Bytes SERVICES OVERVIEW

Delivering Innovation That Matters





Achieve Business Transformation & Governance Goals

Organisations of all sizes across the UK are facing up to the issues and opportunities of the digital age.

Changing workstyles, disruptive technologies, new mobile workflows and breakthrough cloud services with on-demand IT delivery models all clamour for attention.

The noise in the marketplace is deafening as IT players make bold claims and insist their solutions are the answer to your needs. But it's never been easier to make the wrong decision.

Forward-looking businesses need cool heads at times like this - and an expert partner who won't be swayed by the hype or locked into vendor technology.

That's where Bytes can help. Our Services team never gets mesmerised by the tech.

We focus on you - and your goals. We'll explore all the options with you. We look for solutions that will achieve your objectives in the fastest and most cost-effective way... and set you up for a successful future. We're open, realistic, pragmatic and forward-thinking.

Our advice can be trusted.

Bytes Services

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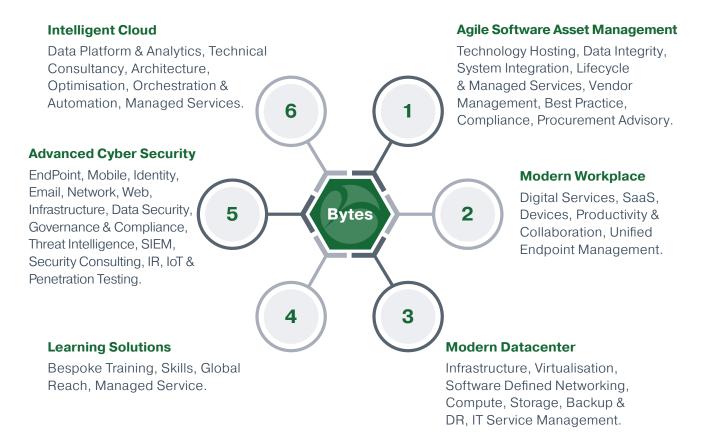
Introduction

Services to accelerate your transformation

Our Services Teams can provide you with leading insights, expertise and practical help across a broad range of software services and security solutions - from initial ideas, to helping you to launch and manage business transformation through technology.

We're trusted by leading brands such as Marks & Spencer, BBC, Primark, NHS, Clifford Chance, BUPA, Thames Water, Hiscox, Allen & Overy LLP and thousands more across retail, media, finance, manufacturing, legal, the NHS and the public sector.

Bytes enable effective and cost-efficient sourcing, adoption and management of Software and Cloud Services.





Successful Outcomes

Ensuring objectives are exceeded every time

Bytes' ultra-smart insights save £1million in cloud costs for intelligent automation pioneer Blue Prism Cloud.

Challenge

Blue Prism Cloud was growing fast and driving into new industries. The success of its always-on software-as-a-service (SaaS) platform meant they faced a significant challenge managing its growing cloud spend. The company needed specialist expertise to help control operational costs, specifically Microsoft Azure.

Benefits

Blue Prism Cloud now enjoy clear business advantages:

- **Significant savings** reduced cloud costs on Azure by 30%.
- **Perfect platform for growth** the new CSP commercial model provides huge benefits around flexibility and support.
- **Continuous improvement** providing 24/7 monitoring and management, using consumption data to drive continuous improvement as Blue Prism Cloud continues to develop and expand.

Cloud Investment Management Service (CIMS)

Cloud architects from Bytes started by understanding Blue Prism Cloud's SaaS platform, then exploring its cloud strategy and its spend commitment levels:

- **Bytes Quantum** cloud platform to analyse consumption data, build forecasting projections and identify the best commercial model.
- Bytes Architects to right-size and re-classify virtual machines from a technical perspective to ensure their long-term optimisation.
- Proactive 360-degree monitoring and management of cloud spend, identification of new workloads with on-going recommendations for consumption models.
- **Commercial Review** moving from a traditional transactional Microsoft Enterprise Agreement (EA) to a managed Microsoft Cloud Solution Provider (CSP) model providing monthly finance for pre-purchased compute and capacity.

"The Bytes team is technically knowledgeable, easy to work with and they've delivered outstanding results." **Colin Bradford, Chief Operating Officer - Blue Prism Cloud**



End User Computing Services

Need a more agile workforce?

We'll work with you to create a tailored End User Computing strategy that's attuned to your goals - then we'll help you to deliver it and reap the rewards for your business.

DIGITAL WORKSPACE SERVICES

Create the optimal digital workspace. Bytes can help with a health-check for your current environment as well as providing services that offer frictionless access to all app types, as well as data and consumersimple productivity that enables new experiences for the modern workforce.

- Deploying cloud-based apps without any centralised management
- Addressing the security of corporate data
- Supporting the use of mobile productivity apps
- Delivering new mobile or web-based applications
- Rolling out Office 365 with control over how files are accessed, stored or sent
- Remote access to email from non-trusted or BYO devices
- Planning for Android Enterprise X and how it will impact managed devices
- Enabling an identity infrastructure to support all app types

Microsoft Explore 365 Workshops

Our team provides a high-level overview of M365, adoption strategies, business benefits and outcomes. Our service includes plans and licensing, communication and collaboration tools in Office 365, security and compliance and integrated workflow (PowerApps, Flow and Forms).

Windows 10 Deployment & Management Services

Bytes offer advisory, planning and design services as well as a Windows 10 Managed Service. If you're at the beginning of your journey, Bytes offer a FOC strategy session to understand your current environment and produce a project plan for you. We'll help you to get the best results faster, gaining the greatest benefit from Windows 10.

Windows Virtual Desktop

WVD is a comprehensive desktop and app virtualisation service running in the cloud. It's the only VDI that delivers simplified management, multi-session Windows 10, optimisations for Office 365 ProPlus and support for Remote Desktop Services (RDS) environments. Bytes can help provide Cloud Management, Virtual Desktop/App Delivery, Service Updates, Remote Access and Support all through a centralised end user portal. Our free of charge assessment will help define the best choice of solution based on your business and technical needs.



End User Computing Services

Need a more agile workforce?

The Bytes FastTrack Service for Microsoft 365 (more on Page 16)

This service provides guidance for planning, deployment and adoption when migrating an IT environment. At no additional cost to the existing subscription, we offer remote access to guidance from Bytes specialists, best practices, tools and resources.

Cloud Investment Management Services (CIMS) (more on Page 5)

It's possible to achieve your deployment and business objectives, save time and resources by maximising the ROI of Microsoft 365. This service includes a bespoke capability to manage joiners and leavers in your organisation and their online subscriptions as well as the right-sizing of Online Subscriptions. Financial SaaS analytics to track the adoption of accounts, individual Office 365 components, identify Microsoft 365 workload utilization and synchronize with your deployment roadmap with the best skills.

Microsoft Dynamics Support

Bytes and our specialist partner, QuantiQ offer flexible, cost-effective support for all your Dynamics needs. Covering the full spectrum of services from System Customisation to Database Development to User Training across the full suite of Microsoft applications including NAV, CRM, D365, PowerBI, AX and GP.

Surface-as-a-Service

For customers using Microsoft 365, our service provides devices and support services that requires "zero-touch" from IT teams. You get direct shipping to your endusers together with Intune and Windows Autopilot all configured to your organisation's exact requirements. In addition, you also get flexible payment and lease plans.

VELOCITY WORKSHOPS FOR THE MICROSOFT MODERN WORKPLACE

Bespoke one-to-one sessions at your office with presentations and hands-on-tech demonstrations. Designed to enable companies of all sizes and types to implement Microsoft 365 workloads, improve process, increase security enhance collaboration, analyse and manage their environment – all with clear business benefits and outcomes for each workshop type.

- Comms and Collaboration: Teams, SharePoint, Office Mobile Apps
- Security and Compliance
- Power Platform: PowerApps, Flow, Power Bl
- Modern Desktop and Management: Win10, Surface, Office 365 Pro Plus
- Customer Immersion Experience: Hands on and scenario based



Security Services Solutions that give you total confidence

We focus on your business objectives - and provide security around them that's robust enough to meet today's challenges and tomorrow's emerging threats.

Cloud Security Alignment Workshop

Bytes delivers a workshop aimed at addressing the ever-expanding list of intrusion techniques and layers of security available. We evaluate current requirements, explore the security roadmap, run toolsets and assessments in order to deliver a comprehensive analysis and bespoke solutions.

Penetration Testing & Assurance Services

We'll help to protect your business from genuine risks. Our service includes consultancy to identify security threats, vulnerabilities and weaknesses, while finding practical answers and solutions that may lead to greater opportunities for cost savings or extra revenue.

Virtual Outsourced CISO Services

Bytes can provide the expertise, flexibility and forward-thinking you need. This service is led by Bytes' own CISO so we can give you the kind of strategic guidance that a Chief Information Security Officer at a world-leading enterprise would offer. You can get a cohesive and costeffective plan that works.

Payments & PCI DSS Advisory and Audit Services

Secure payments and compliance with the Payment Card Industry Data Security Standard (PCI DSS) can be a complex hurdle for any business that handles transactions. But the Bytes approach to secure payments will help you to grow revenue, stay compliant and self-fund security.

Information Security Forum Services (ISF)

We'll help you to strengthen risk management, sharpen supply chain security and ramp up your defences against insider threats. Our expertise extends across all frameworks and we provide consultancy in good practice, benchmarking and readiness for compliance and risk assessment.

Security Health Check & Benchmark

We'll help you to strengthen risk management, sharpen supply chain security and ramp up your defences against insider threats. We use the ISF Standard of Good Practice (SoGP) security/maturity assessment to benchmark against your industry peers using the five main security standards.

Incident Response 24/7

Access global Incident Response experts ready to investigate and contain attacks 24/7 worldwide, so you can get back to business faster. Then apply learnings from incidents long term using Bytes expert consultants, to ensure both short term issue resolution and long term learning.

Managed Firewalls & Managed IPS

Bytes offers a fully managed firewall and IPS service providing protection from internet threats, internal attacks and business connection risks. Freeing IT from the burden of implementing, monitoring and maintaining their firewall & intrusion prevention.



Security Services Solutions that give you total confidence

SOC-as-a-Service

Within the UK, Bytes exclusively offers a turnkey endpoint security that includes the only breach prevention warranty of its kind (\$1m). A powerful combination of people, processes and technology brings you the highest level of endpoint security maturity. This includes a 24/7 managed threat hunting & managed detection and response service that works in tandem with your existing AV.

Security Vendor Services

A range of approved health-checks, implementation and managed services from multiple vendors including Okta, Sophos, Trend Micro, Symantec, Darktrace, Crowdstrike, Digital Shadows and many more.

Email Security & Resiliency Assessment

Utilise cloud-based Advanced Security service to assess the effectiveness of legacy email security systems. In an ESRA, this service re-inspects emails deemed safe by your incumbent email security system and looks for false negatives, such as spam or malicious content.

Network Security & Visibility Assessment

We'll enable you to detect and investigate raw network traffic for security threats. This approach is powerful in monitoring and securing the entire network – On-prem, Cloud, Internet of Things (IoT) and OT technology.

Cloud Security Assessments

In ever-changing, auto-scaling public cloud environments, continuous visibility of cloud infrastructure is vital to security. Bytes agnostic security and compliance based assessments for Cloud customers allow you to benchmark and assess your current configuration. The Assessments poll your resources at the account level and the information is analysed and assessed against best practices and aligned against known frameworks such as: GDPR, ISO 27001, PCI DSS, SOC2.

ORGANISATIONAL ACCREDITATIONS

- > ISO 9001 certified
- > ISO 14001 certified
- Information Security Forum (ISF) member and solution provider

CONSULTANT ACCREDITATIONS

- > PCI SSC Qualified Security Assessor
- Certified ISO/IEC 27001 Senior Lead Implementers
- Certified ISO/IEC 27032 Senior Lead Cyber Security Manager
- Certified ISO/IEC 27001 Lead Auditor (ISC) 2 Systems Security Certified Practitioner



Cloud Services Maximise the value of the cloud

Our cloud specialists have designed a range of services and assessments to keep you in control and get the best value out of your investment whether you're established in the cloud or just getting started.

VELOCITY WORKSHOPS FOR THE MICROSOFT INTELLIGENT CLOUD

Bespoke one-to-one sessions at your office with presentations and hands-on-tech demonstrations. Designed to enable companies of all sizes and types to adopt and implement key Azure capabilities, we'll bring to life concepts and real-world solutions for developers, data scientists, analysts and business stakeholders – all with clear benefits and outcomes for each workshop type:

- Modernisation Adoption and Refinement
- Internet of Things (IoT)

DevOps

- Data Analytics
- Machine Learning & Al

Cloud Platform Spot Instances Managed Services

Buying cloud can now be done in 3 ways - on demand, reserved instances and spot - which is spare capacity on their own infrastructure that's not being used. We'll help your business to go the extra mile, make savings and really optimise your workloads - without losing uptime.

Microsoft Explore Azure Workshops

Discover how to find answers to the business challenges you face with an Azure solution that brings together everything you need. Covering VMs, storage, networking, platform services, cloud adoption strategies, governance frameworks, commercial options and the business case.

Bytes Cloud Support Help Desk

Bytes provide expert advice, tools and services within our support offering to maximise your investment in Microsoft Cloud. This service includes a dedicated team of Microsoft experts backed by Microsoft Premier Support 24/7 providing Guidance on initial tenant creation, setup and on-boarding, subscription management and

technical support and break-fix assistance.

Cloud Economics Review

We'll help you to optimise and transform performance with a business-ready Azure environment - whether you're just starting out, functioning with unsupported systems or using Azure but need expert help with challenges such as Windows Server / SQL Server EoS.

Software Defined-WAN

Delivering reliable, secure access and optimal performance for cloud apps – our range of SD-WAN solutions and services are designed for superior user experience for workers in modern digital workspaces. 9



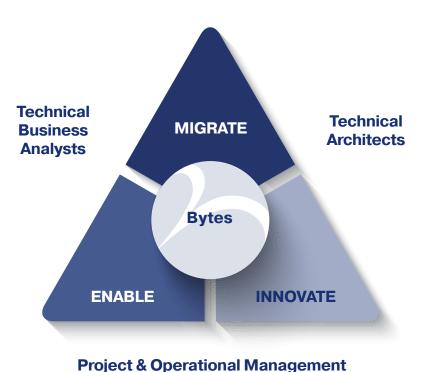
Cloud Services Maximise the value of the cloud

CLOUD INVESTMENT MANAGEMENT SERVICES (CIMS)

We'll provide active management and optimisation of your cloud spend and financial investment. Using our Quantum analytics platform, we monitor your desktop and cloud activity 24/7 and provide monthly updates and analytics covering Reserved Instances and licensing for new workloads.

Our CIMS engagements typically save customers up to 70% of cloud costs - see how on Page 5.

- Independent IP Toolset
- Azure Ghosted
- Al-enabled
- PowerBI Reporting
- Consumption & Billing Forecasts
- BI Dashboards & Technical Rightsizing



We're an Advanced Consulting Partner for Cloud

- > Architecting Cloud Solutions
- > Technical Professional Consulting
- > Automation & DevOps
- Automated Solutions for Hyperscale Cloud Implementations
- > Business Outcomes Approach
- > Agile Customer Driven Design

10



Data Availability Services Get peace of mind and business success

You want high availability and resilience... we know how to make it happen. We'll explore your best data availability options at the beating heart of your IT, whether you need a converged infrastructure or help with migration, storage, backup, disaster recovery or more.

Disaster Recovery as a Service

Bytes has a suite of DR services that deliver technical peace of mind when replicating consistent and continuous production workloads to Azure, AWS or third party datacentres. With our service powered by Zerto, you can reduce CAPEX and utilise predictable monthly OPEX - and remove the need to acquire and configure hardware.

Backup as a Service (BaaS)

Bytes' fully managed, cloud-agnostic Backup Service protects your physical, virtual and filelevel workloads for a simple monthly fee. Our platform-agnostic solution enables you to leverage our Private Cloud or market leading Public Cloud platforms including AWS and Microsoft Azure, extending to Office365 deployment.

Dark Data Assessment Services

An assessment of data aging, data consumption by file type, user and group permissions that assists in the discovery and classification of structured and unstructured data. If you're on the road to leveraging RPA, Bytes help ensure data quality so you can Develop Operational Efficiency and Improve Client Delivery.

Data Management Workshop

Looking at your current data management landscape, applications and locations, we'll baseline your backup and DR - and look at a data management roadmap. Having understood your needs, we'll look for gaps and improvements whilst considering a range of suitable vendors before compiling your data management business case.

CASP Service

(Commvault Associate Service Provider)

Bytes offer front line support for all Commvault customers. Our service offers 1st and 2nd line support to Commvault customers looking for a more personal support service. Escalations can still be made to the vendor however your support services are owned by a dedicated team that has an understanding and background on your Commvault deployment.



Datacentre Services

Transform your infrastructure at speed

We're helping customers modernise their IT infrastructure, whether your strategy is on-premise, a hybrid model, or into the cloud. Focusing on your goals, we cover the entire datacentre or focus on specific areas.

DATACENTRE ADVISORY AND OPTIMISATION SERVICE

A holistic view of your existing estate and suggested roadmap by a specialist team of consultants. Our mastery of licensing legacy environments and software investments is the key to modernising your IT estate. We'll explore the capabilities, benefits and limitations providing: Infrastructure modernisation & consolidation; Maintenance and management of multiple clouds; Virtualisation & container platforms; Workloads & applications to innovate and automate; On-going management of cloud capacity and costs.

Virtualisation Infrastructure Assessment (VIA)

Bytes VIA uses Live Optics to provide a comprehensive view of your environment within days. The review captures metrics such as compute and storage required for sizing and designing new infrastructure.

Virtual Network Assessment

Powered by Realise Network Insight and offered free of charge, the service produces a tool that summarises the volume of East-West traffic, as well as top talkers by traffic type and by workload. The report also highlights potential security risks and provides a preview of actionable microsegmentation recommendations.

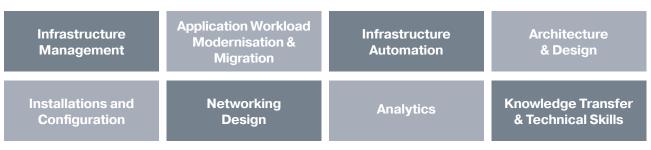
Virtualisation Optimisation Assessment with Hybrid Cloud

This service helps customers better optimise Virtualised environments. Our 30 day free-of-charge assessment answers questions around cloud costs, system efficiency, infrastructure performance and how to drive savings in your virtual infrastructure. Bytes can then assist you in the implementation of those recommendations.

Support Services for NetApp

Our EMEA Support Services for NetApp ensures quality of service delivery; improved uptime & data availability, increased operational efficiency and reduced costs. We offer all levels of support services that include 24/7 remote technical support; on-site troubleshooting; 24/7 replacement parts; remedial software updates and health-check.

Bytes offer a full range of Datacenter Services





SAM Services

Minimise spend while avoiding license compliance failures and fines

It's easy to lose track of what you have – and to know what you're really using. Effective software management will enable your business to run as efficiently as possible, but it's hard to master. Software Asset Management (SAM) will give you complete visibility and control of your licenses and make your software audits simpler.

Asset Management Service (AMS)

This is an intelligent component-based service that provides the ability to Discover, Assess, Manage & Optimise costs across the technology estate, on-premises & in the cloud. We improve business processes, address compliance risks and reduce costs. The service is underpinned by a range of people, processes and tools. It extends to a bespoke range of Asset, Compliance & Procurement Advisory Services.

Process Review and Roadmap

Our practical sessions will provide an understanding of software asset management for the modern datacentre and workplace. We'll consider the people, policy and technology that underpin an effective asset management function. We provide a SAM Maturity assessment and services on how to reduce costs and risks.

COMMERCIAL ADVISORY SERVICE (CAS)

We'll help you tackle complex procurement scenarios. Often used at the point of large renewals and contract anniversaries - our 'no stone left unturned' approach to cost modelling will grant you visibility of your available options, cost-saving measures and negotiation levers – delivering immediate and long-terms cost savings.

- Contract renewal
- Mergers, acquisitions, divestiture or business sale
- Transformational programs
- Discovery of non-compliance
- Migration of users and/or workloads to the cloud



SAM Services

Minimise spend while avoiding license compliance failures and fines

MICROSOFT 365 ADVISORY SERVICE

A comprehensive review of your M365 licenses and usage, providing visibility of your available options, costsaving measures and negotiation levers. This degree of transparency will assist you in your future business decisions, and ensure that short-term savings don't result in the unwitting acceptance of long-term costs.

Understand - An estate review will establish a baseline. Address any existing risks you are exposed to and look to improve the deployment of your assets. **Plan** - Your future technology and procurement strategies are surfaced, challenged and captured in a workshop environment to ensure a robust licensing strategy can be aligned to them.

IBM License Metric Tool (ILMT) Managed Service

You can maximise IBM sub-capacity licensing to reduce license costs associated to your infrastructure. We offer a vendor compliance health-check and review that includes: agent health, catalogue updates, reporting and an optimisation assessment to reduce risk and identify savings.

Software License Review (SLR)

We can provide a complete overview of your current software product deployments and associated licensing position. Whether you want a stand-alone licensing health-check or you're moving towards asset management, we can establish exactly what you own today. Our review is the first step as you take control of licensing across your software estate.

Software Audit Defence Service

We offer a range of SAM engagements that protect against compliance risks, overspend & security threats with full visibility and control of technology usage – manage vendor interaction, explore negotiation options and review vendor findings. Our mission is to reduce and potentially eliminate your compliance bill.

Established	50 People	250+ Managed	Prince 2
in 1999	Delivery Team	Customers	Qualified
Co-authors of ITIL	19 Vendors	320,000 Assets	£48m Largest
Best Practice	Mapped	Managed	Customer Saving

The largest dedicated SAM Team in Europe



Deployment Services Start getting the value from Day One

Bytes offer Deployment Services that can scope and implement many IT projects - so they get delivered on time, within budget, and start delivering on their potential right away.

Deployment can apply to cloud services, virtualisation projects, unified communications, business intelligence, security and data back-up services. Projects involving Azure, Windows 10 and Microsoft 365 are especially in demand.

With deployments ranging across SME, Mid-Market and Enterprise organisations, Bytes has built a strong reputation as a partner that can not only bring sense, clarity and cost control to software licensing but also excellence in the delivery of solutions, with the specific aim of driving true benefit to you.

Utilise FastTrack services for deployment and migration assistance for Exchange Online, O365 ProPlus, SharePoint Online, Teams, Yammer, Azure Active Directory Premium, Azure Advanced Threat Protection, Intune, Azure Information Protection and Microsoft Cloud App Security.

Your journey with Bytes FastTrack is made up of three stages:

1. The Envision Stage

You will create a FastTrack success plan by defining your organisation's vision. 2. The Onboard Stage You will work remotely with a Bytes FastTrack Specialist to prepare your environment. **3. The Drive Value Stage** You will create an adoption plan to drive usage and execute your goals.

FastTrack Benefit is eligible for commercial customers with a minimum 150 licenses. Please speak to your Bytes Account Manager regarding eligibility.



Latest Technology

Bringing cutting-edge ideas to life

Do you want to get to the bleeding edge of what's possible in the cloud, the digital workplace, with mobility - or another area of IT that could give you a clear advantage?

As well as having strategic partnerships and trusted relationships with established Global Vendor Partners, Bytes also works with the very latest cutting-edge cloud ISVs.

You don't need to go hunting for niche experts and take a chance within untested teams.

Simply connect with our partner eco-system. We can get you easy access to solutions putting you at the forefront of digital transformation, with solutions in areas such as intelligent automation, machine learning, conversational AI and data solutions to give insight where you need it most. We've got the ISV partners you need.

"We are delighted to be working with Bytes in new industries and geographies. Our technology and Bytes' knowledge and customer relationships are a perfect partnership" **Simon Cole, Director, Condeco**

Strategic Partnerships





Training Services Bringing the best skills into your business

Ticking the training box isn't enough. You need the best trainers, delivering the latest technology in the most effective way. It's all about giving your people the ability to accelerate your organisation.

Every session needs to deliver payback. We'll make sure it happens. We independently source the best premier-grade courses in software learning, management and personal development - so you gain more from your investments and digital transformation projects.

In addition, our managed learning solutions platform helps customers maximise the potential of their technical resources and improve skills across for businesses across the UK.

Last year we delivered...

elf study days

22000 On-site training days 2116 Microsoft SA Vouchers

The complete training service for your business

Expertise:

We'll source the right training courses for your professionals, thanks to over 15 years' experience.

Choice:

We're independent and offer easy access to the widest range of training - on-site, off-site, off-site and eLearning.

Value:

Our purchasing power and vendor relations means competitive pricing, so your training budget goes further.

Convenience:

We provide a secure, hosted on-line booking system and flexible ways to pay for easier budgeting.

Service:

We offer outstanding customer care for you.



The Bytes Group

A quick glance at our business





Women in IT AWARDS



450 staff across 3 business units at 6 office sites



of CheckPoint global partners











120+ Microsoft Certified Professionals



* Customer Satisfaction survey December 2019

We're part of the Altron Group

A technology company employing more than 8,500 staff globally in Australia, South Africa and selected African countries. With offerings in managed services, information technology and business process outsourcing, security services, broadband communication services, fleet management and telematics, secure transaction services, systems integration and information technology infrastructure – providing end-to-end holistic technology solutions.

"I would highly recommend Bytes to customers looking at Microsoft. Bytes understand legacy technology and how best to harness new solutions to take organisations into the future." **Partner Lead, Microsoft**

We work closely with the majority of Top Tier Vendors - to help integrate complex Digital Transformation Projects.



Let's start a conversation

The Bytes Services teams stand ready to help. We'd love to hear from you.

The most important aspect of our business is our people. We value initiative, teamwork and achievement. Together, we focus on providing the highest levels of service so we can deliver our ultimate goal – your satisfaction.

Please get in touch today.

Contact our friendly and helpful software experts on **01372 418 500** or **tellmemore@bytes.co.uk**, alternatively find us at **www.bytes.co.uk**

The Bytes team spans the UK at these locations:

Leatherhead Surrey

Reading Berkshire

Slough Berkshire City Centre Manchester Pocklington **York**

Douglas **Cork**

