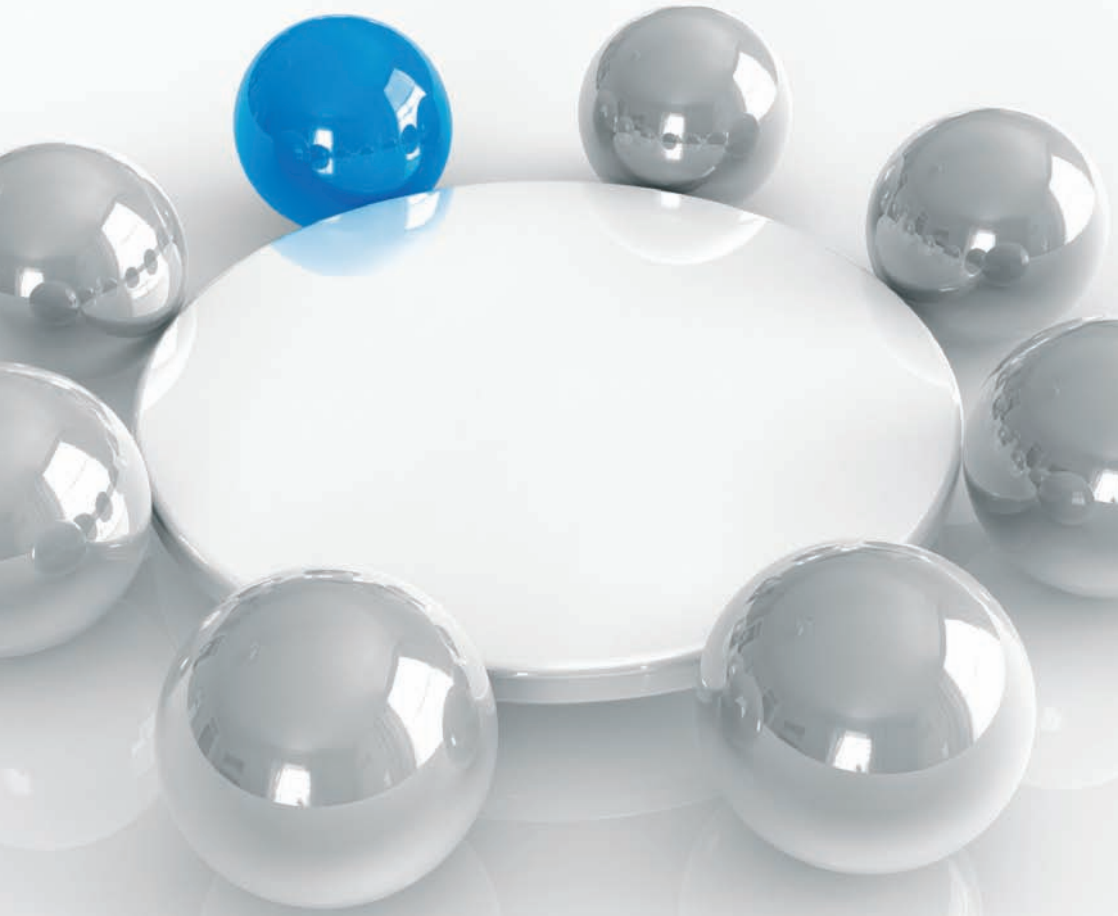
Supplier Handbook 2011

The Cloud Circle



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Foreword

Welcome to the 1st Cloud Circle Annual Supplier Handbook.

We launched The Cloud Circle community in December 2009 due to significant demand from decision makers and influencers responsible for investigating, evaluating, driving or implementing Cloud Computing initiatives across Business and in IT within their organisations.

An overwhelming number of these individuals, our members, joined our Community because they wanted to:

- demystify the hype
- understand what Cloud Computing really means and the potential advantages to their organisation
- stay abreast of new developments
- evaluate the key Cloud technologies and solution providers and explore what services they have to offer

Even now some members have come to us and said that they still feel as though suppliers are trying to 'Cloud-wash' their products, solutions and services, creating even more confusion and misunderstanding in the marketplace.

And that's where we come in! The Handbook acts as the "Yellow Pages" of leading and specialist Cloud Computing providers enabling you to discover which suppliers can help you with your evaluation and adoption of the Cloud. The Supplier Handbook will give a foundation for potential long term relationships between our members and our suppliers.

We will be regularly updating this invaluable Handbook with the latest information about these suppliers as well as introducing you to new suppliers, their offerings, expertise and success stories.

The 1st Cloud Circle Annual Supplier Handbook 2011 is being distributed across all Cloud Circle events throughout 2011 and available to download as a soft-copy (e-Book) via our website.

So start reading!

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BT

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Corporate overview

BT Global Services, part of BT Group plc, provides managed networked IT services for business and government organisations. We operate globally and deliver locally to most of the world's large multinational corporations. Adding depth to our global capability, we challenge the incumbent operator in a number of key markets for services to national businesses and governments. We are also a leading provider in the UK.

BT Global Services' key assets include a global, all-IP 21CN network, data centres, solution design and integration professionals and IT security experts. This combination of network, IT and professional services allows BT Global Services to bring together managed solutions that help our customers' people to be more productive, their customers to be better served and their organisations to operate more efficiently.

Products/solutions/services offering

BT's hosted services can ensure your people are in touch wherever they go. They'll be able to get things done faster, they won't be tied to the office. We can make your organisation more efficient by combining your voice, email, conferencing and video systems into our hosted cloud network and you only pay for what you use, you don't have to worry about day-to-day running issues. So you can improve your service and lower your price. And because we've invested a lot of money in making our network secure, you can rest assured all your customers' data is safe.

Sample client list

Norton Rose Group, Konecta Foundation, SPD, AppSphere AG, Southbank Sinfonia, Tommy Hilfiger, Enterprise Rent-A-Car, GlaxoSmithKline Nutritional Healthcare, Heart of Birmingham Teaching PCT, Kingston Hospitals NHS Trust, Motherwell College, Norfolk County Council, South Tyneside Homes, Worcestershire Health Community, Blackpool Foundation NHS Trust, National Express, Air Products Medical (Germany), The City of Edinburgh Council, AstraZeneca

Client testimonial

"It is impressive to see the attention to detail with which BT takes 'Cloud Computing' to a solid enterprise level. Bringing together extensive WAN + IT + Automation capabilities, BT's 'Virtual Data Centre' sets the benchmark for true IT agility at uncompromised end-to-end performance, reliability and industry standard security." **Frank Roth**, CEO, AppSphere AG

A BT cloud story
GSK Nutritional Healthcare

GSK Nutritional Healthcare chooses a BT cloud-based NGCC solution to improve service on vital customer help lines.

GlaxoSmithKline (GSK) Nutritional Healthcare develops and markets leading healthcare drinks like Lucozade, Ribena, and Horlicks. Until recently, its customer help lines used legacy telephone technology.

Ashley Thomas, Consumer Care Manager, explains the problems caused: "We were unable to record telephone calls, essential for the protection of both consumers and our own staff. Also we could not capture and use statistics to measure and improve our service."

With consumer expectations continually rising, GSK Nutritional Healthcare sought a solution. The BT Next Generation Contact Centre (NGCC) platform was chosen. A ready-to-use cloud-based service, NGCC provides powerful multi-channel contact centre functionality on a subscription basis.

"We chose NGCC because it was very competitive in price and the functionality was very good. It enabled us to record every call, as we wanted. It also included all the reporting we needed, and much more in fact," says Ashley. "The management interface was really user friendly too."

Call recording has other benefits too, as Ashley Thomas notes: "We can listen to the recordings and discuss our people's strong points and weak points with them to improve customer service overall."

Taking advantage of many other NGCC features GSK Nutritional Healthcare has been able, for example, to use IVR so that callers are able to specify the brand they want to talk about. This ensures that they reach the right agent first time. As well as voicemail for when the office is not attended, call logging provides a record of who has called day or night.

"Because it's a hosted solution we only pay for what we use. It's not a huge capital expenditure," adds Ashley. "Another benefit was speed of implementation, because there were no complicated boxes to configure and install."

BT Inbound Architect, which is included in the package, enables GSK Nutritional Healthcare to self-configure the service. "It's very easy to manoeuvre inbound numbers to different locations," concludes Ashley. "In fact, during the wintry weather in 2010 we were able to re-direct calls to people's homes simply by changing their user preferences."

For more information visit:
www.bt.com/casestudies

Beyond. The Cloud.

BT

Bringing it all together

Wherever you do business, unlock the value in your organisation.

We are BT Global Services. A truly networked IT services provider, we are trusted by thousands of companies and governments around the world, to unlock the value already within their organisations. From managed network solutions, to the latest in cloud services. We can do the same for you, leaving you to do what you do best.

www.bt.com/beyondthecloud

A BT cloud story
Norfolk County Council Children's Services

Norfolk County Council Children's Services department adopts cloud-based BT virtual data centre for application integration.

Supporting nearly 110,000 children and young people, Norfolk County Council Children's Services works with 450 schools across Norfolk.

Multiple systems together with disparate hardware platforms in schools meant an expensive-to-support architecture. "We wanted an infrastructure that would integrate our applications," says Paul Fisher, Assistant Director of Children's Services (Business and Compliance) for Norfolk County Council.

The first stage of the solution was a systems interoperability framework (SIF) and a single sign-on (SSO) solution. Giving individuals a common identity across different systems, SSO means that once signed on to one application the user can seamlessly move to others without needing to rekey user names and passwords.

Overall productivity in Children's Services is expected to improve. "The interoperability infrastructure is absolutely critical in terms of delivering efficiency savings across the estate," says Mike Pickett, Manager of Digital Infrastructure, ICT Solutions, at Norfolk County Council.

The next stage was to start consolidating all systems onto a single IT platform. A BT virtual data centre (VDC) platform was chosen to host the SIF and SSO infrastructure. BT estimates that a VDC offers total cost of ownership savings of up to 40 per cent compared to traditional approaches. It's inherently resilient, offering 99.9 per cent availability.

By eliminating the need for most hardware in schools and data centres, the VDC would help Norfolk County Council manage its ICT infrastructure at much less cost. This would lower accommodation requirements, cut power requirements, and reduce carbon emissions.

Automated service delivery with a self-service portal ensures maximum efficiency. Mike Pickett says: "If we need new capacity, it can actually be delivered within a few hours." Most importantly for Paul Fisher, however: "With the virtual data centre, we saw no start-up costs, and as far as we were concerned that gave us the better financial return." And all of this is achieved without compromising data security.

The BT VDC has enabled Children's Services to move towards a single database supporting multiple applications. Paul Fisher concludes: "Only having to input data once rather than up to five times, we've calculated the savings could be as much as £2 million to £4 million."

For more information visit:
www.bt.com/casestudies

Beyond. The Cloud.

BT

Bringing it all together

Beyond. The hype. To a solution that's exactly right for you.

BT knows that a real solution starts with you. And with services that help you create a better business, a better service, a better world. We'll go beyond the buzzwords and ballyhoo. Beyond the cloud. Beyond the usual ways of working. That's where you'll find productivity and efficiency. That's where you'll find BT.

www.bt.com/beyondthecloud

Google

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Corporate overview

Google enterprise products make your users more productive by combining the innovation and ease of use of Google's consumer products with the features, security and support that your organisation requires. We offer solutions to meet the needs of organisations of all sizes and have over 3,000,000 Google Apps customers.

Products/solutions/services offering

- Google Apps is the world's most popular suite of web-based communication and collaboration applications, and includes email, instant messaging, calendaring, documents, sites and video sharing
- Google App Engine lets companies build their own applications for internal or external use and host them on Google infrastructure. This allows for faster and easier development, virtually no ongoing maintenance, and the ability to easily scale to meet capacity needs at short notice
- Google Apps Marketplace provides the other applications customers need to build their business on the web, integrated with Google Apps and installed in a few clicks. Google Chrome OS is a new operating system designed from the ground up for the cloud, that makes computers faster, much simpler and fundamentally more secure

Sample client list

Jaguar Land Rover, Rentokil Initial, Flight Centre, Specsavers, Ocado, Valeo, Motorola, Johnson Diversey, Genentech, Imagination, Essence, Cape Nature, Complinet, Broadway Malyan, Essilor, 2nd Wind Exercise Equipment, District of Columbia Government, The Huffington Post, Salesforce.com

Client testimonial

"By deploying Google Apps, we have overcome a wide range of technical and communication issues, and enhanced our ability to deliver operational excellence throughout the organisation. Importantly, the frustrations of not having access to a single company-wide email address database has disappeared and the translation difficulties faced by those colleagues wanting to collaborate with others around the world has lessened. Through easing the burden on the IT department, facilitating knowledge sharing and collaboration, we are confident that our use of Google Apps is of huge benefit to our colleagues throughout the world." **Bryan Kinsella**, CIO, Rentokil Initial

- ☑ 25GB email inboxes
- ☑ Instant messaging
- ☑ Voice & video chat
- ☑ Online documents
- ☑ Shared calendars
- ☑ Team websites
- ☑ Mobile access
- ☑ £33/employee per year

Time to go Google.

"Going Google" means switching your business to Google Apps: an online email, calendar, and document program that's based on the web. Learn more at www.google.co.uk/gonegoogle.

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Google Apps

Imagination achieves £410,000 saving with Google Apps for Business

Founded in London 40 years ago, Imagination is a leading global communications agency. Imagination employs over 450 people, with 14 permanent offices across the globe. Imagination creates innovative and impactful campaigns for a diverse client base, which includes BT, Sony, Shell and Ford.

Imagination's success, and its ability to appeal to international brands, has led to its global expansion. With a geographically diverse global workforce, the organisation needed an IT model that could offer a more collaborative working practice with increased flexibility and reduced costs.

Imagination wanted to improve the accessibility of information, giving employees more transparency on projects and enabling them to collaborate more effectively, wherever they work. Due to the nature of the business, Imagination also needed a service that was able to accommodate rapid changes in the number of temporary staff brought into the team when large projects were in progress. Additionally, the company was keen to curb the enormous mobile phone bills accrued from employees keeping up to date with the latest project developments around the world.

"Google Talk has also proved a real revelation with staff using it for 'virtual water cooler' moments, brainstorming ideas in real time," says Ballantine

Having assessed the range of options on offer to meet its unique requirements Imagination was attracted by the benefits offered by adopting a cloud computing approach to IT. Imagination thoroughly investigated the various cloud-based services on offer, including those from Microsoft and IBM, and found that Google Apps for Business offered unique selling points in both functionality and support that best

suited the needs of the business. “Although the price of Google Apps made it much easier to build a persuasive business case to the finance department, we also chose Google because it offered simplicity,” explains Matt Ballantine, CIO at Imagination. “Whether our PCs ran on Windows or on Apple technology we were confident the transition would be seamless.”

Imagination began the deployment of Google Apps in February 2010, completing the first phase of the migration in just 6 weeks. “We decided to take a two phased approach, by first concentrating on publicising the roll out, training staff and implementing Gmail, Google Calendar and Google Video,” Ballantine explains.

Google Apps has enabled Imagination to apply new ways of sharing information and best practice, which have consequently increased productivity, collaboration and creativity amongst its employees in the short time period the service has been in place. “This really came to the fore during the travel chaos caused by last year’s ash cloud. Various team members involved in the Beijing International Automotive Exhibition were stranded after the flight ban but Google Apps communication tools enabled other staff to oversee the project remotely until they were able to travel to the event.”

“Google Talk has also proved a real revelation with staff using it for ‘virtual water cooler’ moments, brainstorming ideas in real time,” says Ballantine.

“Creativity is at the heart of everything we do and we’ve found that Google Apps has proved invaluable in encouraging this ethos. Google Video gives our employees the chance to showcase project material more creatively. Digital campaigns are a big part of what we do, so being able to share these projects in a more suitable format helps us to reflect the impact of our campaigns.”

As a result of deploying Google Apps, Imagination has noticed a number of cost benefits, some of which were forecast and others which were unexpected. “We estimate that by moving to the cloud we will save £410,000 in IT support costs over three years and this figure increases to £3million if we include the cost of software licenses, consultancy and additional staff. One of the great benefits of Google Apps is that it gives us the scalability to add users quickly and easily as and when we grow, so we’re not paying for anything we don’t use, and we can forecast our IT spend much more effectively,” continues Ballantine.

“As a result of deploying Google Apps, Imagination has noticed a number of costs benefits, some of which were forecast and others which were unexpected.”

Imagination has been impressed with the constant updates to Google Apps. “It’s encouraging to know that enhancing functionality is a constant focus for Google and that new innovations are being introduced all the time. In one month alone we witnessed the introduction of 12 new features within the tools and this not only gives us added functionality but also helps to maintain the ‘buzz’ we have around Google Apps within the office,” concludes Ballantine.

For more information visit:
www.google.co.uk/apps/biz

Ocado,
Spotify,
Roberto Cavalli,

+2,999,997 other businesses have gone Google.

“Going Google” means switching your business to Google Apps: an online email, calendar, and document program that’s based on the web. Learn more at www.google.co.uk/gonegoogle.

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Google Apps

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Head in the Clouds,
feet on the ground!

Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses.

Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs.

Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG).

More information is available at www.logica.com/cloud

Logica

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Corporate overview

Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs.

Products/solutions/services offering

Logica offers a range of services and solutions to get businesses working effectively on the cloud. To do this we provide transitional services, and a range of bespoke and standard business solutions and applications. We understand the importance of control over enterprise assets and help our clients to integrate their environments with cloud solutions to achieve the most effective business model. We excel in content, collaboration, and communication systems, and we're working intimately with customers across a broad range of industries to deliver their business applications on demand. Logica is committed to providing secure solutions, sustainable environments and bespoke applications to help you do business the way you want to.

Sample client list

Logica is already working with clients in the UK and across Europe providing cloud services and solutions. Our clients include: Alstom, Credit Agricole, ED&F Man, Ericsson, Fennia, The Bank of England, Skandia

Client testimonial

"Logica have enabled Ericsson to become a global broker for media content exchange between telecommunications operators and content providers. Using our computing on demand offering, the client has built an environment that is highly responsive to consumer demand, and helps them offer higher-margin services."

logica
be brilliant together

Head in the Clouds, feet on the ground!

Logica will help you achieve the benefits of reduced costs and increased business agility through the adoption of the right cloud solutions for your organisation. Together we will define your cloud journey and deliver the IT strategy suited to bringing you these benefits.

We will deliver the right cloud elements, with the right partners; and because we are at the forefront of knowledge and delivery of the very latest security solutions, you will be confident that your organisation is secure.

By integrating cloud services with existing systems, managed as a unified service you simply receive one platform, one point of contact and one bill.

We understand that it's not just about cloud services, it's about services which support your business which are low risk and agile, that are geared for your needs.

For more information go to www.logica.com/cloud

Head in the clouds, feet on the ground!

You're always on the lookout for new and efficient ways to transform your business. You're open to cloud computing and its potential to reduce costs and time to market. But, you want it to work effectively.

With the ever shifting modern business landscape and technological innovation, the next steps are not always clear. Until now.

Using the right mix of cloud services, you'll benefit from decreased time to market and increased flexibility. You'll reduce costs through effective systems and services integration, without compromising your data.

Logica will help you get there with our expertise in security, complex integration, business transformation and service management. We'll streamline and combine your business systems, using private and public cloud applications to lay the foundations for a hybrid cloud environment. We'll work with you to harness that environment – transforming how you interact with customers and partners to grow your business.

Your profitability improves, yet never at the expense of the smooth running of your organisation.

Skandia, one of the world's leading providers of long-term saving solutions has greatly improved services to its customers through IT consolidation. Logica provided capacity on demand through a Private Cloud solution for Skandia's business critical systems and applications. This includes a scalable IT infrastructure designed to adapt to changes in demand.

Logica has improved employee productivity, increased collaboration between internal organisations, and provided increased agility to handle new business requests, using the Microsoft BPOS (Office 365) public cloud collaboration solution.

Logica and Microsoft Alliance combines both companies' strengths to benefit clients on their journeys to the Cloud.

Logica and Microsoft have entered into an agreement to jointly offer cloud solutions to clients. Utilising Microsoft's public and private cloud offerings, the partnership will deliver distinctive offerings across Europe, the Middle East and Africa. Clients will realise the benefits of cloud services by combining Logica's business consulting approach and unique industry specific offerings, with Microsoft's Windows Azure platform, Hyper-V Cloud and Microsoft Office 365. Benefits include reduced cost, agility and business growth through collaboration. Logica and Microsoft's alliance is already working with three new clients: Talentsoft, Backelite and Ventadis to use Windows Azure in their business.

For more information visit:
www.logica.com/cloud

"We were looking to offer our customers greater agility in the international development of our portfolio of offerings and decided to migrate our application to the Cloud using Microsoft's Cloud Computing Solution, Windows Azure. Logica added value by analysing possible migration issues, defining and executing the migration, ensuring the stability of service to our customers and transferring skills to our team. We are already seeing benefits of moving to Microsoft's Cloud Solution with significant reduction in management costs of the application and reduced deployment time from weeks to hours."

Joël Bentolia, Chief Technical Officer, TalentSoft

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Availability Services

SunGard Availability Services

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Corporate overview

SunGard Availability Services delivers secure, resilient IT Infrastructure as a Service (IaaS) and organisational availability services. Delivered through a unique combination of scalable, managed IT production environments and availability solutions; connected via our multi-Gb private network all supported by experience gained across more than 30 years of keeping businesses available and resilient.

As pioneers of the Information Availability arena since 1978, our experience across all business sectors, all environments and all platforms is unrivalled. That is why we developed a continuum of Information Availability solutions comprising managed IT services, Infrastructure as a Service 'cloud computing', recovery services, business continuity consulting and BCM software.

More than 10,000 customers worldwide rely on SunGard Availability Services to achieve uninterrupted access to the information systems they need to do business. Trust us to do the same for you.

Local presence, global strength
> 10,000 customers worldwide
> 5 million sq ft of secure, dedicated operations space
> 28,000 miles of dedicated network
> 10,000 business continuity projects undertaken

Products/solutions/services offering

SunGard's IaaS gives customers the flexibility to subscribe to the compute power and data storage they require with the knowledge that the service can grow in tandem with their needs.

SunGard's fully managed cloud offering is a private cloud service delivered from within SunGard's own highly resilient UK data centres, meaning the IaaS solution from SunGard achieves European Union (EU) data protection compliance goals by keeping customer data within EU territory.

The complete solution and each individual module is provided with its own SLA (Service Level Agreement), Terms and Conditions and Schedule of Services.

Sample client list

Allen & Overy LLP, Aviva, Baillie Gifford, Dominos Pizza Group, EDS, Great Ormond Street Hospital, Irwin Mitchell, Leicester City Council, Marks & Spencer, New Star Asset Management, Northgate Information Solutions, Sainsbury's, Severn Trent Water, Standard Bank, The London School of Economics and Political Science, TNT, University Hospitals Coventry & Warwickshire NHS Trust, Virgin Media, Weightmans

Client testimonial

"We continually strive to offer our customers the best solutions possible and our information technology (IT) infrastructure plays a crucial role in making this happen. We needed a provider that could deliver the security, resilience and uptime for our back-end infrastructure that our clients expect." **Mats Lillienberg**, Chief Technology Officer, Infinity

Built on 30 years of Availability, Resilience and Recovery.

Where else would you want to build your cloud?

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SUNGARD AVAILABILITY SERVICES

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Infinity
Cloud brings growth opportunities

Business problem
Infinity required an Infrastructure as a Service (IaaS) provider that could ensure continuous uptime and the secure storage of its customers' highly sensitive data to assist with compliance to European data regulations.

Solution
SunGard Availability Services' fully-managed, enterprise-class private cloud-based IaaS.

Business benefits
Infinity now has a resilient, secure and scalable infrastructure from which its platform and all of its Software as a Service (SaaS) customers can operate.

Infinity is part of SunGard Availability Services' sister company, SunGard Financial Systems, which provides software and IT services to institutions across the financial services industry. Its systems support the accounting and management of more than $25 trillion in invested assets, and process more than five million trades each day. Infinity provides the technology upon which their customers' SaaS solutions are hosted.

Some of Infinity's new SaaS customers are based in Europe, including the UK. As a consequence, these European customers require assurance that the Infinity platform adheres to data governance regulations, such as the EU Data Directive, which states that all European data must be stored within Europe. Previously, Infinity's entire data centre infrastructure was located in the USA, therefore it was necessary to find an IaaS provider whose service was able to support EU regulatory compliance and also had the scale, flexibility and resilience to manage the continual growth in demand for Infinity's platform services.

Infinity recognised that, with businesses becoming increasingly concerned with the security of their outsourced data, they needed to provide their SaaS customers with a solution that would deliver greater transparency and control of data. Therefore, SunGard's enterprise-class private cloud approach to back-end infrastructure was a very attractive proposition.

Along with security and compliance, it was also important for Infinity to source a service that did not require a significant capital investment and would be cost-efficient

"We continually strive to offer our customers the best solutions possible and our information technology infrastructure plays a crucial role in making this happen. We needed a provider that could deliver the security, resilience and uptime for our back-end infrastructure that our clients expect."

Mats Lillienberg
Chief Technology Officer, Infinity

SUNGARD®
Availability Services

given the current financial climate. Given the sensitive nature of the data processed by Infinity's financial services customers, it is essential that Infinity can verify its private cloud infrastructure's security and resilience can match its customer's own exacting standards. Infinity chose SunGard's private cloud service as it offers high availability and resilient connectivity as standard.

SunGard's enterprise-class data centre infrastructure is well recognised as part of five decades of heritage in Information Availability. The level of upfront investment required was another key consideration for Infinity. Not only was SunGard's cloud offering competitively priced, its OpEx model eradicated the need for Infinity to expend capital purchasing their own IT infrastructure and hiring additional staff. Instead, SunGard's private cloud service supplied all the necessary hardware and a team of technical specialists, available 24 hours a day, 365 days a year, to maintain the data centre.

SunGard's enterprise-class private cloud service model is able to manage the ever-changing amounts of processing power needed to support Infinity's customers' day-to-day transactions. As its business continues to grow, Infinity remains flexible in a highly competitive marketplace with access to scalable compute, storage, security, network and internet protocol (IP) services.

SunGard's cloud-based IaaS helps enable Infinity to present its customers with a highly resilient and secure platform. The ability to leverage the cloud to provide SaaS solutions to all European customers has helped to increase Infinity's competitive edge and target market. Importantly, Infinity can now offer its customers the assurance that European data regulations can be met as its cloud infrastructure is physically hosted inside Europe. Compliance to European data storage regulations ensures that Infinity can continue to support the growth of its existing customer base and provides a solid platform as Infinity looks to expand into European markets. By selecting SunGard's enterprise-class private cloud service, Infinity has increased its agility and scalability, able to grow its infrastructure capabilities in response to demand. This plays a significant role in enabling Infinity to maintain its competitive edge in an increasingly fast-moving marketplace. Mats Lillienberg, Chief Technology Officer for Infinity, comments, "We recognised that in order for our customers to be able to utilise true cloud-based, SaaS solutions while minimising their operational risk, we needed to re-assure them that we had the secure cloud infrastructure in place to protect their data at all times. Now, thanks to SunGard Availability Services' private cloud offering, we are able to offer fully scalable, secure, high performance computing."

"The financial argument for investing in a private enterprise-cloud model was very persuasive. We have saved a huge amount of money compared to what this would have cost to do in-house."

Mats Lillienberg
Chief Technology Officer, Infinity

IMGROUP

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Corporate overview

Information Management Group (IMGROUP) provide strategies, services and technology solutions that help organisations optimise their business processes and improve performance. We combine an innovative use of technology with extensive business experience in a range of industries to deliver solutions that help our clients achieve rapid and sustainable business advantage.

Our technical excellence coupled with extensive business expertise and a comprehensive implementation method enables us to consistently deliver innovative solutions with proven business benefits. IMGROUP are proficient in all aspects of Performance and Information Management.

As Microsoft's Worldwide Partner of the Year in Business Intelligence and Data Management for four consecutive years, we are recognised as thought leaders and innovators in information management and content management systems using SharePoint, PerformancePoint and SQL Server.

Products/solutions/services offering

IMGROUP Online Services offer a wide range of skills; proven project experience; and award-winning applications to help you make the most of your on-premise and off-premise options.

Our Online Services practice has an established team, skilled in various aspects of cloud computing including, Microsoft Azure and BPOS, Office 365, .NET, Bing Maps, Silverlight, and Microsoft Dynamics CRM.

Online Apps include: Flare – Silverlight BI and reporting framework delivering 'consumer-grade' user experience, ETL Framework – routines and procedures to ensure state-of-the-art data management in the throughput of data between your Cloud Apps and on-premise systems; multi-award winning data models, frameworks and accelerators for Information Management including Business Intelligence and Data Warehousing.

Sample client list

Avis Europe, Barclays Capital, BNPP, Citi Group, Electoral Commission, EMI, Eversheds, Five, Hallmark Cards, Hiscox, Home Office, Institute for Development Studies, ITV, Ladbrokes, Lewisham Borough Council, Nationwide, NHS, Turner, UBS, Unilever

Client testimonial

"We are extremely pleased that we have been able to work with IMGROUP to fulfil our information management needs and specifications. The finished product is highly successful."
Andre Lacroix, Group Chief Executive, Inchcape plc

IMGROUP ONLINESERVICES

Agile, flexible applications on demand

IMGROUP integrates Microsoft Online Services with existing IT investments to deliver the 'Best of Both Worlds'

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* Relationship Management Solutions
* Office Applications
* Enterprise Collaboration
* Agile Development and Application Migration
* Business Intelligence

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+44 (0) 207 842 7800 or online@imgroup.com

IMGROUP Online Services
IT at the speed of business

A one-stop-shop

IMGROUP is one of the only businesses in the UK to offer a one-stop-shop in Microsoft Online Services. We provide support and solutions across the full range of Microsoft Online Services propositions, spanning Office 365, CRM Online, Windows Intune and Windows Azure. These products and services are part of a single strategic opportunity to liberate IT budgets, realigning capital outlay to focus on core organisational objectives.

The 'connected cloud'

Microsoft Online Services offers all the benefits of cloud computing, without the compromise of alternative platforms. We call this the 'connected cloud' – maintaining user experience, capitalising on existing skills, and integrating with on-premise systems.

The best of both worlds

IMGROUP Online Services helps you realise the full benefits of cloud computing in a pragmatic approach that compliments legacy IT assets – delivering the best of both worlds.

The New World of Work

With cloud technology, CTOs can focus on business needs and spend less time on user support, system maintenance and upgrades, which account for up to 80% of IT costs.

Cloud computing promotes radical and growing improvement in the usability of business applications, offering 'consumer-grade' solutions that treat users as consumers in the same way as the applications we rely on to manage our social lives. Users expect applications to be accessible, always available, and intuitive and compelling to use. They must deliver more power but be less obtrusive, driving greater levels of productivity. This is the New World of Work that shapes user expectations, forming the benchmark for application design.

IMGROUP Online Services solutions help business users collaborate on new ideas and communicate better; enables IT teams to get more from less, aids board members to consistently deliver shareholder value and helps finance departments to reduce business costs and spend limited budgets more wisely.

Taking the first step

IMGROUP Online Services is uniquely placed to help you make the most of cloud computing. We will help you set expectations and guidelines for business users and review the most suitable cloud computing infrastructure and technology, including the most suitable applications, bandwidth, users requirements and online integration needs.

To find out more about cloud computing or to get your first project underway talk to the IMGROUP Online Services team. Alternatively, why not come along to one of our regular seminars or webinars.

Call IMGROUP Online Services on 0207 842 7800 or visit www.imgroup-online.com

InTechnology
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Corporate overview

Over 25 years at the cutting edge…The UK's most complete suite of fully managed services.

When we shaped our broad managed services proposition, it was all about taking the customer on a journey to the Cloud – at a time and pace that worked for them. By design, our portfolio is extensive and is reinforced by expert product teams, robust service delivery and a dedicated 24/365 operation. Ultimately, it offers the strategic benefits of greater productivity, improved business agility and competitive advantage.

InTechnology is defined as much by how we do things as by what we do. We don't simply throw technology at a problem: We collaborate with users to understand the issues, grasp the context and devise the most appropriate solution. A solution that delivers real value and underpins it with a culture driven by values.

Challenge Us.

Products/solutions/services offering

Network services
Our own nationwide network ring offers high availability, high resilience and unrivalled support

Data centres
24/365 'hands and eyes' monitoring means we can house your servers, host your data and offer complete peace of mind

Infrastructure services
Choose remote management of data within your own infrastructure, replication within ours, or a Cloud based infrastructure

Data services
Our Multi-tier Data Management (MDM) means data can be stored in the right place, according to value not volume

Calls & lines
Switching is risk-free, and we'll give you free bill analysis to show you where you can make immediate savings of up to 40%

Hosted IP telephony
We can install a new phone system for around the same price as the support charges on your current one

Unified communications
By converging your IP telephony environment, we can increase productivity and reduce costs

Sample client list

McDonalds, Giles Insurance Brokers, Howdens Joinery Corporate Services, Co-operative Group, Shoosmiths, Kings College, Towergate Partnership, Tyco Fire & Security, CBI, Cegedim Rx, Energy Technologies Institute, Vp plc, GVA Grimley, University of Westminster, King Sturge, Irwin Mitchell, All 3 Media, Arrow ECS

Client testimonial

"InTechnology's commitment to service has made a huge difference to our business. We feel that it intuitively understands our business pressures and recognises the skill of our own team."
Mark Woodyatt, IT Infrastructure Manager, Midlands Co-op

ON TOP OF THE CLOUD... FOR OVER 20 YEARS /

With our own next generation network, 24/365 monitored data centres and a proven track record, we can offer high resilience, high availability and high levels of service. The only thing that won't be sky high is your IT & Comms spend.

From calls & lines right through to data management and Cloud based infrastructure, we're here to remove your IT headaches and save you money.

Challenge us today:
Call **0800 983 2522**, email **challenge@intechnology.com** or request a brochure pack for more information.

inTechnology

www.intechnology.com

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BECKWITH KNOWLE
HARROGATE HG3 1UG

Managed services
Towergate Partnership

inTechnology

Formed in 1997, Towergate is Europe's largest independently owned insurance intermediary. The value for money and scalability of InTechnology's managed services in supporting Towergate's growth through acquisition has led to a long and continuing relationship between the two organisations.

Challenges

In 2002, Towergate was looking for a managed backup service to remove the need for operator attendance and onsite hardware, and significantly reduce both manpower and capital expenditure. Beyond the service itself, Towergate was looking for other specific challenges to be met. Head of IT Operations and Infrastructure at Towergate, Graham Smith explains, "We run a very tight ship and ensuring our IT spend is 100% effective is always high on our agenda."

It specifically wanted:

- A supplier who could provide not only the managed backup service it wanted but also the network links to make it work
- A flexible partner who would react quickly and have the capacity to adapt and scale its services to support Towergate's own growth and acquisitions
- A commercially attractive partnership that would be viable over the long-term, be fit for purpose and provide value for money

How InTechnology helped

InTechnology was an extremely good fit with Towergate's requirements and the service proposition it offered was commercially very appealing. Towergate later chose InTechnology again when it replaced its very slow, expensive data network to increase performance and reduce running costs, and again in 2011 to add its Virtual Server Hosting service.

Benefits

InTechnology has given Towergate three important benefits:

- Minimal IT requirement. Towergate's IT operations team now consists of only four in-house staff
- Driving savings. Towergate's whole IT operation has become less expensive. No capital outlay has been required and no maintenance or contingency costs are accrued. Like-for-like backup costs have reduced by 20% a year and network costs by 14% a year. Migration to 21CN technology has saved around £400,000 a year
- Commercially creative solutions. Towergate has continued to benefit from the very latest technology at a cost-effective price

Future

Towergate is currently assessing InTechnology's Unified Communications services, including hosted voice services, desktop communications (such as Instant Messaging) and hosted Office Communicators Server. Again Towergate will be able to receive these services via the same network over which InTechnology's existing services are delivered further exploiting the network investment.

"Having our trusted provider, InTechnology, delivering a range of services down a single network has proved invaluable for us and has helped us drive significant year-on-year savings."

Graham Smith, Head of IT Operations and Infrastructure,Towergate

Attenda

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Corporate overview

Attenda is the UK's pre-eminent IT Service Operations provider, delivering Critical Applications and IT Outsourcing solutions to the mid-market, enabling clients to selectively outsource part or all of their IT operations and Service Management, to re-focus on using IT to add strategic value to their business.

Taking a Client-centric approach to Service Delivery and Service Integration, Attenda drives value for its clients through the effectiveness and efficiency of service delivery and support, with the ability to cater for changes in design, scale and scope of services provided to each client. Through a commitment to operational and service management excellence, it manages, secures and optimises the performance of clients' applications and service partners, irrespective of the location of the infrastructure or service partner.

With over 11 years' investment into Attenda M.O., Attenda's operations platform, it provides the people, process and technology to deliver exceptionally high service levels, but at a cost that is amortised across Attenda's client base - 134 of the UK's leading companies.

Products/solutions/services offering

Attenda provides Critical Applications & IT Service Operations Outsourcing to the enterprise mid-market. Fully Managed Service solutions include Enterprise Applications, Line of Business Applications, E-Commerce and Web applications, Messaging & Collaboration solutions. Solutions are deployed on traditional physical or virtualised infrastructure or using Cloud Services to provide a rapidly scalable, demand-based IT infrastructure as a service (IaaS).

For complete Outsourced solutions, the combination of Attenda's state of the art data centres, infrastructure management, Service Integration and Service Management, monitoring, disaster recovery and flexible, dynamic capacity offering provides a complete set of services that help to enhance business agility.

Sample client list

bmi, Britannia, Datamonitor, DX, Glasgow City Council, HIT Entertainment, Nisa-Today's, Princes, reed.co.uk, Regus, St. James's Place, Swan Mill, TM Group, Travelodge

Client testimonial

"Moving to a Cloud Computing model will play a key role in our ongoing drive towards reducing the TCO of our IT infrastructure and increasing our operational agility. Attenda Cloud Services is providing us with the ability to scale our computing capacity on-demand, in order to meet spikes in activity."
Peter Federico, Group IT Director, bmi

Attenda

Helping mid market organisations move to the Cloud

Critical Applications & IT Outsourcing Solutions

Our Accreditations

www.attenda.net

certainty / confidence / agility

THINK ♦ CLOUD MIGRATION

RENOVATION NOT REVOLUTION

Our solutions provide the industry's first Secure Application Container for Cloud Computing; offering integrated image automation, virtual networking, and topology automation. This "user-cloud" solution provides the enterprise cloud user the capabilities needed to achieve their objectives in a stable, reliable ongoing migration path to public, private, hybrid Clouds.

We thought this handbook probably needed a few more bullet points:

- Allows you to build secure, virtual private clouds of almost unlimited size within or across public, private and hybrid cloud infrastructures.
- Gives you control of provenance, identity, topology relationship, addressing and topology security.
- Gives enterprise IT flexibility and control to rapidly meet capacity demands.

IMAGE CREATION

VIRTUAL NETWORK

TOPOLOGY AUTOMATION

To learn more about our Secure Application Container please contact us!

cohesiveFT
www.cohesiveft.com

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Cohesive Flexible Technologies

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Corporate overview

CohesiveFT is the provider of the industry's first Secure Application Container for Cloud Computing; offering integrated image automation, virtual networking and topology automation. This "user-cloud" solution provides enterprises the capabilities needed to achieve their Cloud objectives, meeting the challenge of the largest IT migration since the Y2K. The Secure Application Container is the stable, reliable, ongoing migration path that Enterprises require to tackle the critical and ever-present list of IT concerns across public, private and hybrid cloud infrastructures.

Founded in 2006 with the belief that virtualisation, loosely coupled architectures, open source software and open standards would radically change the face of the datacenter, CohesiveFT continues to help enterprises leverage agile infrastructure. The team has decades of enterprise management experience and has created a cloud-oriented engineering organisation with offices in London, Chicago, and Palo Alto. CohesiveFT is the winner of multiple awards including the Gartner Cool Vendor and On-Demand Top 100.

Products/solutions/services offering

The Secure Application Container is comprised of CohesiveFT's 3 products: Elastic Server®, multi-cloud image automation that manages an organisation's complex internal software supply chain comprised of open source, commercial source, and proprietary source components; VPN-Cubed®, multi-cloud virtual network that allows control of addressing, protocol, topology and security in Cloud environments; and Context-Cubed™, multi-cloud topology automation. Each product is available independently but when used in concert, the Container solution helps enterprises leverage their existing architectural assets; their golden OS images, their network management, and their application frameworks for public, private, hybrid Cloud business initiatives.

Sample client list

http://cohesiveft.com/customers

Client testimonial

"CohesiveFT's VPN-Cubed and Elastic Server products provide an automated and affordable way for our client to deploy custom servers to the cloud and easily control those business-critical assets via encrypted connections between existing infrastructure and the cloud."
Simon Plant, Product Lead, Cloud Computing, Capgemini

Content and Code

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Corporate overview

Content and Code solves business challenges with creative IT solutions. Built on SharePoint, Microsoft Online Services (Office 365) and other key Microsoft platforms – these solutions enable organisations to increase revenues, reduce costs, mitigate risk, work more efficiently and create a competitive advantage.

Content and Code's many awards are a testament to the success it helps its clients achieve: the company was voted best in the UK and best in the world twice in a row by Microsoft for its enterprise content management, portals and collaboration solutions. In September 2010 it made its way to no. 20 on the Tech Track 100, the prestigious league table of top performing technology, media and telecoms businesses in the UK, which it credits in part to its strong work in embracing the cloud.

Products/solutions/services offering

Services Provided

- SharePoint governance planning and advice
- Solution architecture consultancy
- Infrastructure advice/implementation
- Project management
- Custom development services
- Cloud managed services (Office 365)

Solution Areas (Based on SharePoint and related Microsoft Technologies)

- Intranets
- Client/supplier extranets
- Bespoke Line of Business Applications e.g. SharePoint based compliance solutions
- Document management
- Collaboration sites
- Public facing websites
- E-commerce platforms
- Automated business processes and forms (workflow)

Sample client list

BBC, Vodafone, Fifteen Restaurant, easyJet, Comet, Tesco, RNIB, Cyril Sweett, Old Mutual Group, Royal Yachting Association, Penguin, Qatargas, Ignis Asset Management, IMG, Wembley Stadium, Williams Lea, Marylebone Cricket Club, SSAT, Compass Group, John Wiley, Reed Elseiver

Client testimonial

"The commercials surrounding the cloud platform from Microsoft are a real game changer for SME's in this pressured economy. Lower operating costs and increased reliability, accessibility combined with economies of scale from a trusted brand leader. Is this the silver lining in the cloud?"
Jonathan Bruce, Global Head of IT, Rouse

contentandcode

Securing your data in the cloud is no longer a risk. It's an advantage.

Security of your information is paramount. Reduce the probability of threats, attacks and unplanned downtime with Microsoft Office 365, a cloud service hosted by Microsoft and managed by Content and Code.

Microsoft® Office 365™

Begin your Office 365 journey today
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2010 COUNTRY PARTNER OF THE YEAR
United Kingdom

2010 WORLDWIDE PARTNER OF THE YEAR
Information Worker Solutions
Enterprise Content Management

2009 WORLDWIDE PARTNER OF THE YEAR
Information Worker Solutions
Portals and Collaboration

Do it Once. Do it Right.
MAGIC SOFTWARE

Need to Quickly Get Your Application to the Cloud?

Use Magic Software's code-free, cloud-enabled application platform, which allows you to:

- Build cloud applications with fewer resources
- Optimise cloud business logic
- Deploy in multiple modes (cloud, mobile, on-premise)
- Take your legacy and core applications to the cloud
- Mobilise your ERP

Contact us today to find out more: 01344 667000
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Magic Software Enterprises

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Corporate overview

Magic Software Enterprises (NASDAQ: MGIC) is a global provider of on-premise and cloud-enabled application platform and business integration solutions. With 25 years of experience, we have thousands of customers and partners, and 14 offices worldwide. Our business technology gives partners and customers the power to efficiently build, deploy, and integrate IT applications. Our customers say that our core strength lies in delivering business productivity and reducing the complexity of IT projects.

Products/solutions/services offering

Our innovative approach to the cloud allows a mixture of private clouds, public clouds and on premise applications enabling a gradual migration to cloud environments, while preserving the huge investment in existing business logic developed over the years.

We provide users the ability to develop and deploy multi channelled applications with a single development effort. This enables a gradual and phased migration from on-premise deployment to cloud computing, while maintaining business continuity and reducing the risk involved. Our proposition enables companies to start experimenting with what to move to cloud as they can always bring it back, this gives them the ability to quickly and efficiently define their cloud strategy.

Sample client list

Adidas, Lease Plan, BSkyB, Manpower, Adecco, OTOR, Boeing, Norfolk and Norwich University NHS Trust, CBS Outdoor, SDMS, DHL, Uniq, Deutsche Bank, Vodafone, Euroclear, Washington State, Fortis, Heller Bank

Client testimonial

"With Magic Software we were able to fulfil our ever-changing business requirements; increase our customers satisfaction and position ourselves as a true market leader.

I do not believe there is any other technology that could have helped us achieve this in such a short period of time" **Dan Read**, IT Director, CBS Outdoor

Upcoming dates for your diary:

The Cloud Circle

The 1st Cloud Circle Executive Breakfast Club

16th March 2011

Masterclasses

22nd March 2011

13th April 2011

The 5th Cloud Circle Forum

May 2011

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more than just IT

IBM Business Partner

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Maxima

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Corporate overview

Maxima Cloud Solutions – ensuring a faster return on your IT investment.

Maxima helps businesses to deploy cloud-based, on-demand IT applications and services - hosted across a virtualised infrastructure that delivers both reliable and secure cloud services.

Maxima's flexibility means that we're able to respond to customer requirements with our own end-to-end cloud computing infrastructure and services or, through our partnership with IBM, deliver enterprise-class cloud deployments.

We offer all the components needed to make cloud a success for your business and delivered with our own specialist expertise in network infrastructure, security, virtualisation, CRM, SharePoint, ERP, Business Intelligence, DSL Connectivity and 24/7 support.

We're the right size for your cloud projects, and we provide real choice - offering both public and private cloud services, as well as ongoing support for your on-premise solutions should you still require a hybrid approach.

Products/solutions/services offering

Our cloud services include:

- Hosted Exchange email
- Hosted desktop (including the IBM Smart Desktop Cloud)
- Hosted server and storage capacity (including the IBM Smart Business Development and Test Cloud)
- Private DSL bandwidth provision
- Private cloud
- SaaS Microsof®t Dynamics CRM
- SaaS Microsoft SharePoint for intranet, project management and document control

Sample client list

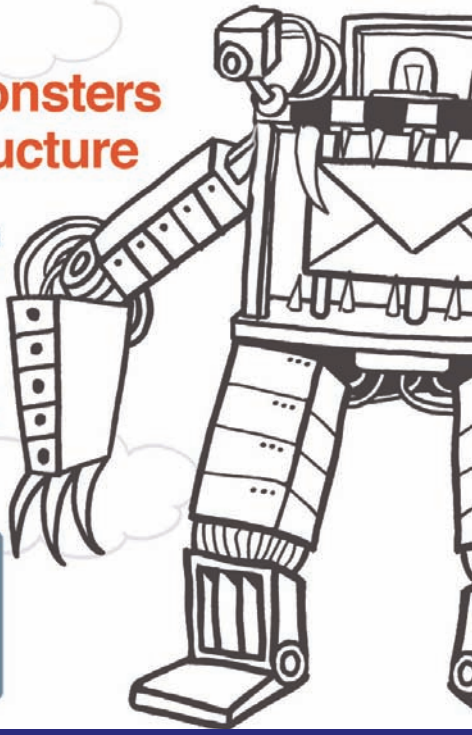
Amtico, Arts Council England, BCA, Carey Construction, Corus Steel, Earth Energy, EBS Building Society, Eirgrid, Fidessa, Hatfield Philips, International Institute for Strategic Studies, Karndean, Michell Instruments, Namesco, NG Bailey, Renault, RSA, Siltbuster, Towergate Insurance, Viridor

Client testimonial

"Maxima has proved an ideal partner, integrating all our key virtualisation, networking, connectivity, hosting and disaster recovery requirements as part of an affordable three-year managed service solution." **Neil Goodman**, Chief Technology Officer, International Institute for Strategic Studies

mimecast®
unified email management

Obliterate the complexity monsters hidden in your email infrastructure



Mimecast is a leading provider of essential cloud services for **Microsoft Exchange**, specializing in enterprise email management services that include **security**, **continuity** and **archiving**. This suite of services provides total end-to-end control of business email, while **minimizing risk** and reducing both **cost** and **complexity**.

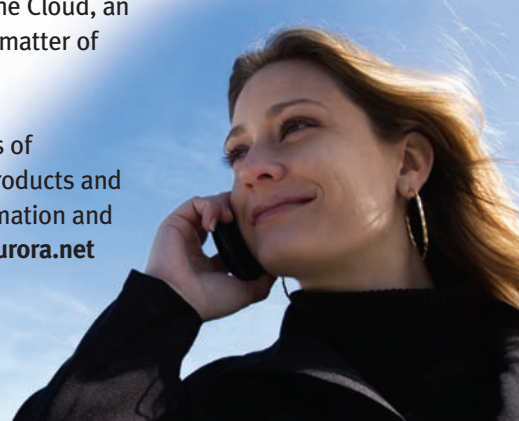
Find out how Mimecast can help you to eliminate email complexity for good.

WWW.MIMECAST.COM

*mpl*Systems is the clear choice for your Cloud based contact centre

By customising your phone, email and web contact into one single client view and automating key business processes, *mpl*Systems allows organisations to rapidly launch new campaigns and trial new markets. Delivered in the Cloud, an Aurora powered campaign can be launched in a matter of days on a risk free pay-as-you-go basis.

*mpl*Systems has already spearheaded hundreds of progressive companies into new regions, new products and new technology areas – join this Cloud Transformation and go further than you thought possible with **mplAurora.net**



For further information:
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www.**mplAurora.net**

Mimecast

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Corporate overview

Mimecast is a global Software as a Service (SaaS) company, providing an online technology platform that radically improves the way companies manage their most important business communication and data. Founded in 2003, Mimecast set out to completely reinvent the way email was managed, by building a single, unified hosted service that could solve the security, continuity and archiving problems facing teams running Microsoft Exchange; hosted, on-premise, or in the cloud.

Mimecast removes the need for businesses to deploy and manage multiple third party systems on their networks, minimizing risk and reducing both cost and complexity, while providing total end-to-end control of email. With Mimecast taking care of the complexity 'in the cloud', businesses are able to run a lean, high performance Exchange set-up.

Today Mimecast serves thousands of customers worldwide and has offices in Europe, North America, and Africa.

For more information visit: **www.mimecast.com**

Products/solutions/services offering

Mimecast's flexible and scalable suite of essential cloud services for Microsoft Exchange tightly integrates with Exchange servers, whether hosted, on-premise or in the cloud. Mimecast offers email security, continuity and archiving services either as individual services or alternatively as part of a fully unified email management solution.

Mimecast Email Security removes known and emerging email-borne threats before they reach the network and protects against data leaks in outbound email. If email goes down, Mimecast Email Continuity offers seamless integration with Microsoft Outlook and BlackBerry smartphones to give end users an uninterrupted email service.

Mimecast Email Archive offers centrally managed email retention policies and rapid search capability, supporting eDiscovery and regulatory compliance needs. Users also have access to a bottomless mailbox from within Outlook.

Together these services combine to deliver Mimecast Unified Email Management, a total end-to-end email solution that mitigates risk, maximizes flexibility and reduces both cost and complexity.

Sample client list

Action for Blind, Bolton Wanderers, Blackburn Rovers, Caffè Nero, Cineworld, Dermalogica, Eversheds, Generali Group, Jamie Oliver, Knight Frank, LOVEFiLM, Mazars, MITIE, Oddbins, PKF, Taylor Wessing, The Royal Albert Hall, The Salvation Army, The Welsh Rugby Union, Vision Express

Client testimonial

"The archiving feature was a key reason why we chose Mimecast over other suppliers. Capturing and storing internal, inbound and outgoing emails provides a comprehensive back-up and supports business continuity by allowing us to access our emails in the event of any issue arising with MS Exchange."
Crispin Gray, Head of Information Systems, The Royal Albert Hall

mplSystems
intelligent contact engineering

mplSystems

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Corporate overview

mplSystems provides multi-channel contact centre technology, CRM and business applications for sales, service and mobile workforce operations. Our technology can be deployed in the Cloud as Aurora, or on premise, automated with business processes and back office applications to reduce costs and enhance the customer experience. With over 15 years of contact centre practitioner experience, mplSystems now works with over a thousand clients globally in the financial services, facilities management, retail, healthcare and leisure sectors.

Parent company, Message Pad Ltd, provides the UK based contact centre infrastructure which ensures business continuity, security and resilience for all clients, as well as outsourcing services to optimise contact handling capacity.

Our unique proposition has enabled clients such as Aviva, Truphone and Dunelm take a new product from concept to launch in less than 10 weeks; available to purchase on a per seat basis, clients can trial campaigns or new markets before large scale investment is made.

Products/solutions/services offering

Whilst traditional call centres are about maintaining the status quo, mplSystems help hundreds of companies differentiate and gain a competitive edge by extending customer contact throughout the organisation and automating business processes around a single client view.

mplSystems contact centre in the cloud, Aurora, comprises three elements - a powerful multimedia contact platform, enterprise class business process management applications and smartphone technology - to seamlessly link your customer service function with mobile sales and support staff in the field. All Aurora elements can be deployed independently or brought together in one cohesive solution; whichever model is used, Aurora applications are flexible enough to fit around the customer handling requirements of even the most complex of organisations.

Sample client list

Aviva, Babcock International, Balfour Beatty Workplace, BIW Technologies, Dunelm Mill, Gamestec, Performance in People, Studio Moderna, Truphone

Client testimonial

"Working with mplSystems' Cloud solution, mplAurora.net, has enabled us to create a robust, virtual call management capability supporting our field-based mystery shoppers. The speed and robustness of the solution and rich systems integration was achieved in weeks giving us a real competitive advantage in our marketplace." **Mike Dalloz**, Performance in People

cloud
MANAGED CLOUD SERVICES

- reduce costs
- improve agility
- maintain security
- elastic scalability

Step into the cloud

with Northgate's Managed Cloud Services

Whether you want to take a small step into the cloud by outsourcing one service or are ready to take your cloud journey further forward, Northgate Managed Services will create a service that exactly meets your needs.

For further information:
www.northgate-is.com/managedservices
info@northgate-is.com

northgate
MANAGED SERVICES

Execution is the difference. It's the critical success factor. While every company has a strategy, most have a giant execution deficit.

Execution brings results that your leaders, employees and shareholders care about.

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- Make considered workforce planning decisions today
- Align your strategy and teams to work on the things that matter
- Empower your people to be more productive and outperform each day
- Business Execution Software drives better business results every day

"As we transform our business to a more web centric organisation equipping our people with the knowledge, skills and development opportunities to embrace our strategy for growth, delight our customers and continue to deliver outstanding business results is critical. Fundamental to the engagement of our global team and the delivery of our People Strategy are world-class systems and processes that combine the very latest technology with fast, easy access to tools and information. Our strong business results show what can be achieved by an outstanding and committed team."

Michael Esau
Premier Farnell

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Business Execution Software

Northgate Managed Services

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Corporate overview

Northgate Managed Services provide cloud based and infrastructure services to public, private and third sector organisations and specialist managed services in the education, government, utilities and charities sectors.

With over 40 years' experience in the IT industry, we create long term partnerships and valued customer relationships, offering flexibility and effective on-going customer engagement. We work in partnership with our customers to gain an in-depth understanding of their organisation and create a technology strategy to support transformation, drive operational efficiency and reduce costs. We help customers improve their business operations through the effective use of IT, and in many cases we take responsibility for running the IT function, offering improved service levels at a lower cost.

Our goal is to make IT work harder for our customers delivering efficiencies and unlocking the potential of IT.

Products/solutions/services offering

Managed Cloud Services

Northgate offers a full range of services, from consultancy to help organisations understand the benefits of cloud, to a variety of discrete services which help organisations reduce operational and IT costs, improve business agility, maintain security and increase elasticity of IT resources. If you're already convinced of the benefits and want to accelerate your cloud adoption, we provide a private cloud with our pay as you use Infrastructure as a Service.

Managed Services

Our ITIL accredited managed service offers customers a range of options from outsourcing a single element of their IT to a full outsource including TUPE transfer of staff.

Infrastructure Services

Our range of infrastructure services and solutions help organisations meet ever increasing demands on IT as a key business tool. Working with our customers we help solve their business issues from protecting their infrastructure and data to exploiting convergence technologies, protecting the environment while reducing costs and improving efficiencies.

Sample client list

NSPCC, Balfour Beatty, Wolsely UK Ltd, AAH, SHS Ltd, Doosan Babcock, United Dairy Farmers, GB Oils, Leicester County Council, Oldham Council, Blackpool Council, Hugh Christie Technology College, Abraham Guest High School, C2k, Viridian

Client testimonial

"Northgate is providing a utility computing model – where we 'pay as we use' allowing the NSPCC to predict usage and control costs. Over the next five years the partnership with Northgate will allow us to optimise our use of technology and help us work towards our main aim - ending child cruelty."
Phil Reed, CIO, NSPCC

Northgate Managed Services NSPCC

northgate MANAGED SERVICES

NSPCC
Cruelty to children must stop. FULL STOP.

Northgate Managed Services provides NSPCC with a cloud based IT infrastructure which will support future growth.

Background

NSPCC's aim is to protect children from cruelty and to increase awareness of the issues that surround such abuse, through a combined approach of services, policy and campaigning. In 2008/09 NSPCC Helpline and Childline services answered over 700,000 calls from vulnerable children and adults concerned about a vulnerable child.

Business Challenge

It is critical that revenue raised from fundraising should go to front line services such as Childline as a priority, rather than internal functions such as ICT.

With 2,500 employees and 140 locations throughout the UK and Channel Islands, the ICT infrastructure was struggling to support the diverse and growing demands of NSPCC. A more reliable, efficient, cost effective solution was required with scalability to support future growth.

The Solution

NSPCC chose Northgate Managed Services to design, implement and manage a private, utility based solution providing "Infrastructure as a Service", enabling NSPCC to pay per usage, thus removing the need for capital investment.

A full infrastructure refresh including Service Desk & Service Management, Desktops, Hosting and Networks, has been delivered. The new network infrastructure provides fast, secure and reliable access to the organisation's applications from any location.

Northgate's Service Desk provides 24/7 response to NSPCC staff and volunteers ensuring high availability of over 80 business applications including critical Childline and HelpLine applications. A local onsite engineering team provides break/fix, physical moves, additions and changes.

Northgate hosts two data centres with application hosting, virtual and physical servers, storage and database management, with a disaster recovery solution ensuring services are highly available and secure.

Service management tools are used to remotely manage the cloud based infrastructure and to measure the capacity and usage of each service, enabling expenditure forecasting.

Results

With the number of IT users fluctuating daily, Northgate's Infrastructure as a Service provides NSPCC with the flexibility to utilise and pay for only those services which are used, improving certainty and transparency of costs and scalability. The IT infrastructure is much more reliable, resilient and secure, offering a more responsive service.

As NSPCC no longer owns the ICT assets, there is less financial and resource management pressure on operations, allowing the organisation to concentrate on delivering its core services.

Commenting on the new support contract Phil Reed, CIO, NSPCC said "We have aligned ourselves with a provider that can not only deliver cost effective and reliable IT services across our organisation but also has the ability to grow with us as we continue to enhance our ability to engage with young people in an increasingly broad and fast changing digital world. Northgate is providing a utility computing model. In essence we have in place a 'pay as we use' system which allows the NSPCC to accurately predict usage and to control costs. I am confident that over the next five years the NSPCC partnership with Northgate will allow us to optimise our use of technology and in doing so help us to work towards our main aim - ending child cruelty."

SuccessFactors

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Corporate overview

SuccessFactors is a global leader in Business Execution Software. The SuccessFactors Business Execution (BizX) Suite, which is delivered through the cloud, improves business alignment, team execution and people performance to drive results for companies of all sizes. Across 168 countries and 34 languages, more than 8 million users and 3,000 companies leverage SuccessFactors every day, which has grown from approximately 300,000 users and 100 companies in 2003. BizX bridges the gap between strategy and results, by allowing every person in an organisation to execute against their goals better and faster. SuccessFactors acquisitions of Inform and CubeTree supplement SuccessFactors core BizX strategy with solutions that align with SuccessFactors mission of helping companies increase productivity and improve performance by delivering robust business insights and improved collaboration. To learn more, visit: http://www.successfactors.co.uk/

Products/solutions/services offering

SuccessFactors Business Execution Software Suite includes nineteen tightly integrated modules:

- 360-Degree Reviews
- Analytics & Reporting
- BizX Insights
- Business Performance Accelerators
- Calibration
- Compensation Management
- CubeTree
- Employee Central
- Employee Profile
- Execution Survey
- Goal Management
- Metrics Navigator
- Learning & Development
- Performance Management
- Recruiting Management
- Stack Ranker
- Succession Management
- Workforce Analytics
- Workforce Planning

Sample client list

Premier Farnell, Siemens AG, Landmark and Lancaster Hotel Group, Swissotel, CEVA, Cable & Wireless, COLT, EMC

Client testimonial

"Cloud Computing means you can accelerate deployment dramatically. We went live within six months with the target setting module which we rolled out to 170,000 employees. We now have 400,000 employees information loaded into 4Success and have 40,000 log ins per day."
Dr Norbert Kleinjohann, CIO, Siemens AG

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Synopsis

Advanced 365 specialises in the delivery of managed services, utilising our application development capabilities as a unique differentiator to create exceptional business advantage for our clients.

Advanced 365's Cloud Enablement Services is a best-of-breed risk free approach for cloud services integration that provides clients with service level management, remote monitoring, reporting, service desk and data transparency. Coupled with our application development and management capabilities customers engage us to manage their cloud operations and the applications that sit within them, whether or not the customer is using the public cloud, Advanced 365's private cloud environment, or are hosting the data themselves.

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Synopsis

Ancoris is a specialist provider of enterprise security and Cloud Computing solutions, focusing on messaging and collaboration, email and web security. With years of experience in Cloud Computing, Ancoris has developed comprehensive service and support capabilities to complement Software-as-a-Service solutions from Google and Cisco ScanSafe. As a Google Enterprise Partner, our track record includes over 140 implementations of Google Apps for Business and Google Postini services. Our Google Apps services include suitability assessment, programme management, solution design, technical deployment and migration, end user training and communication as well as ongoing support. Our customers range from global multinationals, such as Reckitt Benckiser, Specsavers and Voluntary Services Overseas, to small and medium businesses including Imagination Group, The Bar Library, and Edward Elgar Publishing.

CloudOrigin Richard Hall
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Synopsis

CloudOrigin is the foremost, independent provider of dedicated research and strategy services for enterprise cloud adoption. Since 2009 we have worked with clients in many sectors including finance, HR, outsourcing, retail, technology, and travel delivering projects across North and South America, Europe and Asia/Pacific regions. We hold relationships at the very highest level with key public cloud providers including AWS, Google and Microsoft and a wide range of technology and service providers for every aspect of public, private and hybrid cloud. Our client base includes multinational end-users, leading private equity firms, managed services and software-as-a-service providers.

Jaspersoft

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Synopsis

Jaspersoft provides the most flexible, cost effective and widely deployed Business Intelligence suite in the world, enabling better decision making through highly interactive, web-based reports, dashboards and analysis.

Unlike traditional BI vendors, our BI platform is built on a modern, lightweight, web standards-based architecture, enabling companies to adapt to the new, web-based, virtualised world by providing a complete spectrum of on-premises and fully multi-tenant, cloud-based deployment options for both embedded and standalone business intelligence.

Jaspersoft's open source business intelligence software has more than 11 million product downloads worldwide,160,000 production deployments in 100 countries and over 13,500 commercial customers. www.jaspersoft.com

Quantix

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Synopsis

Quantix is one of the UK's premier providers of Managed Cloud Services, Application Managed Services and Hosted Infrastructure Solutions for Enterprises and Independent Software Vendors – a true Managed Cloud Services Provider. Our secure, dependable data centres and proven application and security expertise allow us to provision a range of hosted and on-premise solutions that deliver considerable IT cost savings. Production-ready services include Oracle Application Hosting, Cloud-based Disaster Recovery, DBA Managed Services, SaaS Enablement and Managed Messaging.

With experience of supporting over 250 clients, and top-tier relationships with Oracle, Microsoft, Juniper and VMware, Quantix has created an enterprise grade Virtual Private Cloud platform that offers compelling SLAs, flexibility and delivers demonstrable advantage to our clients.

Webroot

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Synopsis

Webroot is a leading provider of Internet security for consumers and businesses worldwide. Founded in 1997, privately held Webroot is headquartered in Colorado and employs more than 470 people globally in operations across North America, Europe and the Asia Pacific region. Consistently rated among the best security offerings available, Webroot's products include email, Web and archiving security services for businesses, and anti-malware, privacy and identity protection for consumers. For more information, visit http://www.webroot.com/europe or call 0800 804 7014. Read the Webroot Threat Blog: http://blog.webroot.com. Follow Webroot on Twitter: http://twitter.com/webroot

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Solutions **Matrix**

	Private Cloud				Managed Services								Infrastructure as a Service (IaaS)				
	Management Tools	Virtualisation	Server	Storage	Telecommunications	Messaging	Datacentre	VDI	Helpdesk	Desktop Support	Hybrid Cloud	Break/Fix	Server	Storage	Bandwith	Telephony and Communications	VDI
LEAD PARTNERS																	
BT	•	•	•	•	•	•	•		•		•		•	•	•	•	
GOOGLE																	
LOGICA	•	•	•	•		•	•	•	•	•		•	•				
SUNGARD AVAILABILITY SERVICES		•	•	•	•		•				•		•	•	•		
CO-PARTNERS																	
IMGROUP	•	•	•	•	•	•	•	•	•	•	•	•	•		•		•
INTECHNOLOGY	•	•	•	•	•	•	•		•		•		•	•	•	•	
SOLUTION PROVIDER PARTNERS																	
ATTENDA	•	•	•	•		•	•	•	•	•	•		•	•	•		•
COHESIVE FLEXIBLE TECHNOLOGIES	•	•	•										•				
CONTENT AND CODE	•	•	•	•		•	•		•	•	•	•	•	•	•		•
MAGIC SOFTWARE	•										•						
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MPLSYSTEMS					•	•										•	
NORTHGATE MANAGED SERVICES	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
SUCCESSFACTORS																	
SUPPORTING PARTNERS																	
ADVANCED 365	•	•	•	•	•	•	•	•	•	•	•	•					
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WEBROOT																	

Platform as a Service (PaaS)					Software as a Service (SaaS)								Business Process Outsourcing						Cloud Strategy Services					Cloud Delivery Services					
Application Design	Application Development	Testing	Deployment	Hosting	Database	Business Intelligence	CRM	ERP	Office	Messaging	Collaboration	Security	CRM	ERP	HR	Procurement	Finance	Legal	Research	Benchmark	Evaluation	Procurement	Planning	Programme Management	Architecture	Implementation	Integration	Development	Testing
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The Cloud Circle
Supplier Handbook 2011 Partners

Co-Partners

Solution Provider **Partners**