



## Our Services Overview

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



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

# Services Overview



## Managed IT Support

- Our team consists of level 3 engineers only and has been setup to work alongside our customer IT Teams, providing an escalation point, additional resources, specialised skillset supplement and project teams.
- A dedicated team assigned to each customer incl Technical Lead and Account Manager
- If the customer has no IT Support internally, we can provide a one stop shop approach
- If the customer has internal support, then we offer a Level 3 Dedicated Engineer to visit site and be their contact.
- Level 3 Escalation Helpdesk
- FOC after hours support for mission critical systems
- We provide the IT Helpdesk software and also the Systems Monitoring software at no additional cost
- We become the IT procurement partner
- Our team provides project work. I.e. Installation of Firewalls
- We also provide what we call the virtual IT Director. IT management consultant to help with IT strategy and transformation



## Professional Services

- IT Audits
- Security Audits & Risk Analysis
- Consulting
- Architecture and System Design
- Project Management
- Project Deployment
- Ongoing support specifically for the solution installed (*non-Managed services customers*)
- For schools, we help them meet the latest DFE/Government Guidelines for IT
- Connectivity Surveys
- WIFI Surveys
- New Office Setup and IT Relocations

# Full Service MSP





## 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 & Long Distance WIFI Links (*1-10GB*)
- Backup, DR & Business Continuity (*Including Offsite / Offline Backup as per latest Government Guidelines, Complete Disaster Recovery Failover, Office 365 Cloud Backup*)
- Comms (*Internet Connectivity, VoIP Telephony, Mobiles*)
- End User Computing (*Virtual Desktop/VDI, Laptops, Desktops, Tablets*)



## Cyber Security

- Penetration Testing
- Simulated Phishing Attacks
- Security Reviews and Audits
- Cyber Security Consultancy (*Implementing Security Frameworks, risk Analysis, Implementing Security Plan, Policies and Certification help i.e. Cyber Essentials, ISO27001*)
- Incident Response
- Compliance and ISO27001
- 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*)



## Internet & Voice

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



## Audio Visual

- Boardrooms
- Meeting Pods
- Reception areas
- Training Rooms & Lecture Theatres
- Home Cinema
- Restaurants and Hotels



## Vendor Partnerships

### END USER AND INFRASTRUCTURE VENDORS

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



## 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



Microsoft



vmware



## Get in touch



[www.breathetechnology.com](http://www.breathetechnology.com)  
*(live chat available)*

**London** 020 3519 0124



**Cambridge** 01223 209920

**Sheffield** 0114 349 8054



[lucy@breathetechnology.com](mailto:lucy@breathetechnology.com)