IT SUPPORT

PRODUCT BROCHURE

Presented by Brightridge Technology

brightridge

EXPERIENCED SUPPORT

BRIGHTRIDGE HAS BEEN DELIVERING BEST IN CLASS IT SERVICES AND SUPPORT TO SME BUSINESSES SINCE 2003. THE BREADTH OF OUR EXPERTISE AND SERVICE MEANS YOU CAN DEPEND ON US FOR EVERYTHING, FROM DAY TO DAY SUPPORT, CONNECTIVITY AND HOSTING, RIGHT THROUGH TO COMPLETE SYSTEM DESIGN AND INSTALLATION.

SPECIFICATION

Whatever solution or level of support your business requires, Brightridge has the service, qualified staff and flexible payment options to suit. It's our ability to tailor our solutions and apply best practice knowledge to any scenario and for any budget that has been key to our success over the years. Few other providers can offer both the breadth of expertise combined with the level of personalised service best suited to the needs of SMB businesses.

UK WIDE

Our customers choose us for our locality, the quality of our service and the value for money we provide. Our customer retention rate is testament to that, with many customers having stayed with us from the start. Customers using our ongoing IT support services will tell you that we become a natural extension of their own team and get to know their business intimately.

IT SERVICES

✓ IT HELPDESK SUPPORT

✓ 24HR MONITERING & MANAGED SERVICES

✓ ON-SITE BACKUP & DISASTER RECOVERY

✓ VIRTUALISATION

✓ SERVERS, DESKTOPS & HARDWARE

✓ IT CONSULTANCY & PROJECT MANAGEMENT

✓ CLOUD SOLUTIONS

✓ SOFTWARE LICENSING

✓ THIN CLIENT

✓ OFFICE SETUP, MOVES & REFURBISHMENTS

TECHNICAL SUPPORT

So much is resolved remotely today but sometimes it's better for all if we can see what's going on. Remote resolution is quick, but so are our field engineers when troublesome issues warrant a visit. Our team provide day to day advice and technical support to keep your business running smoothly. Everything about our service is designed to offer flexibility and simplicity.

We understand that as an SME business, cost is always a top consideration, as is flexibility from your service provider. Whether you are without an internal IT function or just need supplementary support for busier periods and technical escalation, having access to trustworthy, good quality support is invaluable. You need a provider with a broad range of technical competency who knows your business and is always available.

Our service is all about simplicity, allowing you to keep your focus on your core operations without the costly and frustrating distraction that IT can become. We know how to support your IT systems cost effectively. We become a part of your team, providing supplementary support or delivering all levels of user support as and when you need us.

GIVEN THE BREADTH OF OUR OFFERING ACROSS IT,TELECOMS, HOSTING AND CONNECTIVITY, YOU GET EVERYTHING YOU NEED FROM ONE LOCAL SUPPLIER. THIS MEANS LESS TIME WASTED MANAGING SUPPLIERS AND THE SEAMLESS DELIVERY OF A COMPLETE, JOINED UP SERVICE

THE HELPDESK

YOU'LL GET TO KNOW ALL THE ENGINEERS AT BRIGHTRIDGE. IRRESPECTIVE OF THEIR EXPERIENCE, THEY ALL PROVIDE HELPDESK SUPPORT. OUR ENGINEERS ROTATE FROM PROJECTS, INSTALLATIONS, FIELD SUPPORT AND THE HELPDESK. THIS EXPOSES THEM TO YOUR BUSINESS AND ITS PEOPLE MAKING THEM FAR BETTER POSITIONED TO PROVIDE THE SUPPORT YOU NEED.

YOU CAN CONTACT THE HELPDESK BY LOGGING TICKETS THROUGH OUR CLIENT PORTAL, BY EMAIL OR BY PHONE. OUR CUSTOMER SERVICES SUPERVISOR WILL ASSIGN YOUR TICKET TO THE MOST SUITABLE ENGINEER. ASSIGNATION IS BASED ON THOSE BEST SUITED DEPENDING UPON THE NATURE OF THE TICKET AND ENGINEER'S AVAILABILITY. THEY ARE ALL PERFORMANCE BASED MAKING IT IN THEIR INTEREST TO SATISFY SERVICE LEVELS, RESPOND QUICKLY AND CLOSE TICKETS AS QUICKLY AS POSSIBLE.

VIA OUR CLIENT PORTAL YOU CAN UPDATE TICKETS AND TRACK OUR PROGRESS. ALL OF OUR TEAM'S ACTIVITIES ARE POSTED AND AVAILABLE FOR YOU TO SEE. YOU WILL RECEIVE A CALL AND A NOTIFICATION FROM WHEN WE HAVE CLOSED THE TICKET AND YOU CAN LIAISE WITH THE ENGINEER DIRECTLY DURING THE COURSE OF ANY OPEN ACTIVITY.

FIELD STAFF

Our Helpdesk Engineers are not all under one roof. Many are home-based workers strategically positioned to reach you quickly in the event of an on-site visit being required. They all have company vehicles and carry stock of commonly required items.

We run our IT & telephony systems on our hosted datacentre platform allowing our team to collaborate and access the tools they need to support you irrespective of their location.

Fast reactive response is a key part of the technical support services we provide. Proactive support is even more important. By managing your assets carefully, we can prevent many of the sparks that ignite the fires.

Brightridge will introduce needy and often neglected support activities that help prevent disruptive and costly support calls. Activities include routine cleaning, on-site health checks, software updates, hot-fixes, service packs and the execution of policies and routines that will improve the performance, reliability and manageability of the network.

And it's not just the technical aspects of IT that need to be proactively managed. You need to be appraised of all matters relating to your systems to ensure smooth business operations are maintained.

YOUR ACCOUNT MANAGER WILL PROVIDE YOU WITH COMPREHENSIVE ADVICE AND ALL THE INFORMATION YOU NEED TO MAKE INFORMED DECISIONS.
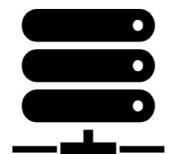
REVIEW MEETINGS

ASSET TRACKING

RECOMMENDATIONS

HARDWARE RENEWALS

SOFTWARE RENEWALS

BUDGET REPORTS

SUPPORT PACKAGES

Brightridge has flexible support packages ranging from Fixed-Cost, Bank of Hours and a Rolling Bank to level out the unwanted and unpredictable costs that IT can sometimes present.

FLEXIBLE IT SUPPORT PACKAGES

Whatever your budget and billing preference, Brightridge has a pricing model to suit your business and support requirements. Technical Support can be purchased via 4 models. Choose from;

STANDARD BANK OF HOURS

A bank of hours is purchased up front and can be drawn upon in 15-minute intervals. There is no minimum charge period. The bank can be used for all support activities (remote and on-site) during normal business hours and it can also be drawn upon for the installation of equipment too. Call-out charges are also deductible. A bank of hours is purchased as a block purchase. Speak to us about the discount rates available.

To minimise business downtime or disruption, it is very common for projects, upgrades and system maintenance to be performed out with normal business hours. We always entertain these requests. The time can be predetermined and built into your agreement or a small additional charge can be raised to cover the engineer's overtime.

ROLLING BANK OF HOURS

The rolling bank offers more payment flexibility over a year rather than laying capital out-front as with the Standard bank. Estimate your annual likely annual usage. We'll split that into four quarterly instalments but still give you the bank discount level for the commitment across the year. We'll top-up your bank every quarter in line with your instalments. Unused minutes carry into the next quarter and you can even burst your bank without penalty. You'll have busy periods and quiet periods and the Rolling Bank was introduced to bring financial consistency to unpredictable support requirements.

FIXED COST

Fixed price support is a fully managed IT service with unlimited hours. Irrespective of the problems you encounter, Brightridge will provide an unlimited amount of onsite and remote support to keep your business running smoothly.

FIXED + BANK

You can combine Fixed Cost Agreement with a bank of hours. Many businesses are comfortable managing day to day desktop support but want the comfort of knowing their servers are in the hands of experts who build, configure and maintain servers as part of their everyday routine. This is very common, and many businesses elect to outsource the support of the 'back-end' under a fixed-cost agreement and introduce a bank of hours for all other desktop activities.

ON-CALL SERVICE

Businesses who need emergency support out with normal business hours can subscribe to our premium on-call service. Assistance is available 24/7.

NETWORK MONITERING

BENEFIT FROM A 24HR MONITORED SERVICE THAT MAKES SURE YOUR SYSTEMS' HEALTH IS ALWAYS IN CHECK. AVOID FAILURES, REACTIVE FIXES AND DISRUPTION TO YOUR BUSINESS OPERATIONS BY PRE-EMPTIVELY REMEDIATING ISSUES BEFORE CAPACITIES ARE BREACHED OR FAILURES OCCUR.

24HR MONITERING

No business wants to be in the position of dealing with a catastrophic IT system or network failure. Access to your management systems and databases, voice services and internet connectivity is the foundation of modern business. Your ability to deliver a service to your customers depends on it. Protect your business's reputation and profitability by ensuring your fundamental infrastructure is properly managed.

DASHBOARDS

Brightridge will drop sensors onto your network and setup dashboards to remotely monitor your network and its performance. You can have access to the dashboard too, so we can collectively address what's in need of attention. We'll keep tabs on your servers (the physical and the virtual), your switches and routers, the WAN, internet bandwidth usage, websites, applications and much more. Cleverly configured sensors tell us about bottlenecks and areas of your system that need attention before they become major problems that interrupt your business.

ALERTS

Large ceiling mounted plasmas and wallboards displaying monitoring dashboards, engineers performance and high-priority tickets are significant features at Brightridge and there's no escaping warning signals when they fire. We also use a push email and SMS alert for serious issues and automated ticket generation for early warnings that need to be investigated but don't need an emergency response.

ACTION

Our monitoring service isn't just dashboard displays and alerting. When systems fail, shutdown or behave incorrectly many of our sensors are programmed with remedial action that attempts automatic rectification by executing custom programs and scripts. This is extremely useful when trying to buy time and mask problems from users when trying to identify the root cause of an intermittent or recurring issue. We also rely heavily on automated action outwith business hours to prevent issues being presented to your staff at the beginning of a new business day.

REPORTING

Daily, Weekly, Monthly or alternative scheduled based reports can be sent to you automatically, so you can review performance and trends. These are also very helpful at review meetings to clarify that historical issues have been addressed and put to bed.

BACKUP & DISASTER RECOVERY

FOR BUSINESS CONTINUITY IN THE EVENT OF HARDWARE FAILURE, BRIGHTRIDGE PROVIDES ROCK-SOLID BACK UP AND DISASTER RECOVERY SERVICES. LEGACY TAPE DRIVES SATISFIED BACKUP AND DISASTER RECOVERY NEEDS BY WRITING TO TAPE AND THEN REMOVING FROM SITE. TAPES DON'T SATISFY TODAY'S DEMANDS BUT THEIR TWO-PRONGED STRATEGY TO BACKUP AND THEN REMOVE FROM SITE REMAINS FUNDAMENTAL TO ANY MODERN-DAY SOLUTION.

BACKUP(STAGE 1)

The most important function of any backup is the restoration. An off-site backup is little use if you have limited bandwidth and days pass whilst you try to retrieve your backup. Many cloud backup providers also have a data retrieval charge!

When retrieving individual files, off-site backups are generally satisfactory. But, if a large amount of data needs to be retrieved or an entire server needs to be restored then off-site backups are no use without bucket loads of bandwidth.

Any restore needs to be quick. The backup source needs to be available and on-site. For this reason, Brightridge will always write its customers backups to a local on-premise storage device before advancing to anything off-site. Typically, a default 14-day retention period is set on the storage device and this becomes the primary source for restoring lost or corrupt data.

DISASTER RECOVERY(STAGE 2)

This is where off-site storage comes into its own. If anything, untoward happens to the local storage device or the site suffers a catastrophic failure then that's when you must have an up to date copy of everything somewhere else.

In addition to performing a local backup, Brightridge will also send nightly backups to its datacentre for disaster recovery purposes. Our backup software, Veeam, performs both functions. You will normally need an Ethernet circuit upwards of 10Mb to ensure your data can be delivered to the datacentre within the given nightly window. Broadband will not suffice.

CONTENT

The content of the off-site and local backups comprises complete servers and their data. Backing up the data alone is of little value if you have suffered a server failure. Each server needs to be backed up in its entirety. Brightridge does this and it is very important.

BACKUP FORMAT

The format of our backups are virtual machine replicas. In other words, copies of your servers exist in a completely executable state allowing you to transfer and launch them on any physical machine (or host) that has a base VMware layer. We can even launch them in the datacentre allowing you to access them directly from there. This is the beauty of virtual machines. You can recover from a disaster very quickly. Most businesses do now have their servers running in a virtual environment for this reason and for the many benefits it brings. If your servers are not already virtualised, we can migrate them for you very easily.

ARCHIVES

Many businesses request a retention period beyond the default 14 days. We can increase this to satisfy your preferred retention period and for historical archives spanning far greater periods, we have an archive to tape service. You do not need any tape drive hardware for this. The archives will be performed in the datacentre and we'll send you the tapes for comfort and safe keeping.

VIRTUALISATION

Virtualisation is a software-based method of creating virtual (or non-physical) servers, operating systems, storage spaces and network channels. What that means is one physical piece of hardware or network channel can be split into multiple portions that have different functions. You can run more tasks or operating systems on existing infrastructure, saving money and energy costs.

BENEFITS

Run multiple operating systems on one physical machine

Reduce the number of servers required

Increase IT efficiencies

Reduce downtime

Improve application availability

Drive down hardware operating costs by up to 50%

Drive down energy costs by up to 80%

CLOUD SERVICES

Cloud computing facilitates the delivery of some or all of your business applications without the headache or considerations that have to be given to on-premise servers. That's the fundamental proposition that cloud offers – the removal of capital expenditure and complexity, everything else remains the same. Well, not quite the same. Users have the ability to access their applications from any location, anywhere in the world.

HOW BRIGHTRIDGE CAN HELP?

BRIGHTRIDGE IS A VMWARE PARTNER AND PROFESSIONAL SOLUTION PROVIDER. VMWARE IS THE GLOBAL LEADER IN PROVIDING INNOVATIVE AND BEST IN CLASS VIRTUALISATION SOFTWARE, WHICH IS WHY WE HAVE CHOSEN TO PARTNER WITH THEM.

WE ARE HAPPY TO PROVIDE AS MUCH OR AS LITTLE SUPPORT AS YOU REQUIRE FOR YOUR VIRTUAL ENVIRONMENTS. WHETHER YOU NEED PRODUCT ADVICE, SUPPLY OF LICENCES OR HELP VIRTUALISING AND SUPPORTING A NEW VIRTUALISED ENVIRONMENT, WE CAN HELP YOU AT EVERY STAGE.

VDI & THIN CLIENT

SIMPLIFY YOUR IT OPERATIONS AND SAVE MONEY BY SWITCHING TO THIN CLIENT. THIN CLIENTS ARE AN INTEGRAL PART OF A VDI (VIRTUAL DESKTOP INFRASTRUCTURE) AND THEIR ADOPTION REWARDS BUSINESSES WITH MASSIVE REDUCTIONS IN IT COSTS BY STANDARDISING, CENTRALISING AND SIMPLIFYING THE LANDSCAPE.

SCALABLE

Unlike traditional on-premise hardware, increasing the power of a server in the datacentre is simple and can be done within minutes. We assign power in increments of 1vCPU and 16GB and monitor the resource utilisation of all servers in the datacentre, advising you if any utilisation thresholds or bottlenecks appear. Storage capacity is similarly scalable. Each server is delivered with 200GB of hard disk space. Additional hard disk space beyond this is charged £0.12 per 1GB/per month. Your total disk space utilisation is pooled which means additional charges will not be incurred if all of your servers are collectively using less than your subscribed allocation.

THIN CLIENT SIMPLICITY

Thin clients are simple, small footprint devices that replace traditional PCs. Their sole purpose is to connect and present the virtual desktop that your Desktop Servers have been told to deliver. Simple.

BENEFITS

THE BENEFITS OF MOVING TO A THIN CLIENT ENVIRONMENT ARE SIGNIFICANT WITH BOTH SHORT AND LONG-TERM GAINS;

LOWER COST TO PURCHASE THAN PC'S

TRADITIONAL PC SUPPORT ALMOST ELIMINATED

DRASTICALLY REDUCING IT SUPPORT COSTS

LOWER OPERATING AND ENERGY COSTS

TWICE THE LIFESPAN OF A PC

NO MOVING PARTS – VERY RELIABLE

NO ANTIVIRUS SOFTWARE REQUIRED – THIN CLIENTS ARE VIRUS IMMUNE

USERS CANNOT INSTALL SOFTWARE OR DAMAGE THIN CLIENTS WITH SOFTWARE

SMALL PHYSICAL FOOTPRINT ON DESK OR CAN BE MOUNTED ON BACK OF MONITORS

GOING THIN WITH BRIGHTRIDGE

Brightridge is a strong advocate and well-known architect of virtual desktop infrastructures that utilise thin client technologies. Many customers come to Brightridge specifically for our expertise in this area of computing virtualisation to the Cloud in the shape of SoftGrid to help them with their deployment. SoftGrid (purchased by Microsoft and now knows as AppV) virtualises applications and allows square pegs to be dropped into round holes – a challenge which readily needs to be overcome on terminal and remote desktop servers.

We have migrated many fitting customers from traditional 'fat' PC deployments to smarter, thinner landscapes and we are delivering over a thousand hosted desktops from our hosted platform in the datacentre every day.

SIMPLIFY OPERATIONS

GET A COMPETITIVE EDGE WITH A SINGLE PANE OF GLASS THAT INCREASES EFFICIENCY AND DELIVERS DATA-BACKED INSIGHTS AND SUPPORT TO CLIENTS. EXPLORE OUR BUSINESS MANAGEMENT SUITE.

REMOTE ONITERING AND MANAGEMENT

REMOTELY MONITOR, MANAGE AND SUPPORT YOUR CLIENTS' INFRASTRUCTURE WITH A SECURE, MULTI-TENANT CLOUD PLATFORM.

AUTOTASK PROFESSIONAL SERVICES AUTOMATION (PSA)

CENTRALIZE OPERATIONS TO PROVIDE A SINGLE VIEW ACROSS THE ENTIRE BUSINESS-IMPROVING INSIGHT, EFFICIENCY, SERVICE LEVELS, AND PROFITABILITY

COMMERCE

STREAMLINE QUOTING AND PROCUREMENT TO QUOTE EFFICIENTLY, REDUCE REWORK, AND DRIVE PROFITABILITY.

BACKUP, RESTORE & PROTECT DATA

ENSURE UPTIME WITH SMART SOLUTIONS TO PROTECT YOUR CLIENTS' CRITICAL DATA AND APPLICATIONS WHETHER THEY LIVE ON LOCAL SERVERS, END-USER COMPUTERS, OR IN SAAS APPLICATIONS. EXPLORE OUR UNIFIED CONTINUITY SOLUTION.

SIRIS

PROTECT and QUICKLY restore servers with reliable, image-based, all-in-one business continuity and disaster recovery

CLOUD CONTINUITY FOR PC

PROTECT AND QUICKLY REstore PCs with reliable, image-based, all-in-one cloud backup and disaster recovery

SAAS PROTECTION

CLOUD-to-cloud backup and fast recovery for critical data in Microsoft 365 and google workspace applications

WORKPLACE

SAFE FILE SYNC AND SHARE with a centrally managed, secure collaboration platform

ALTO

PROTECT AND QUICKLY restore small business servers with reliable, image-based, all-in-one business continuity and disaster recovery

CLOUD CONTINUITY FOR MICROSOFT AZURE

Ensure Microsoft Azure Workloads are protected and easily recoverable with a complete business continuity and disaster recovery solution

FILE PROTECTION

FAST AND EASY file and folder backup and restore with support for mac and windows

MANAGE NETWORKS

CLOUD-MANAGED WIFI ACCESS POINTS DELIVER POWERFUL WIRELESS NETWORKS WITH OPTIMIZED COVERAGE AND SEAMLESS ROAMING.

WIFI

CLOUD-MANAGED WIFI ACCESS POINTS DELIVER POWERFUL WIRELESS NETWORKS WITH OPTIMIZED COVERAGE AND SEAMLESS ROAMING

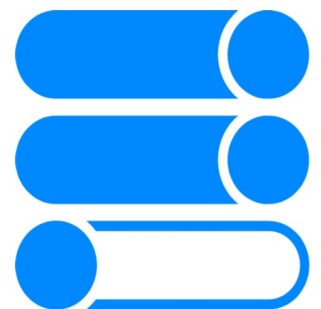## EDGE ROUTERS

REMAIN CONNECTED WITH HIGH PERFORMANCE ROUTING, INCLUDING BUILT-IN FIREWALL, INTRUSION DETECTION AND FULLY INTEGRATED 4G LTE FAILOVER

SWITCHES

SEAMLESSLY CONNECT DEVICES AND USERS WITH HIGH-PERFORMANCE, CLOUD-MANAGED SWITCHING.

BCDR SOFTWARE

X360CLOUD

Effortlessly backup and restore exchange online, onedrive, sharepoint, and teams - including all files, folders and document libraries

X360RECOVER

The most cost effective BCDR solution. x360 recover is proven to reduce total cost of ownership(TCO0 by up to 50%. And with axcient chain-free and airgap, partners can sleep easy knowing that data can always be recovered

X360SYNC

Sync files to the cloud and securely share documents with coworkers for anytime access and collaboration. Always-on backup means your devices and cloud files are continuously backed up and protected from data loss and ransomware.

SOFTWARE SOLUTIONS

VSA - REMOTE MONITERING & MANGEMENT

Deliver higher service quality and achieve greater IT efficiency with Kaseya VSA, offering remote monitoring and management for all IT functions integrated in a single console

BMS - PROFESSIONAL SERVICES AUTOMATION

Modernize and advance back office capability with a fully integrated PSA / Service Desk solution. BMS provides the opportunity for you to streamline operations and reduce costs

COMPLIANCE MANAGER

Compliance process automation solution that ensures continuous compliance with HIPAA, GDPR, CMMC, NIST (SP) 800-171 and Cyber Insurance policies.

MANAGED SOC - 24/7 THREAT MONITERING

Stop attackers in their tracks with our managed cybersecurity detection and response solution backed by a world-class security operations center.

TRAVERSE - NETWORK PERFORMANCE MONITORING

Solve your biggest challenges in network and systems monitoring, on-premise and in the cloud. With Traverse you'll be able to easily monitor and manage advanced networks and data centers

VOREX - IT SERVICE DELIVERY

Vorex provides everything you need to efficiently manage your IT operations, with helpdesk, ticketing, and project management built-in.

CONTACT BRIGHTRIDGE TODAY

TO FIND OUT MORE ABOUT OUR SERVICES

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TAKE THE STRESS OUT OF IT. PARTNER WITH A LEADING MANAGED SERVICE PROVIDER