



NG Bailey

G-Cloud 15

Crown Commercial Services

NG Bailey IT Services
Cloud Communications

Service Definition & Solutions
Overview

Framework: G-Cloud 15

Why NG Bailey IT Services ?

NG Bailey IT Services has over thirty five years' experience delivering Connectivity, Networking, Cloud Services, Unified Communications and Contact Centre Services and Solutions.

We deliver key communications infrastructure and services across all sectors and specifically into secure and critical national infrastructure organisations delivering daily in Defence, Healthcare, Education, Local Government and Justice.

NG Bailey has been working within the communications and cloud industries since the late 1980s when de-regulation first came into the UK Market and we have experience working across all types of legacy and bleeding edge technologies

We build long term collaborative relationships with our customers delivering outstanding customer experiences.

Our vision of delivering world class customer service and developing technical innovation is being lived by our teams every day of the week and we are proud of our success and want to work with new customers to support their ambitions and visions aligned to ourselves.

Our Approach

We take a consultative approach and focus on the customers business objectives and what that customer requires from a communications solution and a communications strategy.

Our technical consultants and communications architects' designers have decades of experience within this industry supporting our customers in achieving their ambitions and goals from the digital communications services.

We bring expertise and unrivalled technical experience to the customer to drive the best communications designs using analytical thinking and building in flexible and future proofed solutions that come are commercially competitive and delivered against strong service SLAs.

NG Bailey are a reliable and trusted partner within the market and our success, and customer profile is testimony to that and our continued success and growth relies on us performing with the next generation of customers.

Key Stages:

Business Engagement and Discovery Sessions – Free to All Customers

Each engagement starts with a discovery session that allows us to understand your organisation and the challenges you are experiencing as a business and as users.

The objective is to identify where opportunities lie and where a technology solution can be developed that can show a measured improvement in the current operational environment and benefit to the user community.

This paves the way to present commercial propositions for review.

Solution Design Workshops

Our technical expertise is then utilised, and our solution design architect begin to work with the customer and user groups to gather the detailed requirements to build out the specific

technology solutions and also the longer term network and communications strategy ensuring that there is progression and that any solutions align with the overall technology strategy.

The team will present detailed proposals with supporting managed service options showing the clear pre-staging, transitional stages, implementation, migration and professional services required to create and deliver the solution.

These workshops will result in a clear and well presented solution with a firm commercial proposition that will have options for support with flexibility and scalability built into the options for the resources required within the solution.

Implementation and Transition Strategy

Your project will be transitioned into our expert delivery and commissioning teams and our design architects will say assigned to your solution supporting our professional services capability to maintain continuity and ownership, this is a team effort.

The front end of the delivery is managed by our experienced Operational Service Centre (OSC) which has elements of Project Management Office (PMO), Cloud Support, Network Support (NOC) professional services (Project Managers and accredited senior solutions engineers) and transition and migration managers to ensure that the solution and service are delivered seamlessly to you the customer

This team handles all stages of the solution delivery and provide a smooth transition onto the service management team who will manage your service long term. This service management team are also part of the Operational Service Centre and all functions sit under one Operational Director to ensure alignment and focus.

Support and Management

After your service is deployed our specialist service desk will take on the day to day management and monitoring of the service including managing 1st and 2nd line events and working with specialist vendors to manage issues at 3rd and 4th level but maintaining ownership. For many solutions we will take 3rd level diagnostic and resolution support.

Our Service Desk and Network Support (NOC) also sit within the OSC and work with the Solutions design architects, the delivery teams and the transition teams throughout the solution delivery to ensure that continuity and familiarity are maintained.

Our service desk is manned 24 hours a day and 7 days a week using the latest automated tools to monitor service availability, utilisation, capacity increase to allow for additional resource to be planned, service performance and partner product performance. This proactive approach to monitoring of customer services ensures that issues are often resolved before they impact on service quality and availability.

Benefits of our Operational Service Centre

Our operational services centre and its key component parts is the cornerstone of our organisation, and we recognise that having full time, professionally qualified technical teams allows us to build and deliver solutions knowing that they will operate and perform over the long term.

The key benefits we see are:

- Highly Structured Solution Delivery with an unrivalled degree of success
- Outstanding Risk management, we are monitoring and working with the customer solution all day, we know the customer and understand the solution
- Enhanced Customer Satisfaction
- Repeatable quality experience for the end users
- Aligned with customer expectations and adaptable and flexible, we know you and work with you to evolve the experience
- Access to the latest skills – our technical solutions engineers are industry recognised
- Proactive Management and Maintenance
- The right level of support – all the time
- Improved Service

Certifications:

- Vendor accreditations across all major vendors
- Project management certifications in Prince 2 and APM

Solution Delivery Quality:

- Delivering within our ISO 9001 process methodology
- Delivering a complete ISMS solution and within our ISO 27001 process methodology
- Change Approval Board (CAB) – Customer Go Live and existing customer upgrades are managed via a change board to mitigate unplanned service outages
- Customer Satisfaction survey and Net Promoter are used to measure our performance and we actively seek out our customer to provide net promoter scores which we publish
- Project Management and Transition management

Our Strategic Partners:

NG Bailey IT Services work with the industry's key strategic partners to build customer centric cloud services and solutions, These relationships are managed by a dedicated vendor management team which is aligned into the core solution design teams, service transition teams, commercial teams and of course the delivery and managed service teams to ensure we have a core technology that has been enhanced by NG Bailey and delivered by and supported by the expertise within the NG Bailey Connected Operations team



Our Accreditations:



Our Services and Solutions

We are seeing within the market that many organisations have moved to a strategy of a “Cloud First” approach and are not only moving communication into the cloud but their applications and services in general.

There are many risk factors to consider and many commercial advantages and disadvantages to weigh up in the decision to move to cloud services

NG Bailey understand the demands within the market and have taken a view that we need to have agile and flexible solutions that can deliver services in many different forms

We have taken the strategic decision to invest time, money and effort into Private Cloud, Public Cloud and Hybrid cloud solutions offering our customers a choice and a strategic path for their own technology and business demands with a view on how Community Cloud can also play a part in strategic decision making. We believe that we can easily transition a community cloud offering out of our current portfolio of products.

The challenges customer face in choosing a service or moving to a cloud solution are complex and our industry leading consultants and design architects are here to help to support you with the design journey and select and build the correct solution for your business and then seamlessly transition you into the cloud environment

Some of the customer challenge you maybe facing are:

- What to do with Legacy Technology – Maybe Hybrid is for you
- Innovation and the introduction of new services
- Multi Cloud Environments
- Interoperability
- Managing a hybrid workforce Collaborating with partners and customers
- Increase productivity
- Streamline operations
- Cost demands and budget constraints
- Increased customer and user expectations of the services in terms of availability and response

- Wellbeing and work life balance for users

We believe we have the answers and can work with your teams to build competitive solutions that solve the challenges and demands you have from your communications solutions with cloud hosted products and services.

Unified Communications and Collaboration (UCaaS)

NG Bailey have a wide and varied Unified Communications (UCaaS) offering.

The key features of our UCaaS and Collaboration services are as follows:

- Collaborative Working bringing Voice, Video and Chat into a single platform
- Choice of device from Softphone, IP Handset/Headset,iOS and Android devices
- Presence and Availability
- Group and Personal Auto Attendant with Simple IVR
- Multi Media Meetings incorporating Video, Voice, File sharing and Whiteboards
- Webinars, Town Hall Meetings and Broadcasts
- Mobility Applications
- Video Conferencing
- Screen Sharing
- Shared file stores
- Calendar Integration

Key Benefits:

- Improve Productivity
- Improve Resilience
- Reduce Complexity
- Interact with Colleagues, Customers and the Public with one interface
- Maximise productivity from your skilled workforce
- Enable staff to work from anywhere
- Enhance user experience and support staff retention and wellbeing
- Creates and Agile workforce and flexible working environment
- Consistent user experience across all devices
- Real Time Communication for users and customers

Contact Centre Communications (Omni Channel)

NG Bailey have a number of Contact Centre (CCaaS) offerings.

The key features of our CCaaS services are as follows:

- Interactive Voice Response, Call Flows/Queuing
- Omni Channel - Phone, Email, Webchat, Video, Social Media
- Multimedia and Call Reporting
- Contact Centre Resource Planning
- Supervisor Functionality - Coaching, Barging, Silent monitor
- Service Quality Monitoring
- Agent Reporting and Agent performance management
- Live Dashboard - Calls Lost, Waiting, Abandoned
- Artificial Intelligence - Agent Assist and Chatbot
- Call Recording
- PCI-DSS capability

Key Benefits:

- Reduce Costs,
- Improve Productivity

- Improve Resilience
- Reduce Complexity
- Agile and Flexible Working
- Enabling customers to contact the right person and right service
- Maximise productivity from your skilled workforce
- Enable staff to work from anywhere
- Enhance customer experience and support staff retention and wellbeing
- Single point of contact for all customers via any media
- Single Contact Centre with geographically dispersed agents
- Creates and Agile workforce and flexible working environment
- Continuous Improvement with call recording, education, training/supervisor support
- Real Time Communication for users with local language support

SD-WAN Services

NG Baileys SD-WAN Service is designed to enhance the functionality and control of traditional private IP-VPN networks.

It allows customers to make optimum use of the available bandwidth at sites, and to supplement private connections with options for the customer from a range cellular connections, low-cost Internet or other Internet Connections.

The customers application visibility, control and performance can be enhanced, delivering greater efficiency and user experience ensuring there is an increased level of availability and performance for the applications and services

With access to multiple SD-Wan providers, hardware providers and network connectivity partners we believe we can design the right network for your business needs, and our specialist SD-WAN team are available and waiting to support you

The key features of our SD-WAN services are as follows:

- Choice of market leading SD-WAN vendor solutions
- Bespoke design for optimised solution
- Wide range of connectivity options
- Wide range of CPE options for all site types
- Feature rich SD-WAN solution
- Highly customisable
- Application tuning and traffic steering
- Makes use of site backup bandwidth
- Facilitates local Internet breakout
- Detailed reports on traffic use and SD-WAN functionality

Key Benefits

- Optimised solutions to bring value for money for the investment
- Highly resilient with multiple CPE and multiple connectivity options
- Flexibility and scalability built in to ensure future proofing
- Customer can manage and have visibility of their application performance in real time
- Leverage connectivity to its optimal performance and utilisation

Cloud WiFi Services

NG Baileys cloud WiFi solution is built around offering Cloud Managed WiFi Services

We can offer a simple and secure solution that is cost-effective and allows for the delivery, management and monitoring of wireless networks and all associated and ancillary services such as network infrastructure, SD-WAN connectivity, security and user policy and access management.

This service can be delivered in a number of flexible ways working with our key partners such as Meraki, HPE Aruba and Cisco.

The key features of our Cloud WiFi services are as follows:

- Cloud delivered service
- Complete visibility and management of WiFi and Local Area Network
- Zero-Touch Provisioning - LAN Switches, WiFi Access Points automatically configured
- Proactive Cyber Security
- NOC capabilities: Managed services, monitoring of health and security posture
- LAN Switches
- Network Visibility, Access and Control with policy management
- WiFi Access Points

Key Benefits:

- Cost effective solution for delivering cloud WiFi
- Single solution for WiFi, Networking, SD-WAN and Cyber Security
- Location Services for wayfinding and asset tracking
- Single management platform for LAN switches, WiFi Access Points
- High performance WiFi that can scale and is resilient and secure
- Provides analytics detailing the health of the WiFi network
- Flexible delivery options including fully managed services

Cloud Network Management

Network Monitoring is a key instrument in ensuring your network is always available

Network Performance Monitoring is the proactive monitoring of your network infrastructure, identifying issues before downtime occurs to ensure business critical applications and services maintain high availability.

Managing the performance of your network is critical, preventing slow services from impacting your business

Our offering Cloud Network Management offering delivers network management tools from configuration and traffic profiling to performance monitoring and network topology mapping

An integrated, multi-vendor approach that's easy to use, extend, and scale to keep the network optimised.

Working with providers such as: Solarwinds

The key features of our cloud network management services are as follows:

- Tailored levels of granularity depending on scope

- Real-time customised dashboard views of network performance
- Identify, prioritise, and respond to network performance issues
- Reporting of high level summaries and performance data
- In Depth Pro-active Network infrastructure monitoring
- Monitoring to capture over utilised network components
- Network Monitoring Patched & Maintained
- Visualise your network using real time network maps with live status

Key Benefits:

- Limit Potential Security Threats
- Limit user outages and performance issues for your key applications
- Ensure Critical Devices are Monitored Effectively
- Total control of the critical network infrastructure

Cloud Network Security Services

NG Baileys Cloud Security Service is designed to enhance the delivery of secure endpoints to the network

It allows customers to deploy cybersecurity policies, best practices, controls, and technologies used to secure applications, data, and infrastructure in cloud environments. Cloud security mainly focuses on how to implement policies, processes, and technologies together, so they ensure data protection, support regulatory compliance, and provide control over privacy, access, and authentication for users and devices.

The key features of our Network Security services are as follows:

- Cloud managed Next Generation Firewall (NGFW)
- Integrated Secure SD WAN
- Comprehensive SASE Platform
- Zero Trust Access (ZTA)
- Multi Factor Authentication
- Centralised Configuration and Policy Management
- Security Analytics and Log Management
- Advanced Threat Intelligence
- Cloud based Sandboxing
- Automated Operations and Orchestration

Key Benefits:

- Reduced Operational Overheads
- Consistent Protection Across All Locations
- Stronger Security Posture
- Improved User Experience
- Scalable and Future Proof
- Enhanced Visibility and Reporting
- Lower Upfront Costs
- Stronger Access Control and Identity Security
- Rapid Incident Response

Cloud Intelligent Structured Cabling

NG Baileys cloud Intelligent Structured Cabling solution is built around offering Cloud Managed LAN copper and fibre connectivity Services

We can offer a simple and secure solution that is cost-effective and allows for the delivery, management and monitoring of structured cabling solutions.

NG Bailey have a wide and varied offering. Intelligent Structured Cabling

The key features of our Intelligent Structured Cabling services are as follows:

- Intelligent solution for copper and fibre connectivity
- Real-time tracking of changes to physical layer connections
- Alerts on unauthorized or unplanned changes
- Notification of impacts to critical circuits
- Live documentation of connectivity
- Discovery of network devices, with tracking of physical locations
- Service provisioning and electronic work orders for guided deployment in data centres or office environments

Key Benefits:

- Reduce Complexity
- Complete visibility and control of your physical layer infrastructure
- Enhanced productivity through automation and process efficiency
- Reduced cost associated with capacity and asset management
- Real-time enhanced view of the physical location of IP endpoints
- Control of your workflow process
- Reduced MAC cycle time and rework through guided patching
- Simplified audit and tracking process
- Data Centre Managers get productivity gains, automated change management, increased reliability, reduced downtime, a more secure network and improved compliance

Cloud Deployment

All of our cloud offerings can be deployed across a number of different platforms:

- Private Cloud - Hosted within our own resilient datacentres
- Public Cloud - Hosted with a number of strategic UCaaS Partners
- Hybrid Cloud - Working with technology partners to build bespoke cloud solutions

Our Private cloud offering is an ideal solution for anyone with an “On Premise” UCaaS deployment, be that from any major vendor such as Mitel or Avaya, enabling the service to migrate to a controlled private cloud environment and also maintain the customer services and features from their current on premise solution

For example, an on premise Mitel estate with significant licence commitments can be migrated to a private cloud with connectivity and transition that licence investment, keeping the key features and familiarity of the service and maintaining their investment whilst removing the risk of on premise solution and gaining the resilience of service and peace of mind that the estate is managed by our expert cloud teams

Key Benefits:

- Maintain the investment in the product licences – maximise the investment
- Moving to a hosted platform – all the investment of resources and cost to maintain the server and hypervisor requirement and the operating system requirements
- All security and patching updates are managed by NG Bailey
- Proactive monitoring and local engineering resources on site to support any issues
- Flexibility of connectivity to multiple providers giving resilience to the services
- Access to advantageous pricing for connectivity and voice traffic tariffs
- Hosting options within AWS, Google, Azure and NG Bailey Private Data centres
- Maintain all of your current functionality and familiarity with the products and services
- Migrate and transition ancillary services (Call Logging/Call Recording) to cloud delivered applications

Our Public cloud offerings are enhanced services with an NG Bailey managed deployment and transition and an NG Bailey delivered managed service.

We utilise the strongest brands on the market with key strategic relationships with organisations such as Cisco, Zoom, Mitel and Gamma communications and Teams Integration

We have access to the key development teams with our partner organisations and work with them in terms of developing the product and ensuring that new and additional features are communicated and deployed to allow our customers to grow their businesses and improve their customer service to their own customers.

Our expertise with these products ensures that we will be able to design the solution to ensure you are getting the most functionality and performance from the product rather than pay for a subscription and not leverage the product capability. This strong technical relationship ensures best practice and value for money is achieved.

Key Benefits:

- Flexible and cost effective management of services
- Speed of deployment for users
- Scalable solution
- Open APIs

- Simpler and cheaper deployment
- Transition from public to other public services is simpler to manage
- Easier to interconnect international users into the platform

Our Hybrid cloud offerings are designed to retain “Key Customer” infrastructure on premise where the customer requires immediate access and service management is mandatory and the elements of the service that can be moved to a public cloud service are then migrated to that platform

This would typically be in environments where any off site data or service issues could not be recovered immediately typically within Blue Light or other national infrastructure environments.

These hybrid solutions are always bespoke and would require a consultation with the customer as they are not simple to design in terms of service delivery and management

Key Benefits:

- Highly flexible solutions tailored to the customers exact needs
- Maintains the level of control and governance the customer requires

Contact Us

We are here to support you. Our consultants and designers are waiting to hear from you and to work with you.

Please contact our public sector team as follows:

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Company Details

NG Bailey IT Services Limited operates throughout the UK providing products and services to ensure a complete suite of services supporting full computing and communication needs of clients from the application in the server room, across the entire network, to the end user.

NG Bailey IT Services Limited (Reg No: 2338401)

NG Bailey IT Services Limited are registered in England and Wales with the registered address of: Ground Floor (Suite T), Arlington Business Centre Building, White Rose Park, Millshaw Park Lane, Leeds, West Yorkshire , LS11 0DL

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