

Global pandemics, hybrid work environments, cyber security, government restrictions, industry compliance, unmanned facilities and human resources are just a few threats that business leaders are facing each day.

Managed service providers (MSPs) have never been so important to businesses than now.

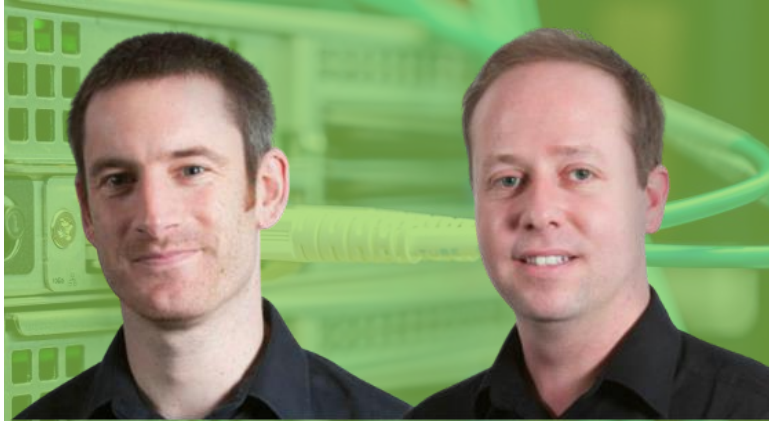
What are Managed Service Providers?

A managed service provider (MSP) is a third-party company that can remotely manage a customer's Information Technology (IT) infrastructure and end-user systems. The rise in companies using MSPs has risen significantly over the Covid-19 pandemic to support businesses in digital transformation, managing their complex IT environment, empowering employees to work anywhere and on multiple devices, and cloud storage.

An MSP should provide the below services and products:

- ☐ Managing IT infrastructure
- ☐ Providing Cybersecurity for IT systems
- ☐ Offering technical support to staff
- ☐ Managing user access accounts on clients' systems
- ☐ Offering fully managed hardware outsourcing
- ☐ Networking infrastructure setup and management
- ☐ Provide expertise on a variety of areas and technologies

Our History



Grant Payne

Client Services Director & Owner

Andy Boudier

IT Technical Director & Owner

Both Andy and Grant were heavily involved in the creation and implementation of ISO 9001 standards and procedures.

ACT Systems Ltd offers premium IT Support Services tailored to your business' requirements including IT Support, Consultancy Services, Hardware Procurement and many other MSP (Managed Service Provider) offerings. ACT Systems Ltd was founded in 2003 by Andy Boudier and Grant Payne. They met whilst working for Parker Hannifin, the global leader in motion and control technologies.

Timeline

- ☐ Established (2003)
- ☐ MS Partner
- ☐ ESET Partner Program
- ☐ Dedicated Support and Technical Services Teams
- ☐ MS Silver Partner
- ☐ Adopted Office 365 as a primary business solution
- ☐ Microsoft CSP Partner
- ☐ UniFi Solutions
- ☐ 100 business client-base
- ☐ ESET MSP Provider
- ☐ 365 500k per annum
- ☐ Primary solution Modern Workplace
- ☐ MS Gold Partner (2022)



Technology is the lifeline for business. It is the conduit that connects employees, suppliers and customers.

We work with clients and partners to create the right infrastructure and support to facilitate growing companies.

Areas of expertise



IT Managed Services and Support

We handle Office 365 solutions, Wi-Fi, and support services so you can focus on running your business and not get distracted by IT issues. Our solutions and services are there to help you along the way.



Cyber Security Services

We provide cyber security systems that work with your business while protecting them in the background. This includes Microsoft solutions, antivirus, and security products and cyber essentials certifications.



Cloud Services

Including Azure Virtual Desktop, cloud backup and migration tools for Office 365 and Azure, our team utilises the best systems and tools to migrate, backup and maintain your IT infrastructure.



IT Consultancy

Our team of specialist engineers are here to provide IT expertise for your business. We have experience in supporting companies at the start-up to enterprise level.

Sectors of focus

Finance

Life Sciences

Professional Services

Medical Services

Oil & Gas

The ACT Systems Service Desk

We have made significant investments in our tools and processes to empower us to deliver enterprise-grade monitoring and management to a price-point that competes with smaller service providers without compromising superior level support.

Users can log jobs with us in the way that best suits them, whether that be via phone, email, or the remote support chat tool. ACT Systems applies pre-defined templates when raising a support ticket that are executed by the following priority levels.

Level	Class	Description
P1	Emergency	Affecting multiple users from carrying out normal activities / Business Critical.
P2	Important	Affecting individual or small number of users carrying out normal activities / End-User Critical.
P3	Routine	Affecting individual but able to operate with work around or alternative method / End-User Requirement
ACC	Change Request	Planned configuration changes

Table 1

The Support Engineer will assess what impact and urgency for support that the reported request or incident is having on the customer and will determine the priority level. As part of this process, the customer will be given an approximate time for the incident to be addressed.

This can be obtained from Table 2 below, which defines call response and fix times according to the priority of the call as identified in Table 1.

Incident Type:	Plan to resolve (P1 / P2 / P3):			ACT Communication Thereafter (P1 / P2 / P3):		
Service Request	1 Hr	4-8 Hrs	24 hrs	2 Hrs	8 Hrs	24 Hrs
System Issue	1 Hr	2-4 Hrs	3-8 Hrs	1 Hr	2 Hrs	3-4 Hrs
Hardware Issue	1 Hr	2-4 Hrs	3-8 Hrs	1 Hr	2 Hrs	3-4 Hrs
Information Request	12 Hrs			N/A		
Accounts & New Users	48 Hrs			N/A		
New Equipment	2 weeks approximate			N/A		

Table 2

Our supportive tools

Utilising the best platforms and software to protect our clients

MSPs can only be as good as the systems they utilise. ACT Systems are proud to use the below systems to provide our clients with excellent service levels and innovative solutions.

This is a design concept that could be used to displayed all platforms listed in the brief for Page 7



HALOPSA

HaloPSA is the powerful ticket management and relationship management system that enables our team to run effectively and efficiently.

ConnectWise
Control™

ConnectWise Control is our remote connectivity software for helping you when you need us to gain access to your PC, laptop or server to resolve an issue.

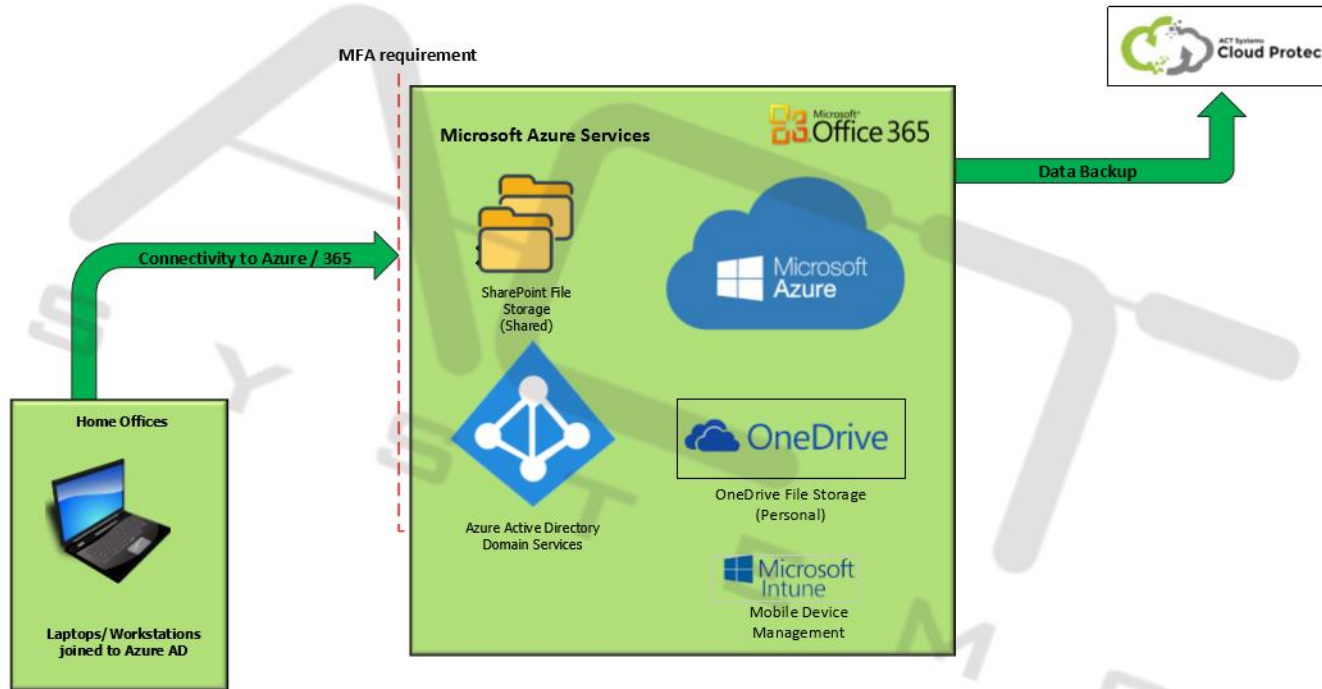
datto

Datto provides a management system for ongoing maintenance and alerting. We utilise this to provide excellent response times for any server or endpoint outages.

eset

ESET provides award-winning cyber security software including antivirus solutions for servers and endpoints.

The ACT Systems Modern Workplace Infrastructure Diagram



ACT Systems recommends building your environment around Microsoft's 365 and Azure cloud platforms and solutions to enable a modern workplace. To enhance the experience, we utilise third-party tools to ensure maximum security and to assist in GDPR compliance. We aim to ensure that our clients adhere to industry Cyber Security Essentials standards.

**The government's Cyber Essentials certification is available through ACT Systems. If you are interested, please ask our team for further details.*

Microsoft 365 Business Premium Features

A Microsoft Business 365 subscription is the gateway to a secure modern workplace. Investing in the Microsoft 365 Business Standard or Premium package unlocks the following benefits.

- ✓ Microsoft 365 Business Premium includes access to all your daily Microsoft applications including Outlook desktop application.
- ✓ Create a secure company environment by implementing Azure domain management without the need for any on-premises servers.
- ✓ User security by implementing 2FA / MFA (2-Factor and Multifactor Authentication) on all user accounts utilising Microsoft conditional access tools.
- ✓ Microsoft SharePoint for management, collaboration, and storage of documentation across your organisation.
- ✓ Microsoft OneDrive to enable efficient access to files and offline working on synchronised documentation.
- ✓ Secure management of all mobile devices within the organisation utilising Microsoft Intune and MDM (Mobile Device Management) suite of tools.

Additional Package Features

- ✓ ESET Antivirus for Workstations and mobile devices to protect against unwanted attacks and malware.
- ✓ Proofpoint Spam and fraudulent email protection.
- ✓ Datto (RMM) remote management and patching of devices to adhere to GDPR.
- ✓ ACT Systems Cloud Protect, comprehensive backup and archiving of all your email and cloud data.

Microsoft Modern Workplace



The Microsoft 365 modern desktop is Windows 10/11 and Office 365, kept up to date. Making the shift to a modern desktop helps you to foster a highly secure workspace, empowered by the latest productivity, teamwork and collaboration experiences. More than 50% of SMBs have suffered a data breach, eroding trust and damaging bottom lines. Have peace of mind that you are protected from external threats with built-in security and compliance tools.

Built for teamwork

The working environment has rapidly changed. The Covid-19 pandemic and a shift towards remote and hybrid work structures have made it critical to have the capabilities for employees to work securely from anywhere and on any device.

To function effectively, businesses need to optimise how their teams work together. With improved technology, businesses can be more productive, reduce costs, safeguard data, and enable people to work almost anywhere.

Key teamwork benefits:

- ✓ Enterprise-class email, voice, and video
- ✓ Connect everyone with company-wide communities
- ✓ Share and collaborate on documents in real-time
- ✓ Includes Microsoft Teams, the new chat-based workspace

Teamwork decision-making triggers:

- ✓ Streamlining multiple teamwork solutions that don't talk to each other
- ✓ Shift to a multi-generational workforce
- ✓ Expanding remote/mobile workforce
- ✓ End of support in 2020 for Office 2010, Windows 7, Exchange 2013

Intelligent security

Managing security updates and patches across a variety of platforms, applications, and back-office systems can be difficult for any business. Keeping everything updated without breaking the delicate connections between different legacy systems while having to work out how to refresh employees' PCs and devices are challenging.

This could be avoided with the adoption of the Microsoft ecosystem and Microsoft 365. By adopting Microsoft 365 you will be able to bring everything together in a simple, integrated way.

Key security benefits:

- ✓ Always up to date
- ✓ Self-service deployment
- ✓ Cloud-based management
- ✓ Rich telemetry from your environment
- ✓ Reduce TCO with consolidated solutions

Security decision-making triggers:

- ✓ Security breach event
- ✓ Regulatory requirements (GDPR)
- ✓ End of support for Office 2010, Windows 7, Exchange 2013

Agility, flexibility and scalability

Modern workplace technologies facilitate business agility, providing the flexibility to support a diverse range of modern ways of working. In addition to this, cloud and modern workplace technologies allow you to scale accordingly as your business grows.

Connectivity

The modern workplace bridges the gaps between geographically-distributed offices, remote workers and departmental silos. Powered by the cloud, your teams are always connected wherever they are.

Multi-device and mobility

The user experience is not limited to the desktop with a modern workplace. Users can securely access their work from a personal or company device, whether that be mobile, laptop or desktop.

What else can we help with?

From conditional access to email protections, we've got it covered



CONDITIONAL ACCESS

Conditional Access is not just Multifactor Authentication (MFA), it can build access policies based on device management status (Intune or 3rd party MDM), application type, or a combination of many factors. Conditional Access allows an administrator to enable a policy that allows all users to connect from a specific office location (identified by external IP address) to bypass the 2FA procedure, essentially specifying a location as a safe place. If, however, users attempt to log in from outside that office location they will be prompted to pass additional security.

2FA (TWO-FACTOR AUTHENTICATION)

It's nearly impossible to truly secure an online or mobile account with just a username and password. Data breaches, malware, device theft, and various other methods can be used to compromise digital passwords, no matter how secure they are. Almost everything we do on a computer or mobile device is exposed to the internet, and that means those accounts can be compromised. Adding two-factor authentication to an account makes it harder for a stolen password or device to be used against you. 2FA supplements usernames and passwords to provide an account with a second layer of security; it does not replace passwords. "Azure MFA for Office 365" is a basic 2FA offering within all Office 365 accounts. Some users may require a more complex set than this, and we can support this.

CLOUD STORAGE

ACT Systems Cloud Protect is a cloud-to-cloud backup and recovery solution that backs up daily changes in your cloud systems to another cloud storage server and makes it available to restore or export. Leading online service providers such as Microsoft have world-class data backup and recovery capabilities, so why backup data that's already in the cloud and protected by some of the most robust data centres in the world? For the simple reason that these recovery capabilities are for the service provider's disaster, not yours. Data redundancy and replication is for internal recovery only and is not available for end-user data recovery. This means the only backup you have for your organisational data in most online services is through the recycle bin, which is automatically purged typically after 30 days. After that, your data is gone forever.

WORKSTATION & SERVER PATCH MONITORING

Workstation and server patch management/monitoring Datto provides a management system for ongoing maintenance and alerting. ACT Systems utilises this to provide excellent response times for any server/endpoint outages. ACT Systems recommends utilising an automated system for patch management which includes remote monitoring and maintenance for both workstations and servers. The system ensures the installation of updates is carried out within an acceptable timeframe and performs scheduled security checks.

EMAIL PROTECTION

Email Protection protects your organisation from spam, malware, and non-malware threats with our multi-layered email security approach. More than 90% of targeted attacks start with email, and these security threats are always evolving. Proofpoint Email Protection provides multiple layers of security to stop malware and non-malware threats, such as email fraud. It can control all aspects of inbound and outbound emails to detect and block threats and prevent confidential information from getting into the wrong hands.



Each day we ensure our clients are equipped to handle the modern workforce, have a robust IT solution and are protected.

What IT challenges are your organisation facing?

We appreciate the time that you have spent reviewing our services and areas of expertise. Our team draws from over fifty years of combined IT and MSP experience across a range of sectors. We empower clients to adapt to the evolving workplace and support ambitious businesses with growth infrastructure solutions.

For more information, please contact Grant Payne, Client Services Director, ACT Systems Ltd.

+44(0)1189 870 070

grant@actsystems.co.uk

www.actsystems.co.uk

Unit 3 The Minster, 58 Portman Road
Reading, Berkshire, RG30 1EA