



BUSINESS CONTINUITY GUIDE

BUSINESS AS USUAL, MADE SIMPLE





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CEO FOREWORD

Hello,

We know your business depends on Ultima's ability to provide reliable, uninterrupted service, so in light of the recent developments around Coronavirus disease (COVID-19), we would like to share with you the measures we are taking to ensure service continuity.



We have made investments in our technology infrastructure and business continuity planning to ensure we can operate all our systems and processes remotely with no interruption to normal service levels. This means we're able to provide you with a seamless service despite the switch to remote working due to self-isolation and social distancing.

Our business continuity plan also covers our logistics facility and our logistics partners to ensure the protection of our workforce and continuity of inbound and outbound deliveries. We are in close communications with our vendor partners regarding stock, supply chain and deliveries, and are working proactively with them on lead times, so we can keep you updated of any changes.

As always, we remain committed to supporting your business with an unparalleled level of service and will continue to monitor the situation, providing you with updates appropriately and promptly.

If you have any questions, please let me know or contact your Account team.

Kind regards

Scott Dodds, CEO



REMOTE WORKING: MARKET LEADING SOLUTIONS



With the majority of employees now working remotely, it's more critical than ever to provide your users with a simple and reliable access solution, wrapped in security and compliance to ensure data stays protected no matter where the user is working from. Through Citrix's native Azure integrations, we can leverage the global power of Microsoft's public cloud and provision VDIs quickly and effortlessly where you need them, ideal for hot-desk and call centre users. The simplicity is key. We have delivered deployments big and small, in the cloud and on-premises and pooled our knowledge to create a proposition that can be implemented efficiently and will suit most businesses. If you find it doesn't meet your particular needs, we can simply link in our advanced methodology to make sure your solution is fully customised.

Option 1: Remote Working Basic

This solution eliminates the complexity of connecting to office resources externally, from any device, for your entire workforce. With all the business resources at their fingertips, productivity doesn't take a dip. In just two days, we can set up the VDI platform and have users logged on to a desktop with core productivity applications such as Office. Other devices including USB sticks and printers will also work remotely, including connection to home printers (provided permission is granted). There will also be seamless access to Skype or Teams meetings, allowing you to continue collaborating across the business.

Option 2: Remote Working Advanced

Is your environment more complex? Or maybe your users just don't have a personal device to use in the office. We leverage Microsoft's public cloud offering- Azure. As many machines as you want, on demand, where and when you need them. Backed by a solution that is fully aware of public cloud commercial models and minimises the running cost when your users don't use all the resources.

If you are already consuming Azure, we'll just leverage your configuration. If you don't, we leverage experience and implement processes for you as per Microsoft's best practices. And we'll make sure all your machines can communicate with your on-premises resources or resources in other clouds. Depending on your cloud readiness, we can make things happen in just 5 days (also dependant on on-premises connectivity).

Ultima work closely with our key partners to support and deliver customer solutions, including VMware Horizon and Windows Virtual Desktop. If you need to deploy or extend your remote working capabilities with VMware Horizon or Windows Virtual Desktop contact your Ultima Account Manager to speak to one of our technical specialists.



If you would like to learn more about our Autonomous Business Continuity solutions, click [here](#)



REMOTE WORKING: COLLABORATION TOOLS

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Microsoft Teams

Microsoft Teams is a teamwork hub that fuses group chat software with collaboration tools that allows you to converse right where the work is happening, whether co-authoring a document, having a meeting, or working together in other apps.

- Teams deployment
- End user Training Packages
- Telephony integration
- Support and Managed Services
- Skype Migrations
- Integration to Third Party Apps
- Organised email related topics
- Direct access to Skype, OneDrive, and SharePoint

Cisco Webex Teams

Whether on the go or at a desk, Cisco Webex Teams helps speed up projects, build better relationships and solve business challenges. It has all the team collaboration tools you need to keep work moving forward and it integrates with other office tools for efficiency.

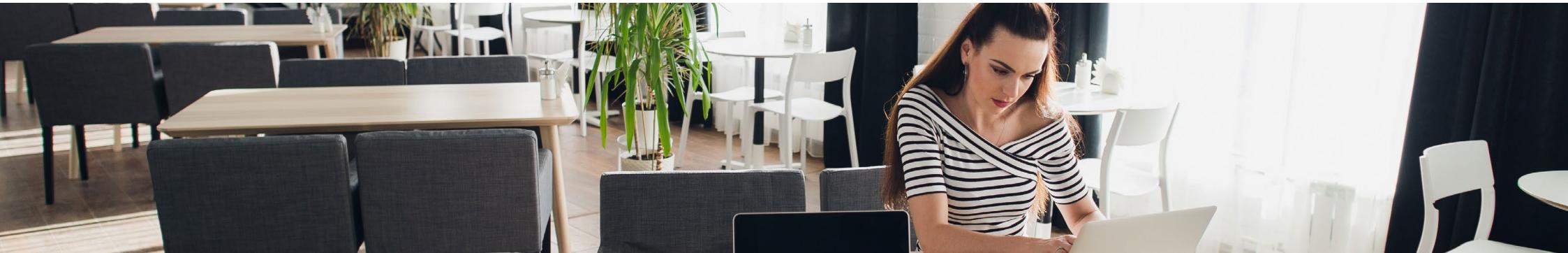
- Integrations With Key Apps
- Native In-App Calling
- Instant Messaging For Real Time Communication
- Hybrid Bridging For On-Premises Tools
- Instant File And Screen Sharing
- Virtual Whiteboarding
- Integration With State Of The Art Hardware
- End-To-End Encryption For Peace Of Mind

Zoom

Zoom is one of today's leaders in modern enterprise video communications, with an easy, reliable cloud platform for video and audio conferencing, chat, and webinars across mobile, desktop, and room systems. Zoom is the software-based conference room solution used around the world remotely as well as in conference, huddles, and training rooms.



REMOTE WORKING: TRAINING SOLUTIONS



Our Online Learning Portal delivers hundreds of short training modules which have been certified by the Microsoft Valued Professional (MVP) Community. Our learning portal can extend the reach of the training beyond the classroom whilst providing a very cost-effective ongoing service to customers to cater to the needs of new joiners or employees that change roles, ensuring training is not just a point in time solution.



Self Learning Portal

Get access to our always on portal to help skill up on the latest Microsoft applications, anywhere, anytime.



The Latest Resources

Keep up to date with the latest Microsoft releases and resources with our always on learning platform.



Bespoke Packages

We understand that some businesses aren't alike, that's why you can custom design your bespoke packages.

Giving You Control

Users will be able to track their own progress and test knowledge learned in the courses with quizzes and exams. As an administrator you can set mandatory training you want users to complete as well as creating learning assignments that you can allocate to groups or individual people to work through at their own pace. Within your administrator dashboard you will be able to view all activity, exam results and last time your users logged in.

Ultima's Learning Portal Features:



An easy to use, friendly, user interface



Administrator dashboard, activity reporting, and user grouping



My training page for individual progress



Exams, quizzes, and certificates of course completion

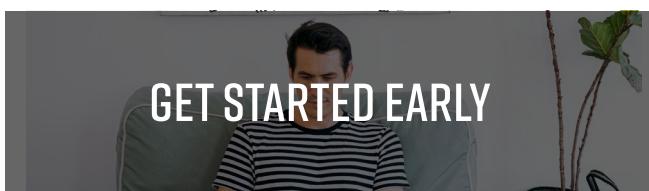


REMOTE WORKING: BEST PRACTICES

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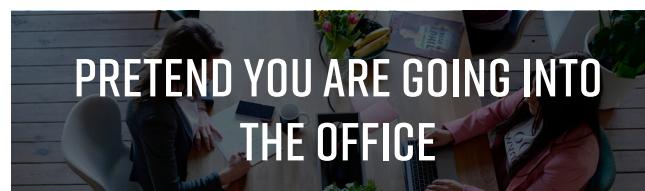


Working remotely can be hugely rewarding, but only if you keep your productivity up, maintain a healthy work-life balance, and nurture your business relationships. We've come up with some tips on how you can be more productive when you are working from home.



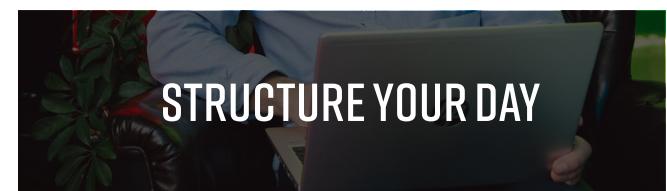
When working in an office, your morning commute can help you wake up and feel ready to work by the time you get to your desk. At home however, the transition from your pillow to your computer can be more challenging.

One way to work from home productively is to dive into your to-do list as soon as you wake up. Simply getting a project started first thing in the morning can be the key to making progress on it gradually throughout the day. Otherwise, you'll prolong breakfast and let the morning sluggishness wear away your motivation.



The mental association you make between work and an office can make you more productive, and there's no reason that feeling should be lost when telecommuting.

When working from home, do all the things you'd do to prepare for an office role: set your alarm, make a coffee, and get dressed for the day. Internet browsers like Google Chrome even allow you to set up multiple accounts with different toolbars on the top- for example, you can set up a toolbar for home and a separate toolbar for work.



When working from home, you're your own personal manager. Without things like an in-person meeting schedule to break up your day, you can be quick to lose focus or burn out.

To stay on schedule, segment what you'll do and when you'll do it over the course of the day. If you have an online calendar, create personal events and reminders that tell you when to shift gears and start on new tasks. Microsoft Teams makes this an extremely easy process to set up and keep manageable.



REMOTE WORKING: BEST PRACTICES

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Social media is designed to make it easy for you to open and browse quickly. At work though, this convenience can be the detriment of your productivity.

To counteract your social networks' ease of use during work hours, remove them from your browser shortcuts and, according to Fast Company, log out of every account. You might even consider working primarily in a private or, if you're using Chrome, an "Incognito" browser window.



Projects always take longer than you initially think they will. For that reason, you'll frequently get less done than you set out to do.

So, just as you're encouraged to overestimate how much time you'll spend doing one thing, you should also overestimate how many things you'll do during the day. Even if you come up short of your goal, you'll still come out of that day with a solid list of tasks filed under 'complete.'



Nobody sprints through their work from morning to evening- your motivation will naturally ebb and flow throughout the day.

When you're working from home however, it's all the more important to know when those ebbs and flows will take place and plan your schedule around it. To capitalise on your most productive periods, save your harder tasks for when you know you'll be in the right headspace for them.



REMOTE WORKING: REMOTE DEVICE MANAGEMENT IN 6 DAYS

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In the current climate, whereby employees may be working remotely for a significant period of time, remote access and collaboration is crucial for diverse, geographically dispersed employees. While this provides significant benefits for individuals, as users connect via public networks and the Internet, the question becomes how organisations can continue to secure and manage their corporate devices, given that traditional techniques are no longer suitable.

Empowering employees to work from anywhere can increase productivity, however the administrative overhead is often significant or impossible, unless the right tools are employed. As part of our Autonomous Business Continuity (ABC) suite of solutions, Ultima can provide you with access to a Remote Device Management service - based around Microsoft Intune and Azure Active Directory - designed to seize back control over corporate endpoints running Windows 10. By adopting a modern Mobile Device Management (MDM) approach, our IT team are able to extend its reach far beyond the boundaries of your organisation.

CONFIGURATION

Centrally administer aspects of your Windows 10 settings including security baselines, encryption and end user experience policies

APPLICATION DEPLOYMENT

Deliver commercial-off-the-shelf and key line of business applications to devices and users, with simple group based targeting

UPDATES

Deploy critical Windows patches to remote devices in line with corporate or recognised security standards and operational practices

SERVICING

Ensure systems remain within Microsoft's supported life-cycle, and benefit from regular quality and feature updates

COMPLIANCE REPORTING

Report on the status of devices in respect of configuration, application, updates and servicing, allowing you to satisfy internal audits

DATA PROTECTION

Conditional access and Mobile App Management, protecting Office 365 services and the use of Office mobile apps and Windows 10 devices

REMOTE WORKING: HOW DEVICE MANAGEMENT WORKS



DAY 1, 2 & 3	<p>User Identity Synchronisation We will start by configuring an Azure Active Directory tenant, with synchronised user identity, within a single on-premise AD domain, facilitating the use of cloud services.</p> <p>Configure Hybrid Device Identity Enabling AD domain joined devices. This is the foundation of devices being managed and of device-based conditional access.</p> <p>Setup Automated Enrolment for Hybrid Identity Windows devices and self-service guides for manual enrolment, enabling management using Microsoft Intune.</p> <p>Device Configuration Deployment of baseline configurations of Windows 10 devices including; compliance and configuration profiles, security baselines, mobile application management policies and conditional access, alongside the optional deployment of up to 5 applications.</p> <p>Data Protection Configuration of Mobile Application Management (MAM) policies to control corporate data residing within mobile applications, on both corporate or personally owned devices. This step also includes the setup of conditional access policies to protect data accessed in Office 365 from corporate owned Windows 10 devices, as well as the setup of policies to enforce the use of MAM-controlled applications when accessing services within Office 365.</p>
DAY 4 & 5	<p>Piloting Ultima will pilot the solution for up to 10 employees, demonstrating its use and providing the foundation for adoption by the wider business community. During this period, we will ensure that the automation and self-service enrolment are working as intended, confirm that the policies we have set up are delivering the required level of device and data protection, and make any final configuration changes as needed in line with the above scope.</p>
DAY 6	<p>Post Deployment Support Once operational, we will provide a day of consultancy support to facilitate aspects such as training, guidance around next steps for scaling out and to answer any questions you may have on remote device management.</p>



AUTONOMOUS CLOUD



In these uncertain times, organisations need the ability to scale, adjust and optimise their cloud environments at the click of a button in order to stay competitive in the changing market. To help you achieve this, Ultima's Azure technical team have developed an Autonomous Cloud platform, which incorporates Autonomous Migrate and Extend, enabling you to set up a best practice Azure environment quickly and efficiently.

While the public cloud provides advantages to businesses, operational pain points still exist; with security, maintenance and support residing with the customer. Our Autonomous Cloud platform bundles Azure CSP, 24x7 operational tasks and technical enablement activities into a monthly per-service subscription fee, giving you time to focus on other priorities.

71%
OF IT DECISION MAKERS

Believe that their organisations have lost revenue as a consequence of a lack of cloud expertise

22.5%
5 YEAR CAGR

The market is forecast to achieve a CAGR of 22.5%, with public cloud services spending reaching \$370 billion in 2022

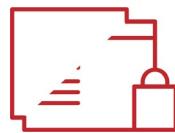
35%
OF CLOUD EXPENDITURE

Is being wasted annually due to incorrect licensing, inefficient utilisation and a lack of automated optimisation

Designed from the ground up by Ultima's Azure technical team, Autonomous Cloud provides monitoring and proactive analysis of your native Azure services and not just your traditional virtual machines. Combined with advanced ITSM integration, detailed optimisation and documentation services, as well as true automation powering your new and existing resources, Autonomous Cloud is like having your own in-house Azure team, enabling you to get the maximum out of your Azure estate.



Backing up with Autonomous Cloud takes just a few steps and helps prevent downtime, outages, or even breaches from disrupting your business.



Autonomous Cloud provides automated documentation for your compliance and technical needs so you're balancing cost vs. performance effectively.



Autonomous Cloud provides users with self-service portals and dashboards to make using the cloud simple and cost-effective.

Delivered from our Technical Service Centre, Autonomous Cloud provides cutting edge automation, service management practices and business intelligence platforms, supported by our team of highly qualified Azure Support specialists to ensure your Azure environment performance is optimised whilst reducing TCO.



AUTONOMOUS CLOUD: MIGRATE



Azure cloud offers many benefits for organisations, particularly in the current circumstances where remote access and collaboration is a necessity. However, for many SMB customers, making the jump into the cloud can seem out of reach due to the expertise, time and upfront financial expense required. In order to help you overcome these challenges, our cloud division have come up with the solution: Autonomous Migrate, which builds you a 'data centre' in Azure (automatically and in minimal time), and migrates you across with minimal risk or disruption.



PROTECTION

Microsoft cloud is one of the most secure solutions for IT services. This security is offered to you as part of your cloud service, with Microsoft updating their security for you on a daily basis.



REDUNDANCY

Microsoft manage the hardware for you in the cloud – where all aspects are designed with massive redundancy built in, even down to the ventilation - allowing SMBs true peace of mind.



UPTIME

The cloud offers the vast majority of your critical services at least a 99% uptime guarantee. This is often increased to 99.9% to core areas keeping you online, at the highest rate.



LOW RISK

Migration can be daunting and fraught with risk. Autonomous Migrate provides automated checks, balances and the ability to seamlessly fail back to on-premises during migration



MANAGED SERVICE

Autonomous Cloud comes with Autonomous Migrate which monitors, manages and optimises your cloud environment. Backed by Azure certified expertise with quarterly reviews and IT documentation.



OPEX COSTING

Say goodbye to large one off capital expenses as a business for your IT hardware. In the cloud world we use opex costings – where you simply pay for what you use

Autonomous Migrate is a breakthrough service for SMB customers. Designed by our technical consultants, we provide a fully working Azure data centre environment designed to industry best practice with **absolutely no setup or upfront costs**. If you wish to then migrate some or all of your IT services from on-premises into your new Azure environment, we'll even do that for you through a highly automated low-risk service – again, **with no setup or upfront costs**. Through the use of Azure, say goodbye to looking after and buying hardware, sorting out those power and cooling needs, capital purchases, security and networking – it's all provided for you at a much reduced cost. And the best bit? If you need more resources, then it's all available.

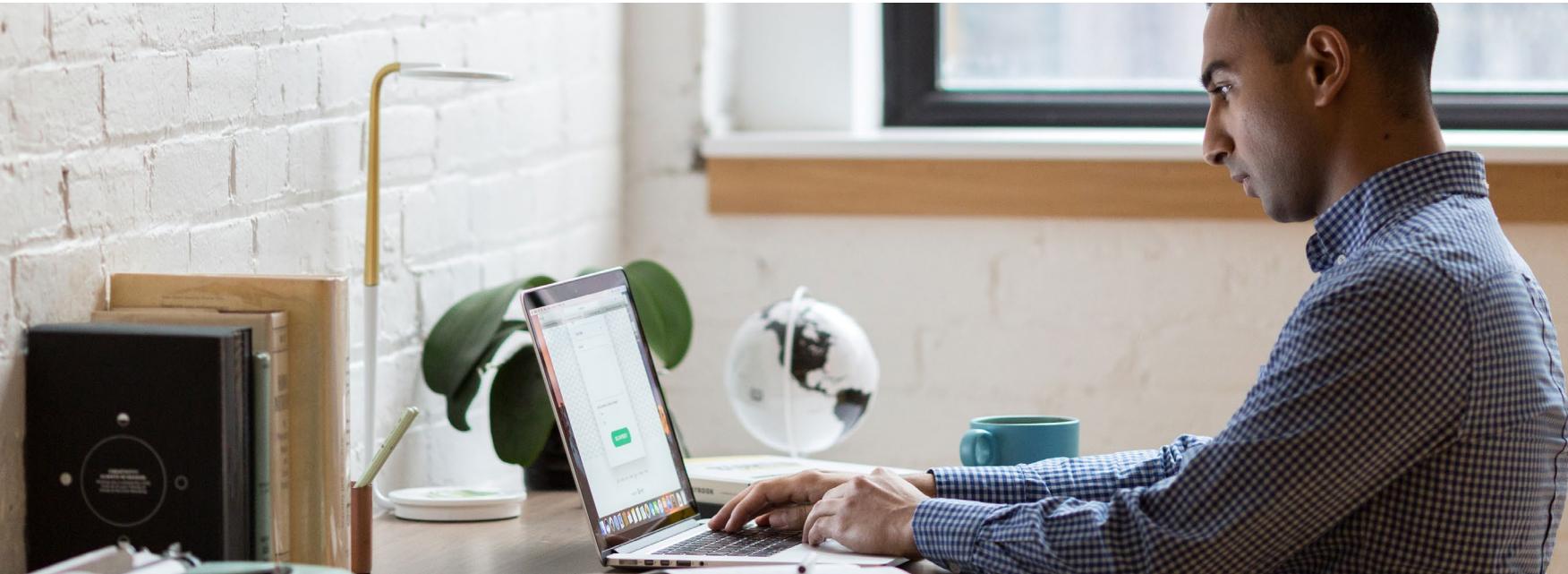
What About Monitoring And Management?

Naturally, you'll be worried about costly expertise of managing this new IT environment. Don't worry, we have that covered using Ultima's Autonomous Cloud – our highly automated management, monitoring and optimisation managed service for Azure. Backed by our certified Azure experts, we look after your environment in the cloud and help you to balance cost vs. performance. Our monitoring is proactive and designed to work with the cloud and its resources from the ground-up – an industry first. This means that you're getting a dedicated Azure team for the fraction of the cost of your own cloud expert. Autonomous Cloud is tied to the Autonomous Migrate service and is based on a percentage uplift of your Azure consumption. Your first 30 days are provided free of charge.*

*Autonomous Migrate is limited to 50 virtual machines and doesn't include clustered services or load balanced services from a migration perspective, but these are available at an additional cost. Only supported operating systems are eligible. Autonomous Cloud Ultimate tier is included as a managed service on an initial 12 month contract and billed as an uplift of your Azure consumption per month from month 2 onwards of Azure going live. A full support list and additional costed services are available on request. [See our website here](#)



AUTONOMOUS CLOUD: EXTEND



In the past few weeks, organisations have seen a dramatic and essential increase in remote working resulting in much greater digital communication and the requirement to extend the workplace out to every employee's home network. This is placing an unprecedented strain on organisations' infrastructure and data centres, making it critical for IT teams to adapt and scale where required to ensure continued service. Autonomous Extend provides customers with the ability to extend their on-premises datacentres and infrastructure to Azure within a few hours, to provide the extra capacity needed for critical systems and applications.

The sudden and unpredicted surge in home-working, without the ability to scale rapidly, has caused many organisations to limit the number of remote users or strip down the IT services available in order to meet the demand. Autonomous Extend enables these organisations to continue to provide the full range of IT Services, as well as adding essential remote working capabilities such as Citrix or VPN access, almost instantly and completely remotely.

Autonomous Extend is a new component of our Autonomous Cloud Solution, which provides customers with a fully managed and monitored service, providing an Azure-based extension to their on-premises environment to look after their new Azure platform. Customers may decide to continue with this hybrid approach, or can start transitioning more and more services into Azure to align with a Cloud First strategy.



AUTONOMOUS CLOUD: DISASTER RECOVERY



In these uncertain times, disaster recovery of your core infrastructure services will be one of the major factors in keeping corporations up at night.

The issue facing businesses is preparing for disaster recovery and having the infrastructure, location, capability and capacity ready to go before it happens. Often other priorities exceed this, or businesses struggle for the required investment, skill and required testing capabilities to make sure they're ready should the worst happen. This can mean that when disaster recovery finally comes around, businesses can be caught out. At Ultima, we have the solution to your disaster recovery needs, thanks to our Autonomous DR solution.

Uncomplicated Disaster Recovery Is Here

Autonomous DR is a new service for customers who feel they need better disaster recovery capabilities, but without the complication and drawbacks that traditional DR solutions come with. Autonomous DR uses the power of the Microsoft Azure cloud, where we build you a best practice IT "data centre" environment for your on-premises workloads ready to go in hours, rather than days or weeks through automation.

We include everything you need to make this a true infrastructure data centre solution, from security protection all the way down to DNS services. Where Autonomous DR really shines, is the ability to do non-disruptive testing of your virtual machines with no risk or downtime, with all the requirements and solutions built for you. Pre-configured DR services are then ready to failover your DR-enabled VMs should the worst happen, as well as built-in capability to failback.

PROTECTION

Microsoft spend billions per year on security, making the cloud one of the most secure solutions for IT. This security is offered to you as part of your cloud service, with Microsoft updating their security on a daily basis.

REDUNDANCY

Microsoft manage all the hardware for you in the cloud world – where all aspects are designed with massive redundancy built in, even down to the ventilation. You get this for your DR solution as part of the cost, which is vastly reduced.

UPTIME

The cloud offers the vast majority of your critical services with at least a 99% uptime guarantee. This is often increased to 99.9% to core areas making sure you're always ready for DR.

DR SERVICES

Autonomous Disaster Recovery from Ultima provides built-in capability for test DR failovers with no risk or downtime as well as the ability to failover for real as well as failback all built in and ready.

OPEX COSTING

Location costs and hardware for DR services are often expensive, not budgeted for and rarely have enough capacity. Autonomous DR simply charges you for what you use as opex costing as well as flat fee for each protected VM.

MANAGEMENT

Autonomous Cloud from Ultima can be provided at an additional cost. With proactive monitoring and optimisation services, we'll take care of your DR solution like it was production so you're always ready to go.



BACK UP AND DISASTER RECOVERY: BEST PRACTICES

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Disaster recovery is critical for every business' systems and data. Below, we have included 3 best practices to follow and consider:

DEVELOP A BUSINESS CONTINUITY PLAN

Downtime is serious business. According to Gartner, the average cost of IT downtime is \$5,600 per minute and as much as \$300,000 per hour.

To develop a business continuity or disaster recovery plan, you will need to first identify the scope of the plan, key business areas, and critical functions as well as how your business depends on them. You will then need to determine the downtime that will be acceptable for your business.

PUT IN SECONDARY DATA PROTECTION

Data protection should go far and above just protecting your data. You need to focus on how to leverage secondary storage with automated data recovery functions - whether it be backups, replicas or snapshots - to optimise your data and protect your business from potential breaches.

Maintaining data backups and replicas provides you with confidence that your data is secure and off-site should you need to access or restore it.

AUTOMATE BACKUP WITH APPLIANCES

Software-defined appliance-based backup with geo-redundant cloud storage is the most popular in the market.

These solutions offer automatic back-ups to ensure you can restore cloud data no matter what happens to it. Everything is backed up to numerous data centres and anything can be restored, no matter who did what or when. It allows companies to keep control of critical business data.

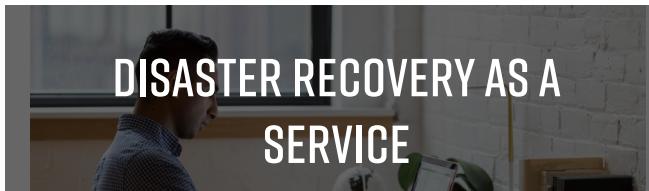


BACK UP AND DISASTER RECOVERY: BEST PRACTICES

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We have also included a further 3 best practices to follow and consider:



If you don't have the expertise in-house, you may want to consider outsourcing. Disaster recovery as a service (DRaaS) uses cloud resources as a backup for critical processes to avoid the business disruptions caused by a disaster.

Two key elements that a DRaaS partner can advise on are: Recovery Point Objective (RPO) and Recovery Time Objective (RTO).



A critical factor in your backup solution is remote backups. Backing up your data and storing it on the same disk as your original data can be an exercise in futility. Off-site, or at least off-server, backups will remain viable even if your central server is compromised, allowing you to recover your data entirely.

Whether on a physical Dedicated or Cloud-Based server, off-site backups are crucial for real disaster recovery.



No matter what solution you choose, take action now to protect your company and your data from the many potential disasters that could severely impact your business. The downtime and harm it could inflict on your organisation is not worth the risk.

With adequate planning, you can minimise the costs of downtime and lost sales that are too commonly associated with disaster recovery.



OUR MANAGED SERVICES



Intelligent Service Desk

Having delivered service desks since 1998, we know how to deliver a robust, predictable and highly performant operation. Powered by ServiceNow and Blue Prism, we provide access to both Shared and Dedicated options, backed by a modern, intuitive interface. Staffed by certified technical specialists, our Cortex solution provides a consistent, high quality service desk experience, acting as an extension of your IT team.



A Single Unified ITIL Platform

Integrated into ServiceNow, we embrace the standards of ITIL best practice within all of our Service Management practices.



Optimised Intelligence

Accelerating value through a combination of process automation, orchestration, self service and machine learning, all built-in.



TUPE Experience

Experienced in the Transfer of Undertakings, (Protection of Employment) agreements, with transparent, concise and fair agreements.

Token Based Support

For organisations looking to continue supporting their own environment, but wish to call upon a third-line escalation service in the event of a P1 emergency or when an issue arises which lies outside of their comfort zone, Ultima offer a flexible token-based reactive support service. Designed to provide remote technical investigation, guidance and advisory services, IRIS provides you with the confidence to take action.



One Number, Simplified Access

Receive direct access to our ServiceNow portal to view live updates on your open incidents & track them.



Flexible Contracts

Three levels of support, in packs of 5, 10, 20 & 50 units. The more you purchase, the cheaper the per-token price.



Predictable Service Costs

One token relates to three hours of support. Simply select the type of support you need.

Mission Critical Support

As organisations evolve and become more complex, so does the technology that supports them. By selecting an [Intelligent Remote Infrastructure Support \(IRIS\)](#) service from Ultima, you can keep pace with change, safe in the knowledge that your mission critical infrastructure, services, applications and workloads - whether they reside on-premise or in the cloud - are fully supported.



Your Service, Your Way

Essentials, Advanced & Ultimate, providing you with greater choice over what you want Ultima to manage.



Remote Monitoring & Management

Complete peace of mind for your critical services and infrastructure, delivered from our 24x7x365 ISO 27001 certified TSC.



Deep Analytics

Gives us insights into your IT infrastructure & workloads, allowing us to stay one step ahead of problems that could affect your estate.

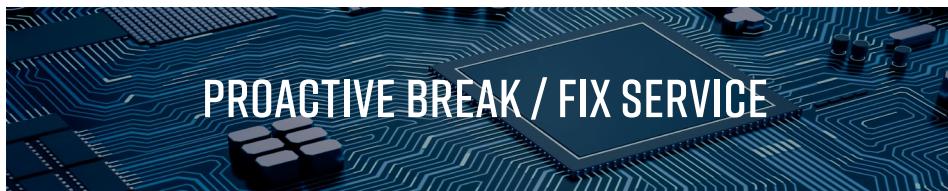


MANAGED SERVICES: MAINTENANCE SERVICES



At Ultima, our maintenance team provide nationwide break/fix support for a large range of hardware vendors, backed by a service delivery continuity plan to ensure we can continue supporting customers despite the current challenges. Our engineers are spread across the country and all within 1 hour of the closest stocking location where regional spares have been increased to support potential failures for an extended period.

We have access to the largest pool of specialist break fix engineers in the industry and an unrivalled spares pool in the UK, supporting all types of Tier 1 infrastructure from Desktops, Laptops, Servers, Storage, Printers, Network, Telecommunication and VC equipment. With this, comes the ability to be flexible- if you need support, please get in touch with the details of your equipment and location and our dedicated team will be able to assist you with any hardware failures during this difficult time.



Ultima can offer a proactive service to complement your break/fix maintenance solution. This service enables your IT infrastructure to benefit from 24x7x365 remote monitoring and alerting. If a device fails out of hours, generally nothing is done until the next working day which wastes valuable time.



We have a tremendous pool of experienced maintenance engineers who are specialists in their own infrastructure field. Coupled with a vast logistics operation, our 24x7 Technical Service Centre (accredited to ISO27001 security standards) is ready and waiting to perform, from the moment you place your call.

Our Experience

Ultima's dedicated maintenance team act as a single point of management for our customers. We have established maintenance agreements with all the main multi-vendor specialists and can combine these into a single consolidated agreement. We currently manage over 240 maintenance contracts and our customers would recommend us for our consistently high level of customer service and cost savings. The following are some examples of where we have reduced maintenance costs for our clients:

- A major recycling company saved over 30% by switching their Core IBM I/P series and IBM X series to Ultima from IBM
- A key London legal firm saved up to 25% by switching their Core HP Intel server and HP storage maintenance to Ultima from HP - and up to 15% on their Cisco Voice and LAN network
- A leading London publishing company saved up to 20% by consolidating their network, server and storage contracts through Ultima
- A leading clinical research organisation with an ageing printing estate saved up to 15% on their printing costs through an outsourced managed print contract from Ultima



ABOUT ULTIMA



Ultima Business Solutions has developed into a leading intelligent infrastructure and automation services company, focused on the provision of tailored solutions and services, including the design, deployment and support of complex IT solutions, based on industry leading technologies.

These are delivered by Ultima's extensive team of highly skilled technical personnel that include solutions architects, consultants, engineers, project managers and service operations staff.

STRENGTH THROUGH STRATEGIC PARTNERSHIPS



As a partner for over 25 years with 12 accumulated Gold competencies, we know Microsoft solutions inside out. We are also 1 of only 4 Fast Track LSPs for Modern Workplace.



As a Premier Partner, Ultima design, implement and support virtual network and security, cloud and DaaS, NSX, virtualisation, and business continuity solutions.



Ultima holds Check Point's highest partner accreditation and is one of only five Elite Partners in the UK. We are a specialist partner for Cloud Guard and Sandblast Suites.



We are a HPE Gold partner for server and storage and we have been recognised as the Top Value Partner 2019 as well as Intelligent Edge Partner of the Year for 2018.



Platinum Solutions Advisor & 2019 Worldwide Partner of the Year for EMEA, offering mobility, BYOD, virtualisation, app delivery, security, work shifting, cloud and networking.



Being a Platinum partner means that you can rely on Ultima for everything from storage, servers, converged infrastructure, networking, data protection and security.



Cisco Premier Certified Partner managing solutions for networking, data management, remote access, unified communications, perimeter and endpoint security.



Gold Personal Systems Partner
Gold Imaging and Printing Partner

Ultima hold Gold Partner status with HP Inc, allowing you to benefit from high-quality planning, deployment, maintenance and support, backed by HP's products.

Tier One Partnerships

Ultima operate in the space between vendors and our customers. This allows us to provide impartial advice, deliver turn-key and bespoke solutions, as well as offer a range of managed services. Below, you will find a list of our Tier 1 vendors.

Lenovo

 **Symantec**

veeam

 **Red Hat**

 **PURE STORAGE**

VERITAS

 **Adobe**

 **VARONIS**

 **ivanti**

 **silver peak**

 **palo alto
networks**

 **mimicast**

Wider Technology Partnerships

Aside from our Strategic and Tier 1 partnerships, we can also source solutions from over 200 technology vendors and are able to transact 1,000s of products, so whatever your requirements include, ask us for a quote!

Jabra®

 **JUNIPER
NETWORKS**

 **APC**

 **logitech**

 **SOPHOS**

 **SMARTBEAR**

iomart

 **McAfee**

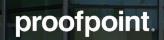
 **TOSHIBA**

 **TALON**

 **apple**

 **NetApp**

 **poly**

 **proofpoint.**

 **Lakeside®**

 **riverbed**

 **snow**

 **tufin**

flexera

 **clearswift**

 **articulate**

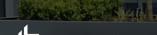
 **BLUECOAT
SOFTWARE**

 **IBM**

 **NUTANIX**

 **IGEL
TECHNOLOGY**

 **FORTINET**

 **BeyondTrust**

 **NetIQ**

 **Targus**

 **opengear**

 **Aspera USU**

 **EasySAM**

 **NVIDIA**

 **SNiNE**

 **SAMSUNG**