
- Feed of Security alerts into the INTEGy Help Desk System for Triage
- Review and Report on users and Sign-Ins identified as “Risky”
- Initial triage and first response included in the service
- Further Incident investigation and remediation can be performed by INTEGy in collaboration with your internal team using Reactive Support time

INTEGY also work with a CREST approved third-party to provide a Microsoft focused, 24/7 Security operations service for customers who need all-round protection. This is quoted on a case by case basis.

Reactive Support

Our reactive support service complements our proactive services by offering organisations with limited, zero or stretched IT teams with access to multi-disciplined subject matter experts to assist with resolving issues or implementing change.



Key Features Include:

- Low-Level Support for example: New Account Creations & Access Issues, Service Requests
- Mid-Level Support for example: Security Incidents, Application Updates, Incident Troubleshooting, Standard Change
- High-Level Support for example: Escalated Issues, Complex Change, New Service assessment and design
- Service Level Agreement assurance that business hours support will be honoured within agreed timeframe based on request priority.
- Access to request support via our Help Desk portal
- Monthly service metrics provided as part of your INTEGY Intelligence report highlighting areas consuming support time and trends.

Technologies Supported

INTEGY are able to provide reactive support across the full spectrum of IT components, including:

- Microsoft 365
- Windows Client and Server Operating Systems
- Azure Platform
- Networking
- Printers
- Internet Connections
- Microsoft Licensing

By leveraging these support services, your organisation can achieve a more secure, efficient, and compliant M365 environment, ultimately enhancing productivity and reducing risks.



Pricing

Pricing is per-user, based on users in the tenant receiving a core Microsoft 365 license. Discounts are available for frontline users and education environments where student users are free.



FURTHER INFORMATION



Planning

INTEGY Business Analysts can help assess customer requirements, feeding information to our Technical Architects to propose the correct cloud solutions and software.

Set up and Migration

INTEGY Technical Architects can assess existing on-premises workloads, design the most suitable Cloud solution and present a migration path.

Training

As part of our collaborative working approach, INTEGY Architects work alongside internal IT resource to upskill and train team members on Cloud technologies during Cloud Support engagements.

Ongoing support

INTEGY can provide ongoing escalation support for a range of technologies including Microsoft Azure, Microsoft 365, Citrix and Veeam. Our support service act as an additional layer for internal teams to escalate issues and receive additional support to supplement internal skillsets.

Security

In a world where technology is the heartbeat of business operations, finding a partner who not only understands but excels in the Microsoft space is crucial. At INTEGY, we pride ourselves on being at the forefront of innovation, pushing the boundaries of what's possible with Microsoft technologies.

Our team of specialist engineers boasts a wealth of experience in navigating the complex terrain of Microsoft technologies. From cloud solutions to security, collaboration, end user computing, and infrastructure – we've got our clients covered. But what sets us apart isn't just our expertise; it's the security clearances we hold that catapult our capabilities to new heights.

Our team of specialist engineers brings a unique edge to the table – the possession of high-level security clearances, including Disclosure and Barring Service (DBS), National NPPV 3, and Security Clearance.



SOCIAL VALUE

Fighting Climate Change

INTEGY are consciously looking to make an impact to fighting climate change.

We do so by:

- Working in shared office space within buildings that are working towards net zero greenhouse gas emissions.
- Actively reviewing our supply chain to ensure we are working with like minded organisations that have a mission to cut emissions.
- Promote the use of walk/ride/share to work.
- Utilise electric vehicles where possible.
- Collaborative work with our supply chain to deliver additional environmental benefits.
- Deliver services that actively enable the use of home working technology.
- Reducing waste to landfill through the life of the contract, measured in tonnes.

Covid-19 recovery

We acknowledge that COVID-19 has changed the goal posts and as a result the way we work has changed. In order to boost the recovery we as a company:

Provide our staff flexibility as standard, with remote working, flexible working hours and various options to ensure that the wellbeing of our team is paramount.

We are making time for downtime, hosting team get togethers outside of the work setting, encouraging a 'lets talk' culture.

We have are involved directly with a number of organisations in the healthcare sector to provide technology solutions that have no boundaries to where care takes place, during the pilot in early 2022 this service provided over 6,000 hours of additional clinical care to our local area (Devon).

Tackling economic inequality

Our flexible working model allows many of our colleagues to travel at times that are cheaper/less busy. Flexible working also supports colleagues from a wider set socioeconomic groups as it can help colleagues to balance caring responsibilities, health needs, etc.

A cycle to work scheme is available to all employees, giving access to bicycles and cycling accessories at significantly reduced rates.



Equal opportunity

At INTEGy we hold our values high. We strive to make a positive impact through our work in the public and third sectors.

We also want to create social value more broadly through the economic, environmental, and social impact of our actions. As a growing company, this is something we are looking to get better at and do more of.

Social value has many different definitions. To us it is the positive impact we have on improving outcomes for people in the community through our work with clients and as an employer. We want to add more value for the wider community.

We have partnered with one of our clients, and are in the process of creating an apprenticeship scheme so that college leavers have the option for work placement with us.

Wellbeing

We are committed to ensuring and promoting wellbeing, as a result we commit to the 6 standards:

- Prioritise mental health in the workplace by developing and delivering a systematic programme of activity
- Proactively ensure work design and organisational culture drive positive mental health outcomes
- Promote an open culture around mental health
- Increase organisational confidence and capability
- Provide mental health tools and support
- Increase transparency and accountability through internal and external reporting

PRICING

Pricing

Further to initial scoping activity, additional works can be costed on a fixed cost basis. Additional work can be requested at the INTEGy SFIA rate card rates stated below and in the Integy SFIA rate card document.

Procurement Process

Should you wish to engage INTEGy's services via G-Cloud please email gcloud@integy.co.uk with a brief outline of your requirements or call us on 01392 796 525. The following process will be initiated following contact with the INTEGy GCloud team:

- We will arrange an initial free of charge scoping call to understand your requirements and help shape the engagement
- A quotation will be provided based on the advertised G-Cloud rates, considering any offers of discount based on quantity or volume of required work on the engagement
- Subject to quotation acceptance, engagement documentation will be provided including a Statement of works and payment schedule tailored to the length of engagement
- Purchase order received by INTEGy
- Engagement scheduled / start
- Engagement complete – Wrap up call with feedback and value add where possible.

SFIA Rate Card - Government and Corporate

Levels	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management
Follow	480	480	480	
Assist	500	500	500	
Apply	750	750	750	750
Enable	800	800	800	800
Ensure/Advise	850	850	850	850
Initiate/Influence	1000	1000	1000	1000
Set Strategy/Inspire	1200	1200	1200	1200

Discounts are available from the standard rate card for longer duration engagements

Standards

Working Day – 7.5 hours exclusive of travel and lunch

Working Week – Monday to Friday excluding national holidays

Office Hours – 09:00 to 17:00

Professional Indemnity Insurance – Included in day rate

Expenses

Expenses will be capped and agreed beforehand but recharged at cost for mainland UK. Unless stated otherwise in the applicable offer, quotation or statement of work, the Customer will reimburse INTEGy for such expenses including, but not limited to, those set out below:

- All standard class air and/or rail travel
- A reasonable standard of hotel accommodation
- Motor vehicle expenses at £0.45p a mile
- Subsistence expenses.

SFIA Level Definitions

1. Follow

Basic capability to complete tasks under close supervision. Not expected to use much initiative. Should be organised.

2. Assist

Uses some discretion and has a wider circle of interaction than level 1, especially in speciality. Works on a range of tasks, and proactively manages personal development.

3. Apply

Complete work packages with milestone reviews only. Escalates problems under own discretion. Works with suppliers and customers. May have some supervisory responsibility. Performs a broad range of tasks, takes initiative, and schedules own and others work.

4. Enable

Works under general direction in a framework. Influence at account level, works on a broad range of complex activities. Good level of operational business skills.

5. Ensure and advise

Broad direction, supervisory, objective setting responsibility. Influences organisation. Challenging and unpredictable work. Self sufficient in business skills.

6. Initiate and influence

Authority for an area of work. Sets organisational objectives. Influences policy, significant part of organisation, and customers and suppliers at a high level. Highly complex and strategic work. Initiates and leads technical and business change.

7. Set strategy, inspire, and mobilise

Authority includes setting policy. Makes decisions critical to organisation, influences key suppliers and customers at top level. Leads on strategy. Full range of management and leadership skills.



INTEGY

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