



Managed IT for the Mid Market



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The Acora Vision:

To provide the mid-market with an outstanding customer experience through innovation and great people and become the leading provider of IT services within 4 years.



About Acora

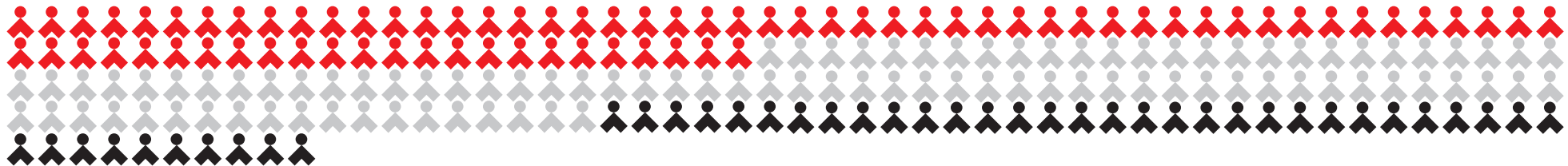
Award-winning IT managed services and business software partner

Acora is a UK-based, award winning IT services and technology partner with over 25 years' experience. We are ranked amongst the top 50 global managed services suppliers.

Financially stable with a strong balance sheet, Acora currently manages contractual revenues of more than £45m and employs over 200 people.

We provide a range of IT support and Microsoft-centric business software and cloud solutions to drive mid-market organisations to modernise their IT so they can compete and win in the digital economy.

210 employees



👤 FY2009 to 2011

👤 FY2012 to 2014

👤 FY2015 to 2017

Our Clients

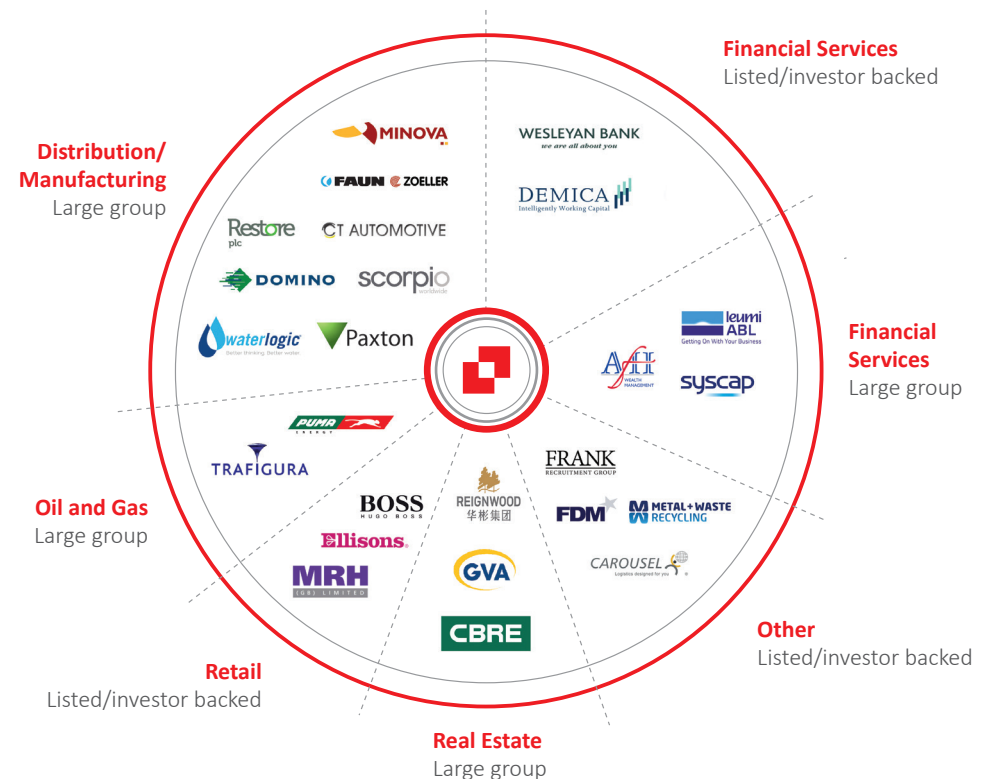
Established partnerships

More than 200 clients trust Acora to take responsibility for part, or all, of their business IT, from the design and build of complex solutions to the day-to-day management of IT services.

They rely on us to understand what their businesses need and to deliver within budget, security and compliance parameters, so that they can maintain focus on their wider business goals.

Industry expertise

We don't define our clients by industry; we deliver IT solutions across a wide variety of sectors and subsectors.



Our Approach

We follow a simple process

Our experience suggests it's not the technology alone that will deliver the return on investment and all the potential benefits to you and your employees. What's crucial is how the technology is designed and implemented, how the migration is managed, how the users are trained and how the users and platform are managed post installation.

Our **Advise**, **Transform** and **Manage** approach helps you navigate your way through the complex technology adoption and management process. The approach is tailored for each client; we can work with you at each step or apply a specific mix to suit your needs.

Advise – recommending the right direction for you

Transform – implementing your solution effectively

Manage – supporting the transformation for you



Our Core Service Offerings

Innovative IT services



Managed Services

Our range of agile IT support services are designed to complement your internal IT provision where and when you need it.

- IT infrastructure support
- End user support
- Tailored IT support



Business Software

A 40 strong team of Microsoft Dynamics specialists and support staff will ensure the full functionality of your chosen application is applied and managed.

- Dynamics Business Central
- Dynamics 365
- SharePoint



Cloud Services

Focusing on the Microsoft cloud portfolio our professional services team can design, consult, deploy and manage your cloud solution, providing Infrastructure-as-a-Service (IaaS) and Software-as-a-Service (SaaS) solutions.

- Private cloud
- Microsoft Azure
- Hybrid cloud



Workspace Services

We can create a modern, secure, flexible workspace for you and successfully manoeuvre you through the adoption challenges.

- Office 365
- EMS
- Windows 10
- Microsoft 365

We also offer a range of **IT project services** that can help you, from your first steps into the cloud all the way to resolving complex IT problems. Through our **advisory services** you can also access our team of experienced IT consultants for strategic advice and practical guidance.

Why Choose Acora

IT experts with business knowledge

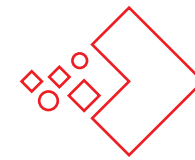
We employ experienced professionals with proven track records of IT service and project delivery across a broad range of businesses and industries.

Being aware of the commercial importance of IT ensures our teams deliver IT solutions that fully support your business objectives.

As well as solid IT experience and business acumen, we believe our success is down to a number of other key factors:



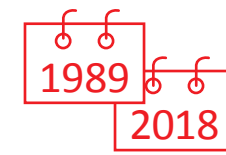
People



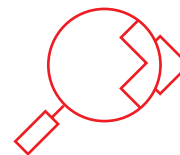
Systems



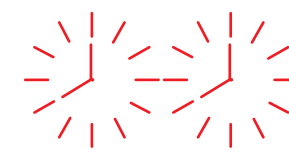
Process



Experience



Market focus



UK 24/7



Vendor partnerships



Mature services

1

Frank Recruitment Group

Case Study – Recruitment



Business challenge

Frank Recruitment Group is an award-winning, multi-brand specialist global recruitment firm with over 1000 employees. The internal IT team were struggling to cope with the company's rapid growth. Frank's global CIO knew that the organisation's current systems and environment needed updating to improve agility and create a flexible working environment. Inevitably that meant moving away from on-premise technology and migrating to the cloud.

Acora solution

Acora's initial objective was to transform the company's datacentre environment by overseeing the design and build of the Microsoft Azure solution. Given their experience leveraging IaaS and PaaS, Frank then instructed Acora to carry out the migration too.

The Azure Migration project involved Frank's offices across Europe, US and Australia. The project took 6 months to complete and was delivered within the time and budget parameters set by Frank Recruitment.

Acora now provide ongoing 24/7 management and support of Frank Recruitment's Azure environment.

▣▣ *Through Acora we found a partner who could not only design and build our cloud platform in Azure, but also provide ongoing support of our environment. We now have a fully scalable, modern IT platform which enables us to focus on achieving further international expansion.* ▣▣

Mark Hill – Global CIO,
Frank Recruitment Group

Outcomes



Flexible working – Frank Recruitment's global workforce are able to work anywhere and on any device and with increased collaboration



Cost saving – Moving the on-premise infrastructure over to Azure has meant retiring some traditional on premises infrastructure and software tools



High availability and global scalability – Moving to the cloud has enabled Frank Recruitment's IT department to scale much more easily across their global footprint



Improved security & compliance – Frank Recruitment's environment is safeguarded with tools and technologies from a world leader in IaaS security

2

David Phillips Furniture

Case Study – Retail

DAVID
PHILLIPS/

Business challenge

David Phillips Furniture needed to upgrade their enterprise resource planning solution that was sitting on an ageing infrastructure. They wanted to move to the cloud, aware of the flexibility and benefits it would bring to their business. The team at David Phillips contracted Acora to help them design, build and manage their new infrastructure.

Acora solution

The first phase of the project was to get all the offices 'Azure ready'. That meant getting the backbone infrastructure in place - building firewalls, upgrading their internet connectivity and ensuring better resilience. Acora also helped David Phillips set up Global Protect, to cater for home workers who needed to VPN into the office from around the globe.

The final part of the Azure project was the migration of roles and services from the existing infrastructure (located at Acora data centre and on-premise) to the new infrastructure (hosted in Azure and on-premise) as well as the full decommission of all legacy infrastructure at the Acora datacentre.

■ ■ *We have developed a really good partnership with Acora. The team are very transparent. They get on with the task in hand and deliver on the target date. What's more, as the customer, you are very much made to feel part of the team.* ■ ■

Wayne Vosges – Head of IT Infrastructure,
David Phillips Furniture

Outcomes



A modern infrastructure



Applications hosted in the cloud and easier to manage



Single sign-on for Office 365



A resilient and scalable platform to support future projects

Business challenge

Scorpio came to us after a period of rapid growth that saw them expand from a £5m to £25m company. They knew their ageing infrastructure could not support their business. Working with some of the world's premium brands and increasingly demanding customers, Scorpio needed a new infrastructure that would leverage the quality of their service with innovative technology solutions.

Acora solution

Acora demonstrated the benefits of the IT services required to support the business. Acora installed Microsoft Dynamics NAV. This gave Scorpio the ERP system it needed to manage all aspects of its business and provide senior management with complete transparency on business performance. By virtualising their environment the IT became scalable, agile and cost-efficient. A new warehouse management system was introduced to streamline existing inventory management for efficiency, accuracy and enhanced productivity.

■■ *Acora is our trusted advisor because they talk about IT in a way that people can clearly understand and are able to use to make strategic business decisions. I think of Acora as a company with very capable business people that know an immense amount about IT.* ■■

Ian Cowie – Managing Director, Scorpio

Outcomes



Total focus: Acora takes full responsibility for all business IT (no in-house team)



Scalability and agility to respond to internal or external developments



High quality business intelligence for strategic decision making



High security and robust business continuity



Management platform and total transparency to protect quality of service

Success Stories

How we helped our clients



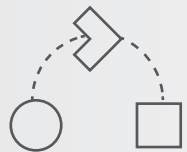
Enhanced scalability & business agility with Microsoft Azure

We helped a major international recruitment company undergoing rapid global expansion replace their ageing infrastructure and migrate to the cloud to improve business agility and performance.



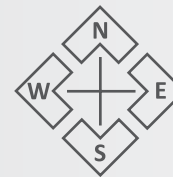
Modern, secure workspace with Microsoft Azure, Office 365 and PaloAlto

We helped an international professional services company build a more flexible, secure modern workplace for their global end users as well as increase the overall agility of the organisation.



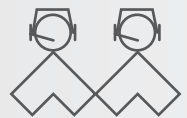
Infrastructure & service transformation

We transitioned a multinational private equity and venture capital company with over 350 employees into a new, multi-year managed service, providing 24/7 proactive management and support of all global infrastructure services.



Board level IT representation

We provided strategic IT advice to a world leading manufacturer of water cooler systems and purification products to help them address a number of post-acquisition challenges.



First line service desk support for leading property consultant

Our client is the UK's leading real estate advisory led business with 1,500 staff. For the past 7 years, we have been successfully providing comprehensive first line support, 7am-7pm, five days a week, across the company's entire regional network.



24/7 infrastructure management & VIP support

With Acora's 24/7 infrastructure management solution we helped a world class veterinary practice reduce IT costs by eliminating the high excess charges for fixing VIP issues out of hours and minimising business disruption with out of hours remote patching.

Partnerships and Accreditation

Adopting technology for the modern digital economy

Partnerships

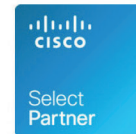
Just as we use only best-in-class methodologies and seek only world-class accreditation, we carefully assess our technology partners too. We maintain and develop skill sets across the full range of services, with extensive cross-industry and cross-sector experience.

Accreditation

Our ISO accreditations ensure that our processes and procedures are monitored and measured against an industry wide and recognised standard. Acora holds ISO accreditations for Security, Quality, Service Management and Business Continuity.



Gold
Microsoft Partner



If you would like to talk to us about any of our services, you can contact us via phone, email or through our website. Our team will be happy to help.

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