

Professional Services

PROFESSIONAL SERVICES**MANAGED SERVICES****SERVICE DESK**

OVERVIEW

EXPO.e's Professional Services division consists of highly qualified and experienced architects, consultants, and project managers who have successfully delivered thousands of projects on behalf of clients. These practitioners are multi-skilled and are uniquely placed to drive projects to a successful conclusion. EXPO.e's Professional Services portfolio consists of the following services:

- Audit Service.
- Application Design and Implementation.
- Business Analysis and Advisory Service.
- Continuity Planning and Implementation.
- Infrastructure Design and Implementation.
- Integration Service.
- Migration and Transition.
- Strategy and Planning.

EXPO.e always aligns the best and most qualified consultants to a given opportunity so that we are able to understand where our clients envisage their business moving to over the coming years.

We analyse and recommend the best solution to ensure it takes into consideration our clients' growth and change plans, whilst being cost effective and future proof. We are not aligned to any particular hardware or software vendors, which promotes continued evaluation of our competitiveness against our competitors and industry advancements within the IT space. This means that EXPO.e is ideally placed to offer unbiased and helpful advice that supports our clients' requirements. EXPO.e will always take into consideration the desired functionality a product or solution must fulfil, how our clients wish their organisations to operate, and what features and capabilities should be made available to our clients' user base.

Our fully qualified Prince 2 Project Management and delivery teams work hand-in-hand with our consultants to fully understand our clients' objectives when implementing the designed solution to fully achieve excellence and a streamlined delivery, within budget and on time.

For all available services EXPO.e will conduct a full scoping exercise and work with its clients to draft together a full Statement of



Works (SOW) outlining the proposed approach and activities. Our approach is based on years of practical experience in assisting clients executing their projects.

CONTINUITY PLANNING AND IMPLEMENTATION

EXPO.e believes it is essential to be prepared for the unforeseen. We provide secure, fast and simple online backup solutions and advise clients on planning for business continuity and disaster recovery to ensure businesses are fully primed in the event of a disaster or outage.

As a highly experienced BC and DR solution provider, EXPO.e is ideally placed to analyse current solutions and infrastructures, make recommendations and design a new strategy and implement the solution, ensuring the solution is kept within budget constraints.

To ensure that our client's business is ready for the unexpected, EXPO.e shall work alongside our client to understand where their data currently resides and the importance of this data to the business. Armed with this information we will then review a range of options, products, and solutions for providing a full backup and recovery service to manage and fully secure our client's files.

We understand that clients require a reliable and secure backup solution that is easy to manage and easily accessible prior to and following the occurrence of an unexpected event. This is why the EXPO.e DR & BC team work with our clients to review the network architecture and applications they currently have, whilst recommending solutions from the marketplace or from EXPO.e's portfolio of products to best make the business data available should an event occur.

Whatever the need of your business, EXPO.e's DR & BC team will work with you to identify the most important aspects and critical points of the business and mould a solution that fits, based on industry standard tool sets and methodologies.

INFRASTRUCTURE DESIGN AND IMPLEMENTATION

Amongst its many services, EXPO.e offers the design, implementation and support of new IT and network infrastructures, or advises and assists in making changes to old ICT environments. Whether our clients are planning to design a new infrastructure, want to make changes to an aging environment, or want to improve the performance of their

existing environment due to growth, EXPO.e will help design, implement, and support the new infrastructure in place at a highly competitive price.

For customers with on-premise infrastructure this service focusses on the underlying infrastructure components of the IT system such as the hypervisor, hypervisor management platform, servers, storage, firewalls, networking, and backup infrastructure. These components underpin the network operations and therefore must be flexible, robust, and offer the room to scale for future growth.

For customers that already operate or wish to migrate onto the EXPO.e Cloud this service focuses on the design and implementation of the physical and virtual infrastructure components.

Over the past 12 years, EXPO.e has built a large, impressive client base through helping our clients design an ICT environment that fulfils its business and IT objectives and that helps their business grow. Clients such as Nabarro LLP, Macmillan Cancer, and Scott Moncrieff have benefitted from EXPO.e's expertise within this space, and following EXPO.e's infrastructure design and implementation expertise, these infrastructure systems continue to support their everyday business applications.

EXPO.e specialises in the design and implementation of a range of infrastructure products and components from vendors which include Citrix, Cisco, Dell, HP, NetApp, Netgear, Microsoft, Symantec, Veeam, and VMware.

APPLICATION DESIGN AND IMPLEMENTATION

Applications add business services and value to the underlying IT infrastructure and the user base, and it is important that these applications underpin the business operations and objectives. While the other components of the IT system must be well thought out and managed, the impact of a poorly designed application layer is generally felt most by the users of the IT systems, and directly affect user and organisation productivity.

In today's competitive marketplace it is no longer sufficient for an organisation's internal applications to be good enough; they have to be better than the competition to allow the organisation to gain a competitive edge. EXPO.e understands that systems have to be designed to meet a variety of requirements. The correct balance has to be struck between a range of requirements including portability, functionality, application responsiveness, external access, availability, and cost.

EXPO.e's design and implementation work is carried out by skilled technology specialists to vendor best practice guidelines.



This ensures optimum compatibility between application workloads and ensures that the system is supportable by the vendor or technology specialists. EXPO.e's consultants and architects have many years of experience in the IT industry and are considered experts in their respective fields.

An efficiently designed and operated application infrastructure can decrease operational costs such as licensing, maintenance costs, and resource costs while improving productivity and output. In addition a poorly designed and implemented application negatively affects the perception and morale of staff.

EXPO.e specialises in the design and implementation of a range of applications from vendors which include Citrix, Microsoft, and VMware.

AUDIT SERVICE

Before any changes are made to an ICT infrastructure it is vital to have a full understanding of the underlying infrastructure. Therefore to gain an understanding of the underlying infrastructure and starting point before changes are made, we recommend that a full audit is carried out.

EXPO.e offers full auditing services as part of our overall solution discovery phase or as a one-off service. We are able to carry out an in-depth analysis of your current ICT systems and back this up with future strategy for remedying any challenges or current issues and reinforcing existing good practice.

Our EXPO.e auditing service conforms to stringent internal requirements with regards to recording information and all services are carried out in line with ITIL. All systems and configuration information logged throughout the audit is stored within our Configuration Management Database to allow our clients to plan for the future.

With over 1,700 clients and having completed hundreds of audit reviews for our clients our Professional Services team have a vast amount of experience in auditing. Our services are complemented by our highly qualified consultants that work closely with our clients to effectively analyse and audit their environment. The audit service is complimented by our other Professional Services offerings that enable us to recommend ways to make changes or fix potential issues that are highlighted as a result of the audit.

STRATEGY AND PLANNING

Strategic planning is key to every business. Whether our clients

plan to make changes to their current infrastructure or are seeking to migrate from another supplier to EXPO.e's platform, a vast amount of planning must be carried out.

EXPO.e offers planning as a service and works with its clients to obtain a full understanding of the business, technology, and commercial goals for the platform or solution. Another key aspect of planning is helping our clients to achieve their objectives within the set period of time they have available. In order to do this EXPO.e's consultants work alongside its experienced Project Managers to assess the objectives and expertly advise on the solution.

With 12 years of experience in providing planning services for the implementation of complex solutions, EXPO.e is able to provide realistic and successful planning guidelines in order to help meet those objectives. These guidelines may then serve as a blueprint that may be used by EXPO.e's other Professional Services to deliver the relevant solution.

BUSINESS ANALYSIS AND ADVISORY SERVICES

EXPO.e's Advisory team is comprised of highly qualified design consultants who have a vast amount of experience in helping clients to achieve their business objectives. EXPO.e understands that each client has their own challenges and goals and therefore our team will help identify the cause of those challenges and seek out opportunities to make improvements to the business.

Each EXPO.e consultant has a wealth of knowledge about the industry and the latest technologies and it is their goal to help our clients achieve the most from their IT infrastructure at minimum cost whilst budgeting for the future.

If your business is planning to implement change or want to improve business performance our Advisory team will work with you to fully understand the need for the business, its people, and the commercial impacts. We understand that it is vital that the best consultants are aligned to the right engagements and therefore each consultant focusses on the right technologies against the size and complexity of our client's needs. Our consultants will draw upon past & present experience, analyse client needs and take into consideration the client user base, commercial objectives, operational structure, and sector to ensure they are aligning the right strategies and provide confidence that their advice will move the business forward in the right direction.

Our Advisory team offers an array of services from helping our clients to reduce cost through to integrating new services. Services are outlined below:



INTEGRATION SERVICE

It is becoming increasingly common for organisations to consider Cloud based solutions for line of business functions such as CRM, ERP, email, collaboration, enterprise voice, and video-conferencing. The most value can be derived from these products and solutions through tight integration between these solutions and the on premise infrastructure, such as Active Directory. Features such as single sign-on may be vital to the success of the Cloud solution and can mean the difference between a successful and failed implementation.

- Reduce costs and improve ROI.
- Offer advice on how to effectively and efficiently manage your data.
- How to integrate and how to get the best out of business change.
- Integrations services.
- Business change services.
- Infrastructural changes.
- Improve performance and increase efficiency.
- Advise on new Implementations and manage new solution initiatives.
- Infrastructure Design and Implementation.
- Integration Service.
- Migration and Transition.
- Strategy and Planning.

EXPO.e's integration consultants have a wealth of experience integrating disparate systems such as Salesforce, Office 365, Microsoft Dynamics, and Google Apps with corporate systems. This integration may range from simple requirements such as the implementation of Directory Synchronisation or Google Apps Password Sync to more complex implementations that make use of Active Directory Federation Services (ADFS) or third party products.

Our consultants will help you evaluate the available options based on individual requirements and analyse the benefits, drawbacks, and costs of the available options.

MIGRATION AND TRANSITION

Migration and transition is a necessary action to the continual improvement and regeneration of modern IT systems. EXPO.e's migration services provide full planning (POC, Pilot, Production), design, support, and tried and tested technical implementation methods for when you want to migrate your systems. Our migration consultants have a wealth of experience migrating systems:

- to newer versions of the same product,
- to different solutions / products,
- to new physical locations,
- between physical and virtual infrastructure,
- between virtual infrastructure solutions,
- to Cloud solutions such as Office 365 or Google Apps, or
- to EXPO.e's Cloud platform.

EXPO.e spends time with its clients to identify a safe, qualified and controlled way of migrating infrastructures to our virtualised platform whilst reducing risks, saving time and money to achieve your desired benefits. All migration services carried out by our highly qualified team of consultants and project and delivery teams are ITIL compliant and are planned, managed and controlled accordingly.

Throughout the transition, EXPO.e will work with its clients to migrate in line with the planned and agreed end goals whilst managing the progress of the transition with risk and variances. Quality reviews of the service transition will take place and these will be carried out by

EXPO.e's Quality and Project Managers.