



# PROFESSIONAL SERVICES 2022

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## DESCRIPTION

We're IT specialists and good at what we do. Our aim is to help businesses like yours find more efficient ways to work and whether you lack in-house IT expertise, or you are an IT Manager looking for additional help, we can build and support a service that meets your specific needs and priorities. We will provide you with the advice and guidance to take advantage of the latest technology, and help you to plan your IT strategies for the future and to ensure you are protected from the vast array of serious cyber threats.

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## CONTACT

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[www.4thplatform.co.uk](http://www.4thplatform.co.uk)

# Overview

## IT Support Services

- Support desk 1st, 2nd and 3rd line support
- Telephone and remote support with automated ticketing
- Continuous monitoring, problem and incident management, asset management
- Third party management, provision support
- Onsite support personnel

## Infrastructure Services

- On premises hardware, virtualisation, storage
- Local Area Networks, Wide Area Networks, switching and routing
- Security firewalls, AV, MFA, Backup and Disaster Recovery
- Hosted cloud platform, Co-location and Data Centre
- Wireless networks and AP security

## Unified Communications

- Hosted telephone systems
- On premises VOIP systems
- Mobile devices, connections and management
- Video conferencing
- Call centre solutions

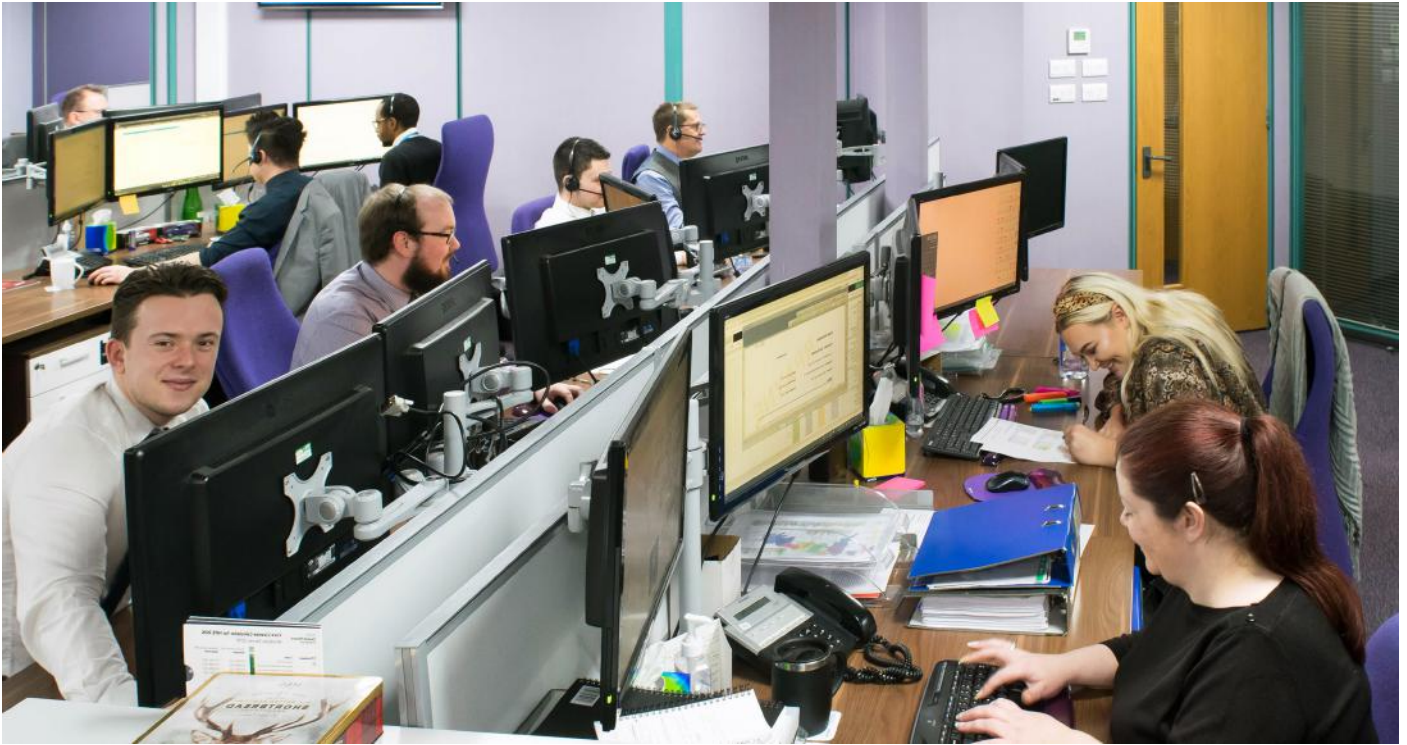
## Content & Document Services

- Electronic Content Management
- Managed Print Services
- Workflow and form processing solutions
- Mail room and direct mail solutions
- Print rooms and wide format

## Hand Sanitiser Messaging Stations

- Free standing or wall mounted unit
- Fully managed service
- Technicians arrive on site to refill sanitiser foam
- Generate revenue with digital advertising

# Managed IT Support Services



## 4th Platform connects, protects, secures and safeguards your business.

In these challenging times, with an ever-changing landscape of increased cyber threats and new legislation, your IT function needs to be proactively managed and strategically led by experts who can guide you through.

We'll act as your strategic IT partner and expert team, providing a bespoke service that's tailored to your business needs. Having an IT support plan in place is critical for success in today's business environment, especially in the midst of a pandemic, but we know it can be expensive and distracting.

Our technicians are trained to the highest standard and will ensure all your systems and staff are up and running quickly, helping you get the most out of your technology so you can focus on your commercial success.

## 24/7

### MONITORING & MANAGEMENT

4th Platform offers a managed IT solution; either remotely or onsite.



### SERVICE DESK

4th Platform will take responsibility for your entire IT infrastructure, including all types of technology and all of your end users.

## IT Support Services

- Support Desk 1st, 2nd and 3rd Line Support

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# Infrastructure Services



## At the heart of your business.

Is your company IT infrastructure in need of modernisation? Discover the benefits of the specialist IT infrastructure services available from 4th Platform.

A robust and responsive IT system is essential to the success of a business. Systems enable a company to remain competitive, capitalise on customer opportunities and adapt to changes in the workplace.

Ever-evolving technology and updated systems mean the landscape of IT infrastructure changes frequently. To ensure your business keeps up with date with your competitors, you should ensure any existing legacy systems and software in your infrastructure are updated and modernised.

A poorly functioning IT infrastructure can impact upon employee productivity, with challenges and demands placed on their time. You can also put your business at risk of cyber-attacks if your systems are not secure.

# 20+

## YEARS OF EXPERIENCE

With over 20 years' experience in the IT industry 4th Platform have the expertise to help your IT requirements evolve as your business grows.

## ACCREDITATIONS & PARTNERSHIPS



### Infrastructure Services

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# Managed Cloud Solutions



## Are you properly protected against a business disaster?

Today, more than ever, companies need to operate and compete at an unprecedented speed and scale as industries are reshaping beneath them. This means innovating faster, creating new revenue streams, deriving more insights from data, and interacting differently with their customers, partners and employees. All of these changes are fundamental, inter-connected and require a catalyst to drive them – and that is Cloud.

4th Platform offer industry leading products and services. We start a journey with our clients, and are agile and flexible. As your business grows and the needs change, our experts are there to help and advise.

- Monitor
- Integration
- Modernisation
- Management
- Innovation

Mastering these elements can help unlock greater flexibility, agility and new growth opportunities, all the capabilities required by digital business – And, we're here to help.

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# Data Protect

## Do you know if your business has the appropriate back-up solution? Could you be caught out?

The risks of losing data, especially in this new working world, can mean some real problems for any business. Confidence that all business data is safe gives real peace of mind. Backing up your data in the Cloud comes with many advantages, everything is remote and automated at regular intervals, 4th Platform's Cloud back up compresses and encrypts your data then transfers it to remote, secure servers.

Did you know that Microsoft 365 doesn't automatically back up your data? Like any cloud platform it isn't immune to data loss. Interestingly, Microsoft doesn't bear the responsibility for the protection and retention of data. It does recommend that customers protect their own data.

That's where the 4th Platform Cloud back up can help you. Using Industry leading products, we mitigate ransomware and other external threats.

Powered by: 



**70%**

of small firms go out of business within a year of a large data loss incident

**94%**

of companies that experience severe data loss do not recover

**51%**

of these companies close within two years of the data loss.

**43%**

of these companies do not reopen again.

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# Unified Communications

Your business needs a reliable, cost-effective phone system which can deliver both clear sound and clear value, especially in today's new way of working. Bringing your telephony communications up to date for remote working and mobile dependency is a must. Switching to cloud-based telephony is likely to deliver significant cost and productivity advantages.

The traditional phone systems offer very limited scalability. Every time your organisation needs to add a phone line or make changes to the system, you pay for a service call. Analog phone systems cannot scale to accommodate multimedia

communications, such as chat messaging or texts, or integrate with business software applications. We can add to your communications tools with video conferencing and Microsoft Teams – perfect for your business today.

With hosted voice, your business can make changes on-demand to your system. Adding a phone line simply requires easy changes within your administration portal, and plugging in a VoIP-compatible handset. Cloud phone systems can easily be scaled to new business locations or remote workers.

## What our Customers said:

“Thank goodness we already had the right systems in place to ensure a smooth transition to full remote working when the lockdown was announced. As usual, 4th Platform were there to help us when we realised the phone system was not adequate to support our requirements. As a charity supporting vulnerable people, we cannot lose our communication for a minute. 4th Platform was a saviour!

We always know that 4th Platform will give the best solution advice to help the charity, and not just that, the service is impeccable, the engineers are amazing. 4th Platform is one of our most trusted suppliers.”

**Joanne Love, IT Manager**  
Porchlight



## Why wouldn't you choose hosted telephony?

### Transform your business.

Powered by:



Unified Communications

• Hosted telephone systems

• On premises VOIP systems

• Mobile devices, connections and management

• Video conferencing

• Call centre solutions

# Content & Document Services

## Now is the time for digital transformation.

Content is the currency that fuels and funds digital transformation. Content possesses information about customers — their behaviours, sentiments and value to the organisation, but only if you can harness it. Collectively, content buried in repositories, file shares and cloud folders across the enterprise represents the knowledge of the organisation. Now, more than ever, an enterprise content strategy is an essential milestone on the journey to becoming a digital business.

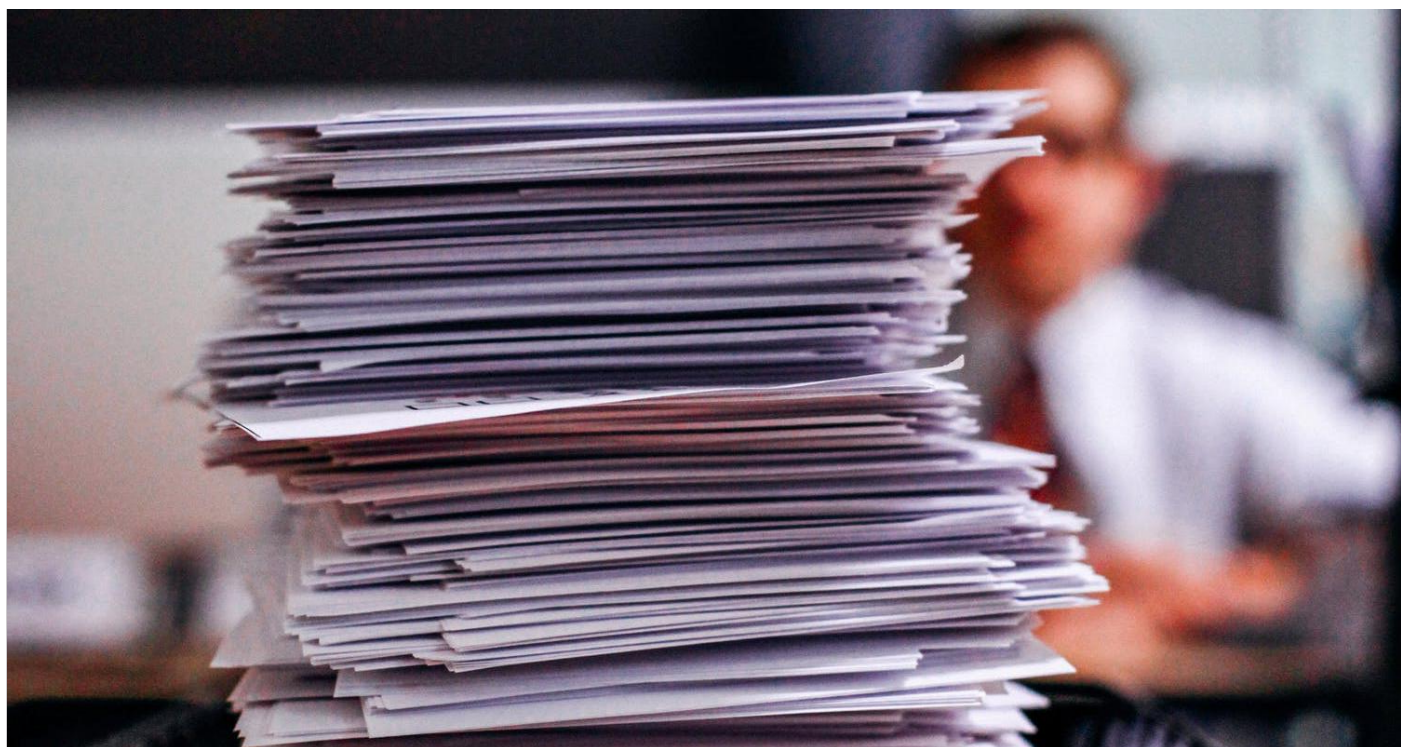
As content grows at unprecedented speeds, organisations are taking concrete steps to bring content under control. “Content chaos” — the lack of digitised content and the inability to access the right content at the right time — is one of the most pervasive barriers to becoming a digital business.

Organisations that are serious about digital transformation need to start with the basics.

First, capture the content at the first opportunity. Next, classify it and apply governance rules. Then, control who can access it and give people tools to find it quickly. Finally, put the content in motion for business processes and collaboration.

Hand in hand with content organisation is document management. Managing document storage is often a daunting task. Not only do you need to make sure documents are stored securely, you also need to enable your users to find them again quickly. All whilst ensuring sensitive documents are only seen by those with a genuine need to do so.

4th Platform provides best in class products and services and will take your business on the journey for efficient and effective digital transformation.



### Content & Document Services

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# Hand Sanitiser Messaging Stations

## The complete sanitiser solution for:

- Advertising
- Custom welcome messages
- Information about your business and services
- Customer testimonials
- Images of your staff and team
- Social media streams



### Generate Revenue with Advertising.

It takes 30 seconds to sanitise hands correctly, giving the user plenty of time to digest the dynamic content on display. The 22" digital display has inbuilt speakers so you can play custom video and audio messages flawlessly which is perfect for advertising. Our research found it only takes around six adverts to offset the whole cost of the device and sanitiser per month. We can help you ascertain appropriate advert candidates, whether this be partners, local businesses or brands.

### No Stress, No Mess.

As a fully managed service, the unit is supported by our technicians. They monitor and report on the usage of sanitising liquid and will be on-site to replenish before you run out. The quality sanitiser is securely contained within the device so it can't be stolen or damaged. We also manage the process of uploading the adverts to the portals. The screens are updated every two weeks as standard.

### Hand Sanitising is Here to Stay.

Let's face it, the need for hand sanitising is going to be a long term necessity, and protecting your customers and clients is a top priority. As we move forward through the Covid-19 pandemic, a more robust and sustainable solution is going to be required. Designed to be in use 24/7, both our wall mounted and floor standing models are stylish and sturdy in design.

#### Hand Sanitiser Messaging Stations

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# Office-in-a-Box Solution

## A Managed Service.

In these challenging times, you need to know your business is safe and secure and that your employees working from home can collaborate and work efficiently and safely.

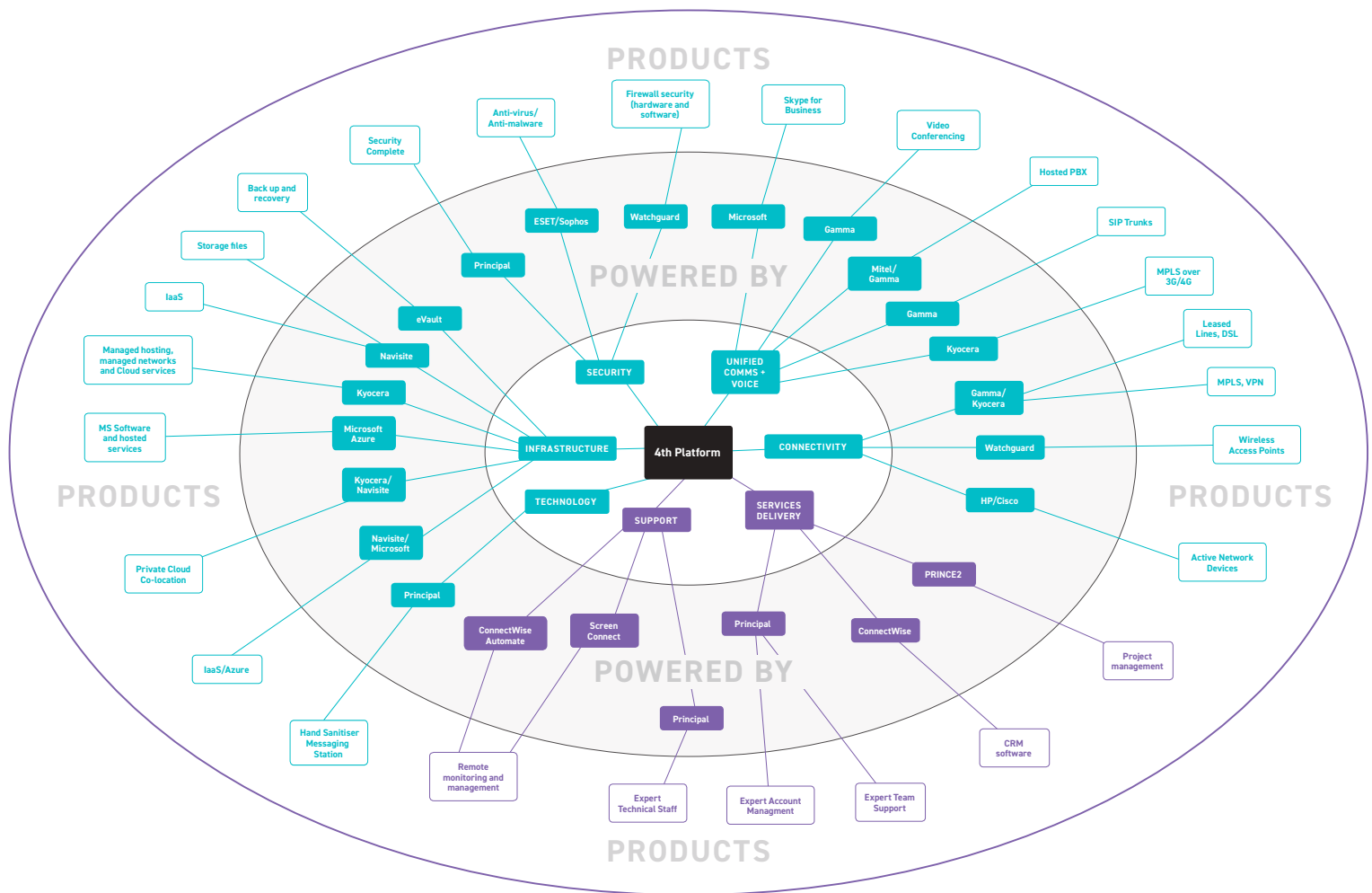
The 4th Platform Office-in-a-Box is the perfect solution. A totally managed service, we simply put together a package to suit your needs. Hardware such as monitors, laptops, telephones, and office furniture will be installed by our technicians. And support offered to the worker for the duration.

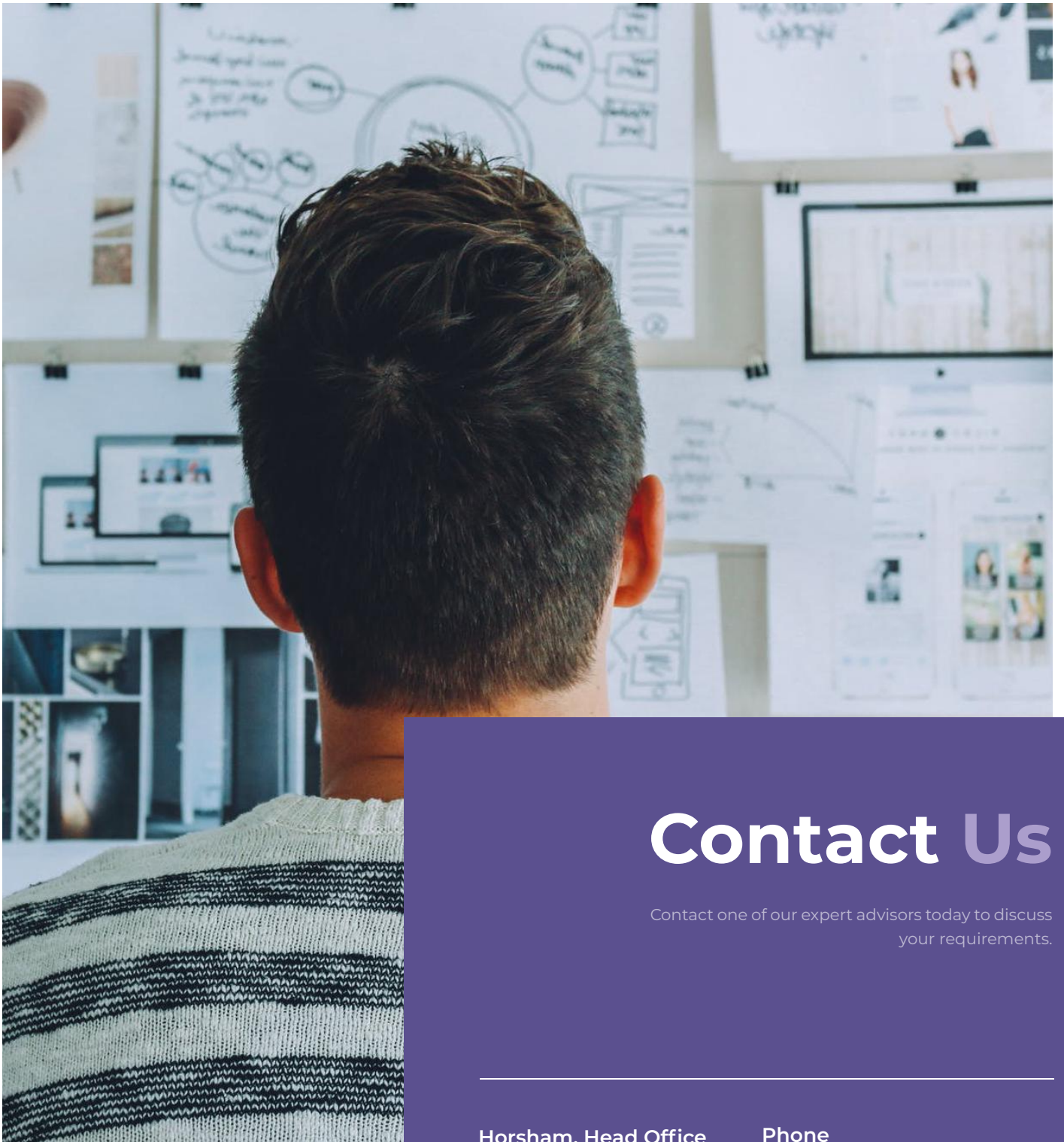
4th Platform will keep your business safe and secure with the latest technology and necessary software. Customisable to individual requirements, our Office-in-a-Box solution allows you to source all of your remote working or home office with all the quality products and services of the professional office environment.

It's box ready, no fuss or bother, fully installed on site with industry leading class cyber security to give you true peace of mind.



# Our Portfolio





# Contact Us

Contact one of our expert advisors today to discuss your requirements.

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