

## THE ULTIMATE I.T. EXPERIENCE FOR THE EDUCATION SECTOR

We love partnering with Academy Trusts,  
Schools, Colleges, Universities and their  
relevant administration bodies....



The Workplace  
Oakington Rd Girton  
Cambridge CB3 0QH



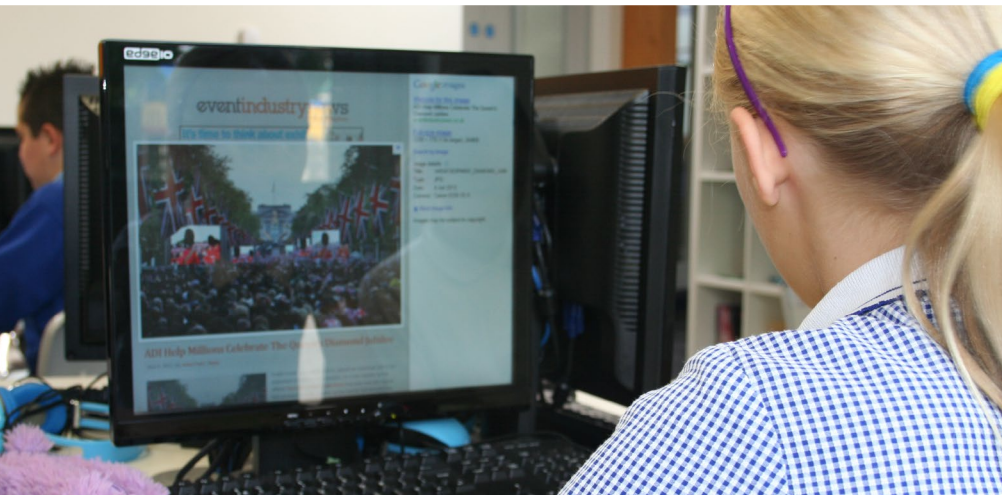
Lucy@breathe technology.com



www.breathe technology.com



You can call our team  
on 01223209920



## WHO WE ARE

Breathe Technology was setup in 2003, with the goal to provide traditional I.T. Support for schools.

As the organisation developed, we evolved into a Best of Breed Managed I.T. Services & Infrastructure Provider with a passion for working in the Education Sector.

## Our Mission Statement

To deliver the best managed service through a business that distinguishes itself by skillset, professionalism, work ethic, and loyalty to our customers.



## Our Customers?

### Sample list of some of our Customers

#### The Education Sector

	Ashcroft Technology Academy		University of Cambridge
	Bungay High School		University of Nottingham
	Cardinal Newman Catholic School		Virgo Fidelis Convent Senior School
	Hampton Academies Trust		Sacred Heart Catholic School
	Kimbolton School		Samuel Ward Academy Trust
	Methodist School		St John Fisher Catholic High School
	Oundle School		

#### Business Customers

	BMW/Mini		Imanova
	Care Networks		Iris
	Coel		Isogenica
	C. Lewis & Company		NAPP
	CyanConnode		NIAB
	DKMS		Tide Construction Limited
	Espial		Twitter
	Gewiss		Yahoo!
	Heineken		

 70% of our time is spent in the education sector

# I.T. THAT WORKS

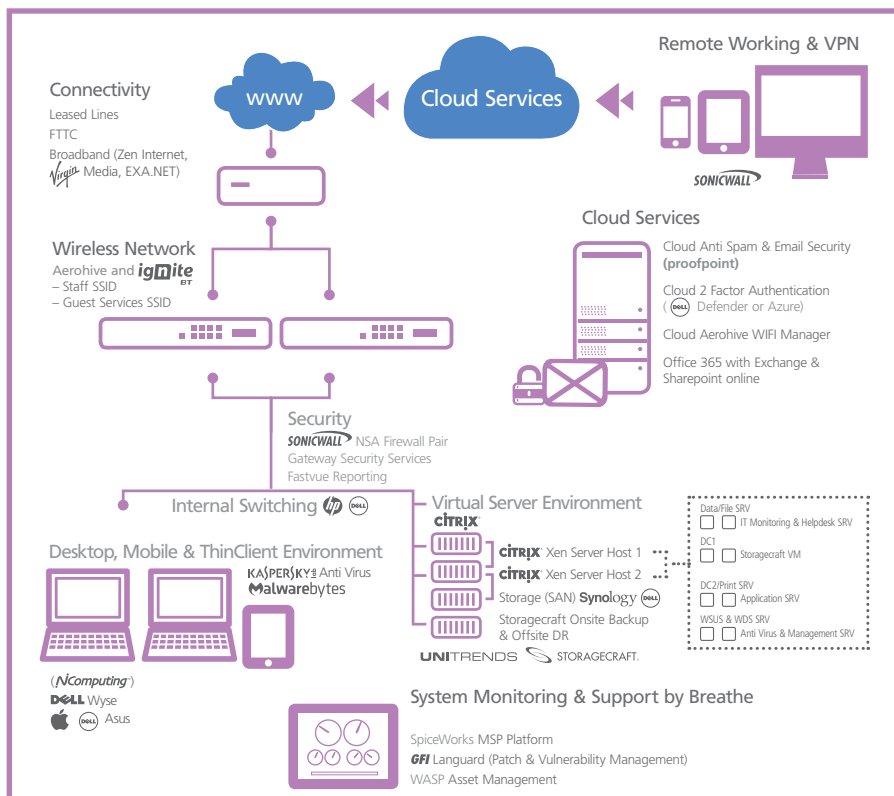
## It's not Rocket Science!

Our processes and methodology is based on industry best practice and has been standardised. We don't experiment, there are no surprises and it works.

We have the track record and references to prove it!

## Templated Network Design

Since 2003 we have developed a Templated Network Design. It's not about the hardware, but rather the way we design and build our networks.



# YOURS & OURS

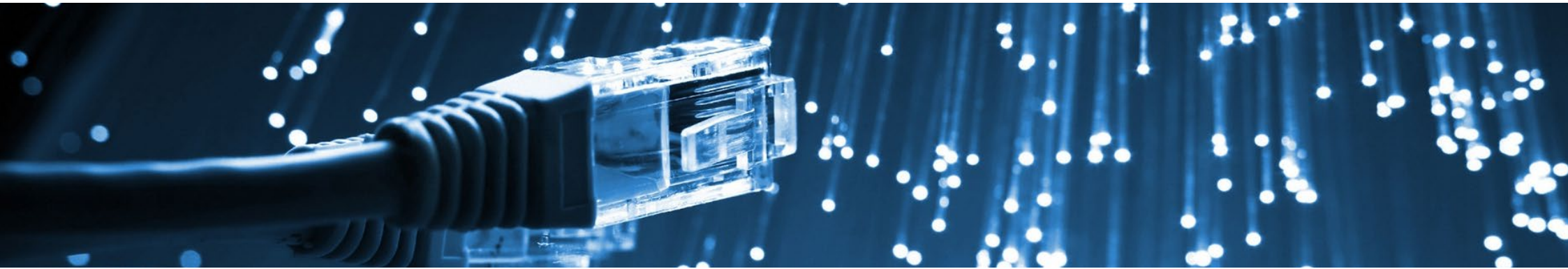
We are experts in the technologies you use



We only work with manufacturers that provide Education Sector, Standard Equipment and Pricing.

This also means that we can support what you have in place ...





# THE MANAGED SERVICES MODEL

If you have a support company, you would expect the following benefits:

1. You are able to buy in specialised skillsets for the time you need only.
2. It's simply not possible to employ Desktop Support, Server Support, Networks and Security Engineers. And you don't need them all, all the time...
3. You can provide an escalation point for your internal team or outsource completely. The models are flexible.
4. Support is provided for the daily operation and project teams made available when needed i.e. Summer Holidays (Resourcing)
5. Training and HR is offloaded to the Managed Services Supplier
6. There is no single point of failure... Holidays, Training and Sick Leave does not affect you.
7. Services, Hardware, Software and Licensing is available from a single point of contact.
8. You receive the guidance you need, to ensure you make informed decisions when you do purchase equipment ... and get it right 1st time!
9. You need strategic IT support to help you plan & provide the information you need, to make the right decisions, but you don't need someone full-time.

## Problems associated with the traditional support helpdesk

Helpdesk Structure ...

**Level 1:** Entry Level Engineers, mainly 'Call Loggers'

**Level 2:** Escalation point for basic issues i.e Password reset or desktop related issue

**Level 3:** Actually Technical Consultants ... in reality, only 1 or 2 truly experienced engineers on a traditional helpdesk, in your typical support company

The problem ...

- The support team doesn't know you or your network ... no relationship
- Frustrating customer experience as you are passed between levels of support
- Long lead times for complex problem resolution
- No pro-active management or responsibility ... just break fix
- No help with planning & I.T. strategy

*✦ We do not believe in a traditional tiered helpdesk!*

# WHAT MAKES US THE BEST AT WHAT WE DO?

“It’s a balance of the ultimate skillset and a touch of personal service”

## 1 We offer our customers a ‘*more personal service*’

*It’s all about the relationship and customer experience!*

We allocate each of our customers a dedicated team.

- Dedicated Account Manager
- Dedicated Technical Lead
- Backup Technical Lead

This means you have a team working for you, that you have a relationship with. You know them and they know you. It’s also the only way to ensure that an engineer takes responsibility and pro-actively supports your organisation

“Breathe Technology provide excellent technical advice and are responsive to issues (even out of hours). As an educational charity we are keen on security and as an organisation with a number of remote workers we also prize steady accessibility. Breathe Technology understand our needs and have made a number of improvements in the last 6 months. We would highly recommend them.”

Sarah Commins at Methodist International Schools Trust, London

## 2 Technical Lead will have the Ultimate Skillset

*Each Technical Lead is trained to have the Ultimate ‘All In One’ Skillset.*

Breathe use a Technical Mastery Programme internally for Staff Development

EACH ENGINEER HAS THE FOLLOWING SKILLS:

- Desktop (Traditional Desktop, VDI, Mobile)
- Servers & Storage (Including Virtualization)
- Networks (On Premises, Cloud)
- Network Security & Safeguarding
- Connectivity and communications

***The Result?***  
***A single point of contact for the help you need!***



These are our 2 USP's...



More Personal Service



The Ultimate Skillset

# MANAGED SERVICES PACKAGE FOR YOU

## The Base Package

1. Your dedicated team
2. Unlimited telephone, email and remote support (access to level 3 consultant helpdesk)
3. 24/7 monitoring and alerting
4. After hours, mission critical systems repair (no extra cost)
5. We supply the managed services software at no charge (monitoring, alerting, remote access, helpdesk)
6. Detailed system documentation
7. A site visit report after each site visit
8. Pro-active maintenance and monthly report

### 1. LEAD TECHNICAL CONSULTANT

(Scheduled Monthly/ Bi Monthly Visits, 9:00 – 17:30, Mon- Fri)

- Day-to-day technical management and problem resolution
- Pro-active tasks and network checks, windows updates, anti virus updates and scanning, backup etc.
- Performs site visits (responsibility and relationship)
- Maintains your documentation

### 2. BACKUP TECHNICAL CONSULTANT

- Continuity of service (holidays, training, sick leave)

### 3. ACCOUNT MANAGER

(Quarterly visits and available daily, 9:00 – 17:30, Mon- Fri)

- Quarterly review meetings
- Customer service
- Quick response on quotes and pricing of projects

### 4. VIRTUAL ICT DIRECTOR FOR STRATEGIC SUPPORT

(2 Scheduled Bi-Annual Visits with 8 Hour Work Allocation. Including email and Telephone contact)

- Provides strategic support
- Bridging the gap between business and technical to achieve organizational goals
- Network security and safeguarding
- ICT policies and procedures
- Ongoing development and guidance
- Managed of licensing and warranty renewals

## Your Options...

### HOW MANY VISITS YOU HAVE

We don't believe in limiting your support. Every customer has the same base package. However, you can decide how often your engineer visits you for support visits. This is normally once a week, bi-weekly or once a month. It is also possible to have someone full time.

### VIRTUAL ICT DIRECTOR

There is also an option for strategic support, to help the Business Manager, Finance Director Head of I.T. with management tasks such as policies, GDPR, Safeguarding, audits, general I.T Management advice, budgeting, network design and strategies such as:

- How to create a single domain and centralised I.T. Services for a Academy Trust. Leveraging the larger organisations resources and empowering management.
- Creating a desktop strategy to relieve the refresh burden and reduce your costs, now and longer term.



# And if you need project work...

## IT & Communications Infrastructure

- Design and installation of new networks or upgrades (Physical Networks and Cloud)
- New build IT design and implementation or complete overhaul
- Network audits, security audits, pen testing
- Internet connectivity and telecomms
- Firewalls and security
- Network switching and wifi
- Servers, virtualization and storage
- Backup and Disaster Recovery
- Desktop supply and install
- Vdi (desktop virtualization)
- Microsoft licensing and software (education specific)
- Cloud systems (microsoft office 365, ms azure, email security & anti spam for Office 365, two factor authentication for vpn, storage, backup, telephony)

## Audio Visual Systems

- Basic classroom systems to custom projects with more complex control and automation



 Breathe offer reduced project rates to support customers....

# What happens next?

## 1 If you require a project:

- We will assign an account manager and if required a pre-sales technical consultant.
- They will visit your site, understand your requirements.
- A detailed, itemised quote will be produced with any relevant guidance.
- We offer a price guarantee. Our prices will never have hidden extras and we will complete the work at the quoted price. Even if it runs over.
- On completion the work will be reviewed and handed over by you and us.
- We always offer support contracts on the projects delivered and will be there to help you going forward.

## 2 If we are successful in becoming your Managed Services Partner

- ▷ **ONBOARDING PROCESS**
  - We assign your team and introduce them to you
- ▷ **NETWORK AUDIT (IF YOU HAVE BOOKED ONE)**
  - It's the perfect time as we'll document the system, licenses and passwords before the other support company leaves
  - We'll create an easy to understand overview and highlight risks and issues. It becomes your 'To Do' List
- ▷ **HANDOVER WITH THE CURRENT SUPPLIER**
  - We'll help you through this process, to ensure it's stress free
- ▷ **PRO-ACTIVE SUPPORT COMMENCES**
  - Your experience of great I.T. support starts and your scheduled visits commence
- ▷ **REVIEW MEETINGS**
  - The first review takes place 3 months after your start date, to ensure we're exceeding expectations





**breathe**technology  
infrastructure | support | security | cloud