I.T. is not ROCKET SCIENCE

Our Services Overiew
– FOR SCHOOLS, COLLEGES & MATS

By combining a more personal approach
to service and the ultimate technical skillset,
we create an unrivalled customer experience.

ISO 9001:2015 CERTIFIED COMPANY

ISO 27001:2013 CERTIFIED COMPANY

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Services Overview

Managed IT Support

- 20 years of experience in providing a one-stop shop for all primary school IT.
- A dedicated team is assigned to each school, which includes a technical lead and an account manager. This ensures that we have a close working relationship and that we take responsibility.
- Support is available via telephone, email, remote support, and site visits.
- In addition to the technical lead that performs site visits and proactive IT, we provide a Level 3 helpdesk. Level 3 means that the engineers are highly experienced.
- FOC after-hours support for mission-critical systems. An example would be a server failure on a Friday afternoon. We will continue to work on this over the weekend to ensure that the school is operational on Monday. At no additional overtime cost.
- Included with the service are the IT Helpdesk software and the Systems Monitoring software at no additional cost.
- We become the IT procurement partner. The account manager has access to all the major brands of equipment in the education sector at discounted pricing. This includes quotes on every-day run-rate equipment such as a laptop or mouse and keyboard, up to a new firewall or cloud services.
- Breathe provides a full portfolio of project work at discounted day rates under the managed services agreement.
- An optional component of the Managed Services Agreement is the virtual IT Director. An IT management consultant to help with IT strategy and transformation.

Professional Services

- IT Audits
- Security Audits & Risk Analysis
- Simulated Phishing Attacks
- Penetration Testing
- Consulting and IT Strategy
- Architecture and System Design
- Project Management
- Project Deployment
- Ongoing support specifically for the solution installed *(non-managed services customers)*
- For schools, we assist them in adhering to the most recent DFE/Government IT Guidelines
- Connectivity Surveys
- WIFI Surveys
- New Office Setup and IT Relocations

Full Service MSP

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FULL SERVICE MSP

EMPOWERING EDUCATION THROUGH SECURE TECHNOLOGY

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- Audio Visual
- Managed IT Support
- Internet & Voice
- Cloud Computing
- Microsoft & Office 365 Specific
- Hardware & Software Procurement
- Cyber Security
- Professional Services
- IT Solutions & Project Work

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Hardware & Software Procurement

- Quick pricing and NBD delivery on most daily IT purchases.
- Work directly with your account manager, who can provide options and specifications and do the price benchmarking to ensure competitive pricing.
- Gold partnerships are in place with market-leading vendors such as Microsoft, Dell, HPE, etc.
- Any returns or RMAs are managed by the account manager.
- Examples of these purchases could be something as basic as a mouse and keyboard, a telephone handset, a laptop, a server, storage, or security products.
- Breathe offers a price-match guarantee.

IT Solutions

- Cloud Computing – our own Private Cloud for flexible, tailored, and cost-effective cloud infrastructure *(single cloud servers, hosting of customer equipment, specific cloud apps, or complete networks).*
- Cloud Computing – Microsoft Azure.
- Physical Infrastructure *(switching, cabling and data centre/server room setup).*
- WiFi and Long-Distance WiFi Links*(1-10GB)* .
- Backup, DR, and Business Continuity *(including offsite / offline backup as per the latest Government Guidelines, complete Disaster Recovery Failover, and Office 365 cloud backup).*
- Comms *(Internet Connectivity, VoIP Telephony, Mobiles).*
- End User Computing (Virtual Desktop/VDI, Laptops, Desktops, Tablets).

Cyber Security

- Safeguarding and Classroom management Software
- Security Reviews and Audits
- Cyber Security Consultancy *(Implementing Security Frameworks, Risk Analysis, Implementing Security Plan, Policies, and Certification Help, i.e., Cyber Essentials, ISO 27001)*
- Incident Response
- Compliance and ISO 27001
- Firewalls and Virtual Firewalls
- Email Security
- Office 365 Security *(Email and data held in Teams/SharePoint)*
- Two factor & Multi factor Authentication *(Cloud or On-Prem, Tokenless, Mobile App, Tokens or SMS)*
- Web & Application Filtering with reporting
- Safeguarding Systems *(monitoring of devices on the network)*
- MDM and Mobile Device Security
- Managed SIEM *(Security Incident and Event Management)*
- EDR *(EndPoint Detection and Response)*
- Patch Management & Vulnerability Scanning

Office 365 Specific

- All Office 365 Licencing available
- Office 365 Technical Specialist including SharePoint
- Cloud Application Security *(Anti-Malware for Office 365 Email, Teams, SharePoint, OneDrive)*
- Cloud backup for Office 365
- On-Prem backup for Office 365
- Email Security / Anti-Spam and Anti-Malware for Office 365 Email
- Office 365 – Business Hub *(Digital Transformation – Graphical Intuitive web overlay, to bring all organisations resources together in on place)*

11 Step Security Process – Schools and Trusts

Certification
– Cyber Essentials
– To prove we are secure
– Independently tested

Security Vendor Support
– Breathe Engineer Certified by
  Vendors to support schools
  and escalate

Breathe Cyber Security Audit

Penetration Test

Monthly IT Management Review
– Breathe and School or
  Trust Management

Simulated Phishing Attacks

Policy Review & Updates

SCHOOL MANAGED SERVICES Customer Security Management

Cyber Security Risk Analysis

Pro-Active Maintenance Schedule and Management Report
– Includes:
   • Patching
   • Security Appliance Updates
   • Log Reviews
   • Backup Check & Test Restores
   • Internal vulnerability scan

Staff Training and Awareness

Cyber Security Plan / Framework

1 2 3 4 5 6 7 8 9 10 11

Internet & Voice

- Internet Survey – availability of services at a location at no cost
- Broadband (FTTC, FTTP, Sogea – No BT line required)
- Business & School Leased Lines
- Desktop Telephones on a VoIP/ Cloud Platform
- SIP Lines

Audio Visual

- Meeting Rooms
- Reception areas
- Classroom
- Hall
- Staff Room

Vendor Partnerships

End User and Infrastructure Vendors

- Dell
- HPE
- Lenovo
- Apple
- NComputing
- Synology
- Cambium
- Microsoft

Cloud & virtualization

- Microsoft
- VMWare
- Citrix

Internet & Voice

- Virgin
- Zen
- EXA.Net
- Vodafone
- Polycom
- UBoss
- Yealink

Cyber Security

- SonicWall
- FastVue
- Watchguard
- Fortinet
- Sophos
- Malware Bytes
- GFI
- Proofpoint
- Storagecraft/ Arcserve
- Microsoft
- Cisco
- VEEAM

Get in touch

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