



NOVEM

Reliable IT support for your business

All the outsourced technology
solutions you need



Who are Novem IT?

We're a team of approachable and **skilled IT experts** who want to help solve your problems.

When you call, we pick up.

You will always be greeted by a friendly, approachable person within minutes.

Our team will go above and beyond to meet your IT needs.

We are dedicated to supporting your technology needs so you can focus on your business.

We handle IT so you can handle it.

What do we value?



Team



Trust



Reliability



Knowledge



Approachability



Results

With experience managing IT services across a variety of sectors over two decades, the level of service we offer is second to none.



Domu Brands

Domu Brands is one of the fastest growing multi-channel and marketplace retailers in the UK comprising of brands such as VonHaus and VonChef.



The Mailing Room

The Mailing Room specialise in the supply and maintenance of franking machines, mailroom equipment and consumables.



AV Danzer

AV Danzer help support the construction industry with their modular buildings and other services, all over the UK.



Precision Tool Design

Precision Tool Design provide market leading supplies to the engineering industry all over the UK, with Rolls Royce as one of their main clients.

Novem IT are partners with well-regarded leading technology providers to ensure our customers have access to the best service possible.



Microsoft Partner

Certified Microsoft Partner and have the skills and experience to help your organisation utilise the benefits of Microsoft 365.



Cyber Essentials

We offer cybersecurity consultancy to help you attain the Cyber Essentials Certification and demonstrate your commitment to securing your network and data.



Fortinet

Fortinet offer Next Generation firewalls with advanced unified protection at the gateway to your networks. Listed as a leader in the Gartner Magic quadrant.



Datto

Datto provide market leading Business Continuity and Disaster Recovery solutions, to help your business be prepared for the future, no matter what.



Yealink

Novem are a Yealink Pro Partner. Yealink are recognised for the quality of their audio, visual and unified communication hardware.



Watchguard

Watchguard provide endpoint security and endpoint detection and response solutions. With their innovative solutions they are a market leader for advanced threat protection for businesses of all sizes.

What do we offer?



Managed IT services



Disaster Recovery



Microsoft 365



Telephony & VoIP



Cybersecurity



Cloud computing

Our team is full of IT experts who specialise in a myriad of areas. This means that no matter what your IT needs are, we've got it covered.



Maximise your IT to help transform your business

Boost productivity & efficiency

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Technology is an integral part of every modern workplace. It's no surprise that businesses are increasingly choosing to outsource their IT support.

Every organisation needs to work within a budget and somehow find a way to save time – all while keeping customers and staff satisfied. No modern business can thrive without a **firm foundation of technology**.

In this new digital age where more people than ever are working remotely, it's vital to ensure that your business has reliable technology to **support employees wherever they are**.

If you're struggling to find the time to manage your IT – don't worry, that's what our people do best. **We'll handle the IT so you can focus on your work.**

Unpack the key advantages of managed services by Novem IT



Save time



Boost
productivity



Work
efficiently



Increase
profitability



Protect
your data



Future-proof
your business



Implement IT Solutions Fit for Your Business

**Boost productivity & efficiency
across your team**

We can work with you to ensure that you are taking advantage of technology to help your business run effortlessly. With technology evolving every day, it is essential that businesses are utilising market-leading technology solutions which can boost productivity and efficiency.



Strategic advice and consultation with integrating and automating your IT processes; including programs, applications, updates, and more.



Increase employee retention by using modern technology solutions to improve workplace productivity and satisfaction.



Improve efficiency through applications such as Microsoft 365 and keep all your data in one place.



Novem IT offer Service Level Agreements (SLAs) that we always aim to exceed. Response times are essential to building a level of trust when you encounter an IT issue.

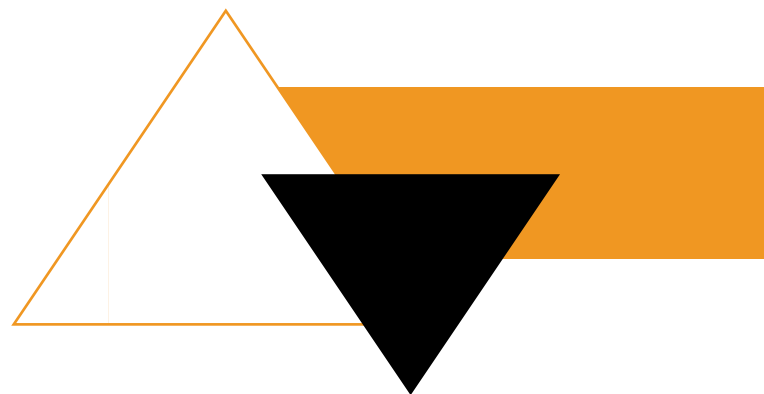
A decorative network diagram in the top left corner, consisting of a series of interconnected nodes and lines forming a complex web.

We'll be there when you call.

We pride ourselves in consistently hitting our response time SLAs and always aim to exceed these regularly.

**We are good at what we do;
let your IT problems become stress-free.**

**Give yourself and
your team more time
to focus on what you
do best – we'll handle
the rest.**



Cloud Flexibility

Cloud computing benefits are endless; it's no surprise that businesses globally are migrating to the cloud. With more employees than ever now working flexibly from different remote locations, having a solid cloud infrastructure is valuable.



Increased
Efficiency



Secure
data



Backup



Scalability



Control



Cost-effective

What can the Cloud do for businesses?

- Store information in one online hub
- Work remotely with access to everything you need, on any device
- Reduce stress of data risk by having everything backed up
- Implement flexible Cloud solutions as your business needs evolve

adt workplace

A remote access platform that is available to field-based staff 24 /7 365 days a year

- ADT Workplace

At Novem IT, we offer flexible cloud options depending on your business requirements.

Cloud-Hosted Infrastructure

if you require a fully integrated desktop environment via Windows Virtual Desktop

On-Premise to Cloud Migrations

Novem IT can make your migration effortless to the cloud

We work with third-party cloud providers, including industry leaders, Microsoft Azure and Windows Virtual Desktop. Whether it's the public, private or hybrid cloud you desire, we can help by providing cloud solutions tailored to your specific needs.

Telephony & VoIP

VoIP (Voice over Internet Protocol) is a cost-effective modern communication solution. Adapt your telephony system in line with the advancements of what cloud technology has to offer. Novem IT work with various hosted telephony providers to provide the best service for our customers.

Three Points of Presence

As well as using traditional desktop handsets, the application is available across PC, Mobile and Tablet devices and help employees to be more productive and effective.



Tablet

Whatever smart device you are using to operate, you can communicate efficiently on the device of your choice.



Computer-to-computer

Simply download the right software on your device and set up your headset & microphone.



Mobile Phones

Have a presence everywhere and never miss a call again by accessing VoIP work calls on your mobile.

On-site physical hardware can be costly and overcomplicated. With VoIP telephony, you can host your phone system in the cloud. All you need is a stable WiFi connection to make and receive phone calls at no added cost, from anywhere in the world.

This is particularly useful for remote working as employees can stay in communication with teams and clients via any device, no matter where they are based.

VoIP is ideal for all businesses, both large and small as it enables streamlined communication to make day-to-day tasks more efficient.

Never let communication be a problem for you or your team again with a reliable phone system that is hosted on the cloud.

Microsoft 365

Microsoft 365 is the hub of many businesses, offering a multitude of applications to support flexible working and workplace efficiencies.

Many Microsoft 365 subscriptions have the Office 365 stack included in their package: Outlook, Word, PowerPoint, Excel, OneDrive and many other useful tools. All these applications are entirely cloud-based so that your team can work together from various locations.



A full, seamless migration from Google Mail to Microsoft 365 creating vastly improved business productivity without large CapEx expenditure

- Quality Insolvency Services

Microsoft 365 provides:

- 1** | Cost reduction and scalability
- 2** | Flexibility and functionality
- 3** | Data security and reliability

The advantages of Microsoft 365 are limitless and can help your business grow and thrive. Leverage Microsoft and the myriad of applications it offers by giving your team the tools to succeed.

Your Productivity & Efficiency Questions Answered

1

Can you help with big projects like cloud migration?

Cloud migration can be complex, and if not configured correctly, this can leave your cloud infrastructure vulnerable to outsider threats. Let our team of experts handle it and make sure your cloud infrastructure is robust and tailored to your business needs.





2


Can you help us to get the best out of our current applications?

Make the most of the technology you've got and ensure that it's fit for purpose. Novem IT can advise you to make sure that you're getting the best solutions for your specific business requirements.

3

Will you liaise with third party suppliers for us?

We will talk to third-party suppliers on your behalf, so you don't have to worry about the time-consuming task of it. Let us take on the extra admin so you can focus on your day.



Smart Spending & Increasing Value

If you're more productive,
you're more profitable.

Outsourcing your IT saves money across the board.

Discover the cost-effective technology that when maximised, will transform your business.



Reduce overheads by having a fully managed IT service or extra support to complement your internal IT team.



Novem IT will provide the guidance you need when planning your IT roadmap.



You will see an increased return on investment when you effectively utilise the right technology.



Investing in a thorough Disaster Recovery plan now could save you thousands.



Gain access to experts and high-quality IT solutions.



We can help you to make good investments so you can stay ahead of competitors.



Improving business scalability and enabling growth.



SMEs are at risk of cyber-threats daily. The financial implications are significant for any business without sufficient protection.



**Downtime costs are up
by 200% year-over-year.**

(Datto)

**89% of MSPs report
ransomware infecting
endpoint systems.**

(Datto)

Working with a Managed Service Provider like Novem IT will ensure that your business has the most cost-effective technological foundations you need to succeed.



Disaster Recovery

Is your business prepared for any event? Do you know how long you could stay operational if your data was lost, or servers were down?

Business Continuity and Disaster Recovery plans (BCDR) are created to protect businesses from suffering the effects of downtime or unexpected crises.

To create a Disaster Recovery plan for your business, we would work with you to implement processes that protect you against cyber threats, as well as service recovery through Business Continuity planning.

Future-proof your business by implementing a robust plan to ensure long-term success.

On average, downtime as a result of a disaster can cost SMEs anywhere from £1,000 to £10,000 or more per hour.

The sooner you can be operational after a disaster, the less money is lost.

Backup

Backing up your data creates a virtual cushion in case mistakes happen. Most data loss occurs from human error – all it takes is one click, and a file can be lost forever.

Ensure that your most critical data is backed up every day so that you never have to be without what you need.

Novem IT provides Cloud Backup solutions in partnership with industry-leading vendors. This ensures that your data is stored securely and with vast space for growth.

Utilising backup in your business will create peace of mind that no matter what happens, you will be able to access what is required to keep doing your job.

Find out more about Novem IT's backup solution for Microsoft 365 on page 26.



Access to the Experts

Whether you need support on-site, an extra pair of hands for a big project or you'd prefer to outsource everything – our experts are at your disposal.



The team's responsiveness from top to bottom is always at a very high standard. Big thanks for all their support.

- Domu Brands

Whenever you need help, trained IT engineers will be at the end of the phone. Leaving the challenging tasks of upgrades, cloud migration and deployment of software to a team of specialists will help everything to run smoothly.





***90% of reported
issues are resolved
within 15 minutes***

We will always advise you on the most cost-effective investments for your specific business needs.

Your Smart Spending Questions Answered

1

Who will I have access to?

Novem IT promises that you will be able to chat with a real human *within minutes* of submitting an enquiry or raising a ticket.



2

Can you provide us with a tailored support package?

We know that one size does not fit all. Your support package will grow as your business grows. We will only deliver services that your business needs and can decrease or increase support month-by-month.

3

Is your billing flexible?

Never pay for more than you need. As your support package evolves, so will your payments.



Be Established As Credible & Reliable

Establishing your business as an organisation that customers can trust takes dedication. People want to know that their data and interests are respected and secure. With cyberattacks on the rise year after year, it has never been more important to protect your data, employees and customers.



We can help you to get the widely regarded Cyber Essentials certification. This accreditation is government-backed and is a great way to show your clients that you take cybersecurity seriously.




Know that your data is in safe hands. Your data matters to us because we understand how much it matters to you.



Regular security monitoring and vulnerability scanning to detect and resolve any potential areas of weakness.



Accessing remote working safely with Remote Monitoring Management (RMM) and Mobile Device Management (MDM).



85% of Managed Service Providers report malware attacks on their SME customers.

(Datto)

Hackers attack every 39 seconds, on average 2,244 times a day.

(University of Maryland)

Making the right choices with how you handle data is vital. It's important to put robust measures in place to protect your clients' data, as well as your business' reputation.



Remote Monitoring and Management

Remote Monitoring and Management (RMM) is the modern way to maintain your IT solutions. RMM allows managed service providers to look after all your technology remotely, meaning that they can be proactive in seeking out issues, rather than just reacting when something is broken.

Stay compliant with automatic updates and patch management so that you don't have to worry if your apps are meeting legal requirements. Mobile device encryption can be rolled out across your entire organisation to establish endpoint protection.

Having constant monitoring of your devices and software enables your users to access their work securely, wherever they are. This flexibility provides significant improvements to productivity while always ensuring your data and end-users are safe.



Robust Cybersecurity

Cyber-threats are increasing every year, and hackers are becoming more sophisticated in their attacks. Traditional antivirus software alone is not good enough anymore. Working with an outsourced cybersecurity provider ensures that you have comprehensive protection in place.



Novem IT worked with AV Danzer to produce a reduction in their Cyber insurance premium, attainment of the Cyber Essentials Certification and peace of mind for all employees knowing that systems and data are fully protected.

Novem IT offers next-generation firewalls to secure your network at the first point of entry. You can also roll out advanced protection across your client systems, servers and remote devices to cover all areas. Ongoing security scanning will highlight any areas of vulnerability that you might have so that we can help you to fix them before they are exposed.

The leading cause of data loss through successful cyber-attacks is human error. The best way to stop these mistakes is to educate your staff and gain accreditations like Cyber Essentials. Certifications and security awareness training demonstrates to your employees and customers alike that you are a responsible company that takes data seriously.

Backup for Microsoft 365

Did you know that Microsoft does not automatically backup your data?

Microsoft is not responsible for your data, despite storing it for you temporarily. Your data is your responsibility, which Microsoft do state, but this crucial information can easily be missed.

This means that you are responsible for backing up everything from emails to files as it will be automatically deleted by Microsoft if not stored in the cloud.

The Microsoft recovery point is limited to 30 days, meaning that after this time period if files were deleted accidentally or stolen in a cyber-attack, they would be permanently lost.

Novem IT are a certified Microsoft partner so we know exactly what is required to ensure all your Office 365 data is backed up properly.

As Microsoft partners, we can offer our clients enhanced Microsoft 365 backup, security and support. This includes implementation of everything from message encryption to advanced threat analytics and mobile device management to ensure that your data is not only stored long term but is also kept secure.



Your Data Security and Reliability Questions Answered

1

How can I be sure my most sensitive data is safe?

Novem IT work with industry-leading third-party vendors to provide comprehensive cybersecurity solutions. We know how important data is in this modern digital age and we understand that cybersecurity is a top priority for businesses of all sizes.



2

Are your cybersecurity solutions better than antivirus?

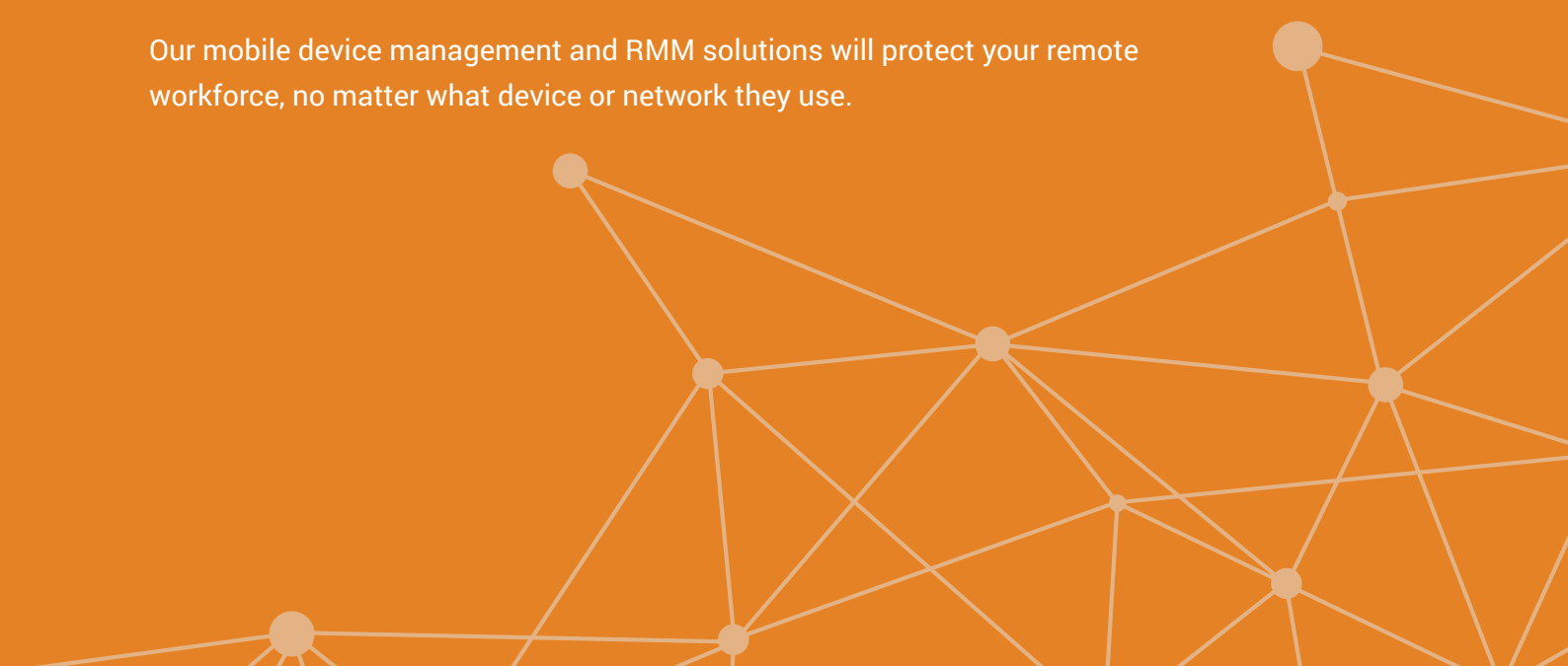
Yes.

Our cybersecurity solutions go over and above what antivirus alone can offer you. We can help you to become Cyber Essentials certified and ensure that you have the necessary Security Awareness Training. We will also provide robust cybersecurity solutions and constant threat scanning across your entire infrastructure.

3

Can you support my remote workforce?

Our mobile device management and RMM solutions will protect your remote workforce, no matter what device or network they use.



Create a Culture You're Proud of

Company culture is the beating heart of any business. By implementing the top technology solutions, you can improve team morale and keep company culture intact.



Bringing in new business is a goal for any company. But retaining your current customer base is essential. You rely on your customers to form your reputation as a company.



Utilise tools to motivate team members. If your team knows they are doing a good job and customers are pleased, this will create a positive and productive working environment.



Collaboration and communication are vital for any business to remain modern and efficient.



Retaining staff is crucial to any business's success. Employee retention boosts morale and productivity.



Using IT to your advantage can maintain a thriving company culture.

Almost ¼ of the UK workforce in Q4 of 2020 are working remotely. This makes connection and culture more important than ever.

Create success from within your company and see it develop into new business growth.



Microsoft Teams

Microsoft Teams is a cloud-based application which encourages collaboration and communication with both internal teams and external clients. Streamline internal processes and make chatting with your customers and staff more straightforward than ever.

Microsoft Teams Rooms solution can transform your video meetings with its innovative way of introducing collaboration, connectivity and communication into the meeting. By using smart VoIP technology this is possible to do with anyone, anywhere in the world.

Microsoft Teams offers applications such as *Disco*, which gives you the ability to reward your team and colleagues by sending each other kudos and acknowledge hard work.

With seamless integration into Outlook, SharePoint, and OneDrive, it has never been easier to share files and collaborate on team projects.

Increased communication, especially with remote workforces, results in greater productivity through shared resources, and ultimately a connected and happier team.



Microsoft Optimisation

Optimise your business with Microsoft applications, which help foster company culture with their collaboration benefits. These add-ins will help enterprises of all sizes to boost productivity by helping to optimise your daily processes.

Key add-ins:

Microsoft Planner

Systemise teamwork and projects with visual task management, creating easier collaboration.

Microsoft Forms

Give your team a voice and create quizzes, surveys and polls.

Microsoft OneNote

Your digital notebook, allowing your team to be imaginative and share new ideas.

Microsoft Lists

Enables the organisation of documents and projects to be more streamlined and tracked.

Microsoft Bookings

Customise all your needs to make your booking experience more efficient.

Microsoft Yammer

Connect with colleagues and other industry professionals over this private social networking platform.

You may not know that these Microsoft applications and many others are included in your Microsoft 365 subscription.

Technology is your greatest friend when it comes to increased productivity and efficiency, so make sure you are getting the most out of your Microsoft 365 subscription.

Spend More Time On What's Important

Time is something we all run out of. Tasks can build-up every day, making it harder for you and your team to stay proactive. IT challenges can be costly and time-consuming and take your focus away from your tasks.

Novem IT can remove this burden and ensure your IT operations are functioning smoothly. Leave the 'techy' work to us and focus on what's important.

Creating a streamlined IT system will help company culture as IT glitches will no longer hold your team back. Enable your team to work uninterrupted to the best of their ability, ensuring technology issues will not hinder your success.

Give yourself more time to focus on your team to create the best possible working atmosphere for your business.



Your Culture Questions Answered

1

How can you help my business grow?

Our aim at Novem IT is to take advantage of leading modern technologies to create more streamlined operations for your business. The benefits of outsourced IT support can help a business grow by giving you more time to focus on what you do best.



2

How do I know you're providing the most up to date services?

You want to know that you're receiving the best technology services on offer. We can promise this as we partner with third-party vendors who provide market-leading products. We will consult with you on technology changes and update your IT stack in line with your business requirements.

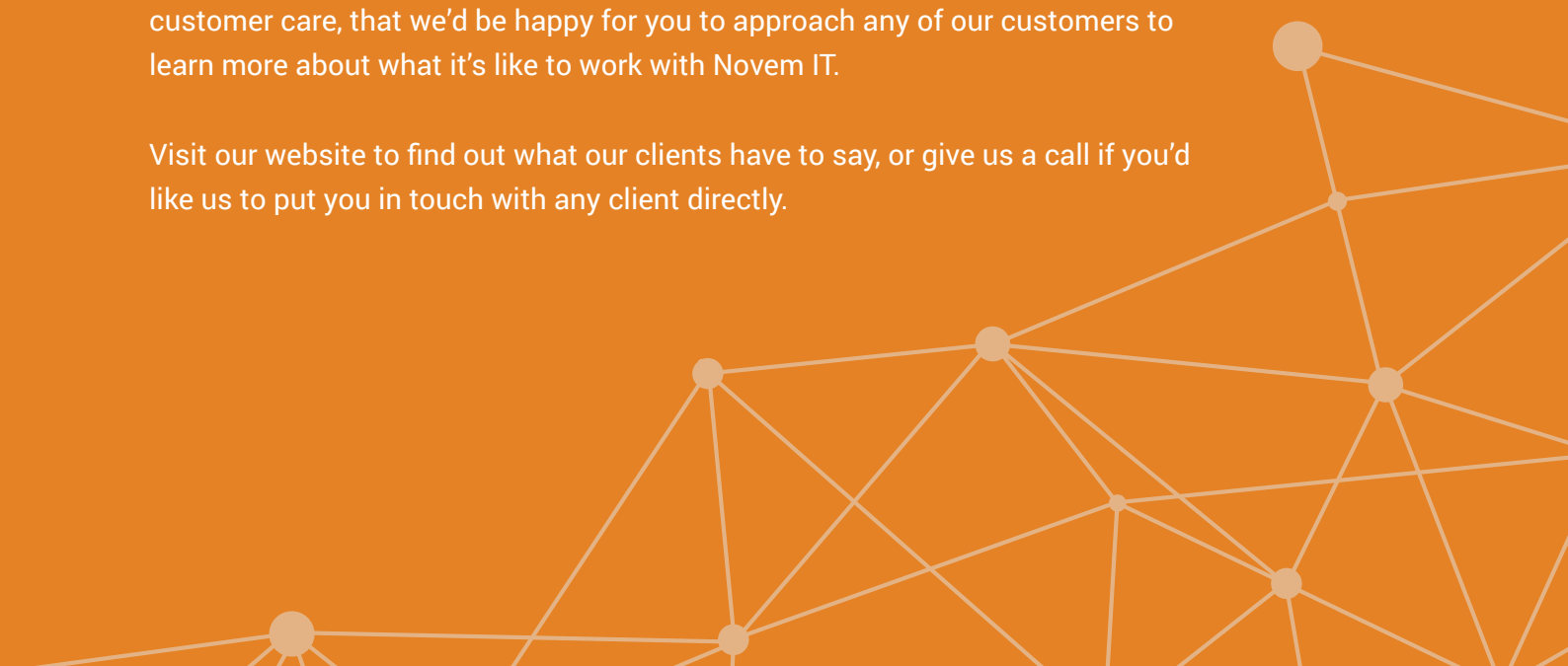
3

How do I know you will give me the support I need?

We pride ourselves on delivering high quality support for our clients. This means that we will take the time to get to know your business so that we can reliably provide bespoke services.

We're so confident that our clients would have positive things to say about our customer care, that we'd be happy for you to approach any of our customers to learn more about what it's like to work with Novem IT.

Visit our website to find out what our clients have to say, or give us a call if you'd like us to put you in touch with any client directly.



Need Some Help With Your IT?




Novem IT has a team full of friendly experts, ready to help you in the way you need most.

Let's have a chat.

Book your free IT consultation



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