



# Capability Statement

**serviceteamit**

Serviceteam IT design and deliver sophisticated connectivity, communication, continuity, and cloud services. We get to know our clients inside out so we can design custom solutions with a single point of contact for delivery and management.

Founded in 2011 and with over 20 years of experience, Serviceteam IT are passionate about achieving measurable results that help both you and your organisation.

# Contents

Summary	3
Elevator Pitch	4
What do we specialise in?	5
Key Proposition Highlights	6
Key Customers and Case Studies	7
Market Issues	8
Solution Benefits	9
Serviceteam IT Working Practice	10

# Summary:

## **TARGET AUDIENCE**

IT Directors at ambitious, growing organisation who require highly resilient infrastructure - Decision makers may include positions such as: Head of Infrastructure, Director of IT, Head of Telephony Systems etc.

## **SIZE**

We mainly work with organisations that are between £10million to £100million+ annual turnover. Although depending on the scope of services required, we can provide for smaller organisations if it is viable.

## **PROFILE**

Their business model, office locations, or existing IT and telephony systems are 'mission critical' and have little or no tolerance for a loss of service.

They likely have or desire a sophisticated infrastructure derived from multiple vendors. They definitely understand the importance of fast, reliable connectivity, but lack the intricate technical knowledge specific to networks (and the associated phone, Internet, data, and cloud communications).

As a result they want 'tell it how it is' technical expertise, and the flexibility present in small organisations to solve problems quickly. While product is important; service, ease of use and relationship are also important factors in decision making.

## **LOCATION**

Priority is within the West Midlands area. However, as we have customers both nationwide and abroad, location is not key to determining the target audience.



# Elevator Pitch

01

Serviceteam IT design and deliver sophisticated connectivity, communication, continuity, and cloud services, for organisations that need to stay connected 24/7.

02

We remove the complexity around IT infrastructure, giving you a clear understanding of what you are purchasing, and the benefits it will bring you.

03

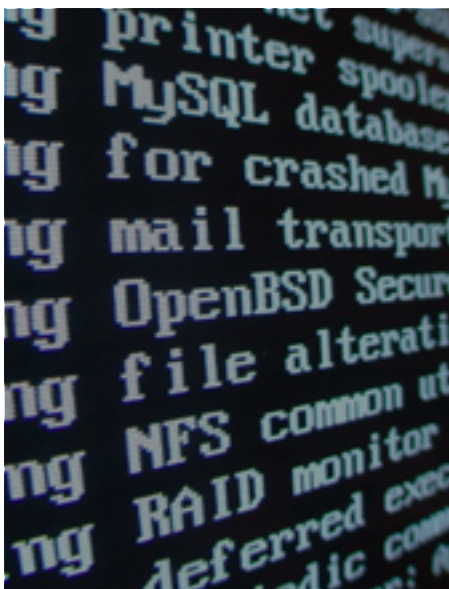
With our expertise, and using our industry knowledge, we've delivered solutions for some of the biggest names in some of the toughest circumstances. We take the time to understand your business, and can help you achieve your goals.

# What do we specialise in?



## CONNECTIVITY

The team have vast experience in finding the right connectivity solution that works for your organisation, including **Fibre Ethernet**, **Amazon** or **Azure Direct Connect**, and **Smart Networks** to simplify network management.



## CONTINUITY

In the face of growing external threats, ensuring your business can continue operations is essential. Serviceteam IT can identify vulnerabilities and implement solutions that maintain **compliance**, **security**, and **continuity**.



## COMMUNICATION

Innovative ways to improve communications using the Internet and cloud are increasingly widespread. Serviceteam IT can improve voice, data, email, and document management with **IP Telephony**, **Exchange** & **Sharepoint**.



## CLOUD

Enhance productivity, communication, and scalability. Harnessing platforms such as **Amazon Web Services**, **Office 365**, and **Azure** for compute, storage & content, database, networking, analytics, management & reporting.



# Key Proposition Highlights

Serviceteam IT design and deliver network infrastructure with maximum availability. This includes the following:

1. Providing separate or diverse infrastructure elements mitigates the risk of a disruption caused by a **single point of failure**, such as a damaged cable or a disabled exchange. This is done by creating a route plan that not only has multiple providers, but also keeps fibre in physically separated routes. This may include separate route entry and exit points.
2. Adopting a **multi provider strategy**, or partnering with a carrier who uses a multi provider strategy in their solution building. Serviceteam IT is **vendor agnostic**, and does not restrict itself to exclusive partnerships with enterprise organisations as other providers do. This means we maintain **maximum flexibility** both in terms of diversity of vendors and in terms of contractual flexibility meaning we can provide your organisation exactly what is required.



# Key Customers & Case Studies

Since 2013, Serviceteam IT has been providing resilient connectivity for First Utility, an energy company now approaching £600million turnover. We asked their infrastructure manager to share some insights as to why he works with Serviceteam IT:

“

It boils down to the industry specific knowledge and contacts in the area of data communications. Without buying in that knowledge we would have had to do all that work ourselves and then manage a number of independent comms contracts causing a lot of admin overhead that we simple don't have time for. Furthermore because of the contacts they have we do not pay any more for the comms we buy despite paying for Serviceteam IT's time because they are able to negotiate a better price than we can.

”

## FIRST UTILITY

Due to rapid expansion of the business, and the almost doubling of customer's year on year, the IT teams were finding it harder and harder to identify, acquire and manage their network assets. Working collaboratively with First Utility and our partners, we designed and implemented a multi-vendor solution, and continue to manage the expansion of their networked infrastructure, with diverse routes, high availability, and the best cost-carrier. As a result, they can successfully scale their network with organisational growth, all without a single instance of unplanned outage.

## BANABAY

Handled the design, installation, and support for networks, telephony and backups for a rapidly growing firm with employees worldwide, moving into new premises. Poor Internet connectivity that caused downtime and affected productivity was mitigated.

## BARRHEAD TRAVEL

Following the corruption of their Exchange server database, we moved their exchange data into Exchange Online (12TB) along with Office 365 licensing, allowing all of their historical exchange data to be viewed on their new cloud platform.

## GAB ROBINS

Introduced Windows based tablets with electronic forms to an insurance claims management firm, replacing paper forms. The technology adopted reduced input errors to virtually nil, increased productivity by almost 70%, and saved £72k within the first year.

# Market Issues

There are key challenges facing specific verticals, and technology specific problems including lack of knowledge surrounding available options, data loss, and over-reliance on non-diverse connections and systems; especially for mission critical data or communications. Other market challenges include:



## COMPLEXITY

These organisations will likely have sophisticated infrastructure from multiple vendors, although managing these systems is an increasingly complex task. Additionally, this leads to situations in which different suppliers who blame one another and pass the buck whenever something tricky needs doing or a bill is higher than expected. Furthermore, dealing with connectivity and communication providers is widely regarded to be an unwelcome struggle due to widespread disorganisation and poor levels of customer service.

## MISSION CRITICALITY

IT systems are critical to the smooth operation of organisations, and as such, the importance of the continued operation and support of these systems has also increased. For example, of companies that had a major loss of business data, 43% never reopen and 29% close within two years. This means there is significant desire to prevent incidents and mitigate as much as possible against disruptive events.

## SALES FATIGUE

It often seems that technology marketers and IT pros are speaking different languages leading to an unhealthy relationship between salespeople for technology providers, and technical customers. Serviceteam IT adopt a more "tell it how it is" approach, thus building long-term trust with customers both current and future.





# Solution Benefits

**A well designed network, cloud, and communications infrastructure has clear benefits. These include:**

## **BUSINESS CONTINUITY**

The ability to provide and maintain an appropriate level of service, even in the face of faults or external threats.

## **DISASTER RECOVERY**

The ability to bounce back quickly from setbacks, and restore service back to required levels.

## **COST EFFECTIVE**

Aside from reducing costly periods of downtime, having scalable Internet infrastructure reduces the expense and hassle expected when upgrading in the future

**Serviceteam IT provide:**

## **EXPERTISE**

Serviceteam IT have over 20 years experience within networks and communications, this means we have formed strong partnerships that enable Serviceteam IT to identify the correct providers for different projects and the means to achieve the desired results at the best value.

## **REDUCTION OF ADMIN**

Managing a diverse set of communications providers and contracts requires a large amount of administrative overhead. Serviceteam IT provide one point of contact and one bill to reduce the administrative workload of IT departments.

## **INDUSTRY KNOWLEDGE**

Additionally, Serviceteam IT's experience dictates we have knowledge of industry processes and practices. In using this knowledge, we can offer recommendations and support with regards to installation, usage, maintenance, or upgrading data communications infrastructure.

**Serviceteam IT intends to improve upon the offering of enterprise operators.**

## **DISCOVER**

We take time to understand the business needs. We deliver bespoke solutions that are easily understood and fulfill the human and business objectives, rather than merely the technical minimum. Serviceteam IT think technology should work for humans, not the other way around.

## **TRANSFORM**

We work with a range of partners to design and deliver fast, resilient IT infrastructure to meet their IT, communications, and business needs, cost-effectively. Serviceteam IT are vendor agnostic and thus have the flexibility to consider a range of options that larger enterprise organisations are unwilling to offer. We supply and manage the complete infrastructure package, with one contract, one bill and one point of management accountability.

## **RESULTS**

We work with the IT manager responsible for infrastructure to understand their business and

technical requirements in detail. We develop a clear picture of risk and dependencies. We get to know how their systems and users work and communicate. We apply our knowledge of similar business situations and make some predictions about likely future needs. From there we agree the requirements and investigate the most promising solutions, including different combinations of local and cloud, manual and automated. We provide approximate costs and make recommendations.

## **This means customers:**

- Know they have a solution with no hidden risks; their blind spots have been eliminated.
- Know they are getting the best value for money, for the level of service they need.
- Are confident that they have room for manoeuvre as the business evolves and grows.
- Are improving staff productivity, by keeping systems and communications working without interruptions or downtime.
- Are reducing the burden on IT support, with fewer time-consuming fault logs and issues.

A long-exposure photograph of a night sky showing star trails in a circular pattern, set against a dark blue background. The foreground shows a rocky, desert-like landscape with sparse vegetation.

Business  
solutions  
that work  
around  
**You.**

# Serviceteam IT Working Practice

## WHO ARE WE?

Passionate	We are always looking for ways improve customer experience and are passionate about our customers investment in us.
Focused	We do the right things in the correct way, avoiding distractions with an attention to detail our customers appreciate.
Dependable	We are reliable and dependable building strong relationships based upon an open and transparent attitude.
Ambitious	We really want to be the best, always challenging ourselves whilst learning valuable lessons from our errors.

## WHAT DRIVES US?

Customers	We strive to be dependable, whilst easy to work with. Always seeking ways to improve the technology that supports our customers.
Results	We are driven to build a superior business within a very competitive market, delivering results by creating enduring relationships.
People	We provide a robust, yet transparent and flexible , framework that individuals can realise their maximum potential.
Responsibility	We recognise our obligations to both our customers and the wider world. Mindful of the needs of others alongside our own.



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