



Happy Users...

...Better Business

BrightCloud Technologies Ltd

A Company Overview

Introduction

About Us

BrightCloud is one of the few expert service providers for enterprise-grade managed and cloud based IT services that has a particular focus on Microsoft, VMware and Citrix technology. It was established in 2000 as one of the first managed services providers, and uniquely at that time for SME businesses (between 200 and 2000 IT users). In the following 16 years BrightCloud has developed into one of the leading cloud service providers, providing its own services and brokering other services when appropriate.

There are three key directors with decades of experience, and 38 staff of which 23 are technical. All support, cloud and network management services are provided from our central operations centre in the Midlands, and hosted in data centres across 3 separate locations.

Our Vision

“BrightCloud will reduce the cost of ownership and increase the performance of our customers’ IT infrastructure by employing innovative processes and advanced technology to deliver corporate level IT management and industry best practice (ITIL). We will achieve this by continuing to develop our technical and human resources in order to lead the industry in remote IT management and implementation capability.”

Seven Core IT Services

1. Cloud based flexible application hosting
2. Managed and support services
3. Cloud data backup and archiving
4. Cloud disaster recovery for IT applications
5. Network optimisation tools and services
6. Mobile IT solutions
7. Internet security

Accreditations and Expertise

BrightCloud has been an ISO 9001:2008 company since 2001 and since inception has designed all service desk processes based on the ITIL best practice guidelines. Security is assured with ISO 27001:2013 and additionally validated by achieving the IGSoC security requirements needed for hosting NHS applications. We have developed our own management correlation technology called 4site (and 4voip) which provides enterprise SLA monitoring and reporting.

BrightCloud is a highly accredited expert business that chooses technologies which optimise the deployment of applications across different networks, provide world-class management services and achieve high performance and availability. When picking a service provider you need one with accreditations but primarily experience and a proven track record. Choosing a large global provider may sound good but are you getting its best people on your project. With BrightCloud you always get our best people because that's how we work; delivering value and success in order to build long term relationships.

We hold many accreditations and partner statuses with vendors including Microsoft, Cisco, Citrix, VMware, Blue Coat, Symantec, Viavi Observer, Veeam and Asigra. We have also established a record of success in delivering projects for application deployment, WAN optimisation, infrastructure refresh and upgrade and server/network trouble shooting and diagnosis. We hold support agreements with Cisco, Citrix, Microsoft, VMware, Blue Coat and Viavi Solutions.



Relevant Partners

BrightCloud holds accreditations from major global hardware and software companies. These are backed by an ability to escalate critical issues back to the vendor where required. This enables us to offer comprehensive levels of support and assists in offering an assured SLA.

What Our Customers Say

Mobile Doctors PLC

“Mobile Doctors delivers mission critical applications from our London data centre to our offices in London, Manchester and India. BrightCloud manages the infrastructure and the service assurance which provides an excellent service level and comprehensive support and reporting”

Steve Hawes, IT Director

Places for People PLC

“When we decided to implement a virtual desktop infrastructure for our entire organisation we needed a partner that truly understood how to deploy this technology to a very large and mobile user community. BrightCloud has an excellent track record delivering optimised applications from their cloud infrastructure; we chose their consultancy division to implement the same for us. The project was handled brilliantly well, delivered on time and to budget and has been reliable ever since; BrightCloud really know what they are talking about.”

IT Director

Thomas Pocklington Trust

“Thomas Pocklington Trust is delighted with the IT strategy and the cloud based computing services delivered via Citrix, we cut costs in what we all know are difficult times and we have the resilience that we need to be reassured of, the migration to the infrastructure was easy and in rolling out new applications we really see how flexible this service is.”

Peter Corbett, Finance Director

Terrance Higgins Trust

“...our Citrix and VMware projects were delivered to time and budget, BrightCloud has been an excellent partner to work with in both implementation and continued support”

Phil Williamson, IT Director

Association of British Pharmaceuticals

“..BrightCloud support for our Citrix environment has always been fast, responsive and expert. I have been delighted with the service and support provided at all levels and recommend BrightCloud to anyone considering an outsourced support service for Citrix or VMware.”

Jonathan Lewis, IT Director

BrightCloud Services

Cloud Hosted Desktops and Application Servers

You need fast and available IT. Your applications need more power but you need to save money.

BrightCloud has invested in a massive, resilient infrastructure to host your applications; you buy this IT power as you need it. Designed to host your mission critical IT, BrightCloud includes network optimisation, support, dynamic load balancing and DR backup all as part of the service. With 99.99% availability this service is the best we have seen and suitable for all your needs.

Benefits

- Deliver fast applications
- Provide scalable resources
- Reduce costs
- Improve IT reliability
- Improve speed
- Improve business continuity
- Make the best use of valuable office space

Support and Managed Services

The right skills, with the right experience and expertise combined with tool and management reporting is often out of the reach and budget for IT departments. You want an expert but only when you need them.

Use the BrightCloud team as one off consultancy or managed support contract. Very high level skills for infrastructure, network, application and database management or on-going administration and service engineering can all be available to you as and when you need. Complete outsourcing to one off troubleshooting.

Benefits

- Skills and experience when you need them
- Powerful tools and technologies as part of the service
- Free your organisation from routine tasks leaving you and your team to focus on your core business
- A single point of contact for all of your IT needs and issues
- Increased efficiency, with time-consuming but essential IT tasks being taken out of your daily to do list
- Flexibility provided by tailored services for your exact business requirements
- Move capital expenditure costs to operational costs

Online Backup

Critical data is growing; tapes fill up, need offsite storage and are hard to recover from. Business needs a new way to think about critical data –easy, fast recovery of any data, quickly and reliably.

BrightCloud's online backup enables organisations of any size to safely and reliably backup their business critical data to protect them from possible disasters.

Benefits

- Recovery of data is available 24x7x365 and can be uploaded via the network
- Optional local storage pool offers speedy local recovery
- Simplicity - no IT expertise needed
- Security – highest level of encryption
- Scalability - suitable for any business or amount of data.
- Cost - data is compressed and de-duplicated, old data is archived to lower cost storage reducing overall cost.
- Flexibility – multiple offices, SMEs, mobile users, remote or temporary offices can all be backed up to the same central data pool

Disaster Recovery

System failure happens more frequently than you think – we know because we recover systems when it happens. The challenge is to make recovery safe, reliable and easy so that you can deal with the disaster with no worry about the IT system.

Disaster Recover as a Service (DRaaS) is designed to protect what your users need to do their work. IT systems are recovered into an always ready cloud infrastructure and given back to so quickly and easily that your users may not even realise.

Benefits

- Stay in business during a disaster
- Restore a failed server(s) quickly
- Reduce the time to recovery
- Save money on disaster recovery insurance
- Provide contingency cover for office moves or upgrade
- 24x7x365 recovery
- Use backup during a server migration

The BrightCloud disaster recovery service is priced to fit into today's budgets, and is designed to be affordable for businesses that previously thought of disaster recovery as an expensive luxury.

Network Optimisation

Slow and unreliable IT is frustrating for users and hampers productivity. Speeding up applications and networks to their optimum performance is an incredibly skilful job that most SME businesses will not be able to tackle. How can you get the skills and tools you need without the capital and training investments - and if you do will you keep them up to date?

BrightCloud experts use the industry's leading technology to accelerate network traffic and application response beyond the boundaries of normal performance; locally and globally.

Benefits

- Accelerate applications
- Optimise file traffic and network performance
- Visibility of the network - service map
- Proactive alerts, early warning system; allowing a prevention rather than cure approach
- Reporting tools; service level management and resource planning
- Network management; utilisation, diagnosis and resolution, availability and resource planning
- Application management; performance, service level, deployment, capacity planning
- Traffic analysis
- Escalation and support

Mobile and Flexible Working

Employees need to be mobile and some want to use their own device for work. Allowing reliable and secure access to applications from anywhere and on any device will improve productivity and reduce costs, who can you trust to make it work?

BrightCloud lives and breathes fast access to mission critical applications – it's the only way our cloud services work! Whether it's a Virtual Desktop Infrastructure (VDI) or a cloud solution you need, we can help you create a Bring Your Own Device (BYOD) solution, secure your data, speed up your remote applications and achieve PCI DSS, HIPAA and GLBA compliance. Your applications can now be used by your authorised staff when and how they need them.

Benefits

- All Applications
- Anywhere
- Any device
- All the time

Email and Web Security

Email is vital but vulnerable. How can you guard against viruses, outages, spam and loss of emails? Most threats these days are web based, and becoming more and more sophisticated as well funded criminal and government organisation launch attacks for their own gain.

BrightCloud Secure is a cost effective email security service which removes spam and viruses, provides end to end encryption and retains email for disaster recovery purposes. By using advanced threat protection and deep inspection technologies BrightCloud can secure your users from the emerging web threats when they browse the internet.

Benefits

- Anti-spam, anti-virus and business email management that's 100% cloud-based
- Web traffic and threat alerting and protection
- Blocking of spam and email-borne viruses in the cloud before they reach your network
- Advanced protection against data loss, viruses, malware, phishing and spam for businesses
- Searchable email archive of unlimited size

BrightCloud Support

As a partner we know it's our responsibility to take on all problems and be accountable for their resolution, even when the problem isn't ours we will own the escalation and management process, and provide detailed monitoring and analysis to prove where the root cause lies. As a partner the single point of contact service desk is a godsend because it stops you being passed from one provider to another. Managed Service is an accountable single point of contact based partnership that is fully accountable for all IT systems and services included in the agreement.

Structure and Escalations

Single Point of Contact (SPOC)

SPOC is a business process that is used by BrightCloud to receive, log, route and manage issues and problems associated with the IT infrastructure of its customers. The SPOC function provides a focal point for all support activity and monitors all open and closure of problems, auto escalation and subsequent reporting. Input to the SPOC can be via telephone or e-mail.

Utilising SPOC, BrightCloud will accept calls for which it does not directly provide support, and route, manage and escalate them to simplify problem management for the customer. For example BrightCloud Managed Services does not directly provide on-site hardware maintenance, but having discovered a problem, its SPOC can manage the problem, utilising 3rd party hardware maintainers or manufacturer warranty via customers' existing agreements through to completion.

All incidents logged via BrightCloud are recorded and reported upon, by maintaining a robust database of this information most customers benefit from regular IT reviews which will be able to demonstrate the performance of services against SLA and highlight areas of concern.

First Line Support – Command Centre

First line engineers are responsible for administration and user updates, also the initial diagnosis of logged support incidents.

Second Line Support – Command Centre

Second Line engineers accept escalations from the first line team and are also responsible for server/network administration and incident management.

Third Line Support – Command Centre

Third Line engineers accept incident escalations from second line and are also responsible for more specific or complex IT tasks and incident management.

Consultant – Field Based

The BrightCloud consultants are usually working on customer site, implementing or changing systems. The consultants have a multifunctional role but have highly trained specialisations in networks, servers, applications and databases. There is a vast amount of expertise and experience in this team. Generally they are working on projects rather than incidents but do accept incident escalations from third line support.

Incident, Problem & Change Manager – Command Centre

The delivery of the service is the responsibility of the Incident, Problem & Change Manager; this role monitors the overall performance of the command centre team and supervises all escalations. The service desk applications provide easy-to-view performance information which allows a single person to deal with this complicated role. During absent periods this role is covered by one of the third line support engineers.

Account Manager

The account management function is the commercial liaison between the customer and BrightCloud. The Account Manager produces the management reports for the company and works to provide information and researched opinion when the company is seeking to develop the IT infrastructure. This role is also the liaison between the customer stake-holders and the service and so will feedback praise and complaints into the BrightCloud systems; this feedback is reviewed in detail every fortnight at the management meeting.

Hours of Cover

Working Hours

The operational period for the command centre is from 09:00 to 17:30 weekdays, excluding bank holidays. Outside of these hours, support can be provided, if contracted, via the on-call extended hours service.

Extended Hours

The support methodology for extended hours cover will be predominantly re-active. This means that the primary method for fault notification will be from the client to the extended hours support number. Certain critical alerts will be auto-logged to the on-call representative, such as server or network down type alerts.

Extended hours reactive response covers the “core equipment” and is not designed to handle administration change requests, or issues which are affecting single users, other than where this is mission critical.

Definitions for Managed Services Contract Customers

Critical/Urgent Problem – Priority 1

A critical/urgent problem is considered to be one that affects the business operations and which affects the majority of users. The customer however will have the overriding decision in determining the status of the problem and the required fix time.

Non-Critical/Non-Urgent Problem – Priority 2 and 3

Non-critical/non-urgent problems are considered to be those that are not severely affecting or disrupting the business operations and may only be applicable to a minority of users. Non-critical problems may be considered as P2 or P3 depending on the customer's ability to continue to work; a P2 is logged when the problem is critical and preventing work.

Change Requests – Priority 4

Change requests include addition of users, changes to user access rights and system configuration changes and need to be submitted by a duly authorised representative of the customer on the current BrightCloud change request form.

Response Time

Response times are defined as the time for a technician to begin work on the problem. A typical example of a response would be the customer being called or an agreed remote interrogation of network equipment.

Fix Time

The fix time is defined as the point at which the reported problem is either resolved to customer satisfaction or a suitable work-round has been agreed and implemented.

At BrightCloud we set high targets in response and fix times for contracted and managed customers. Should an incident not be responded to or fixed in a reasonable period of time (stated below for each priority), the customer may wish to escalate the incident.

Managed Service Contract SLA Targets

Applies to contracted customers only.

Priority	Categorisation	Response Target	Fix Target
1	Business Critical service affected	15 mins	1 hour
2	User(s) affected – urgent incident	45 mins	4 hours
3	User(s) affected – non urgent incident	4 hours	6 hours
4	Admin request	8 hours	16 hours



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