NODE4

Technology Enabled Outcomes

MODERN WORK PLACE PRODUCT PORTFOLIO

INTRODUCTION

How we work has changed - employees expect to carry out their daily tasks securely from anywhere, on any device, with a high premium on work that enriches and fulfils them. When their productivity tools enhance the quality and effectiveness of their work experience, they're happier, feel more valued and more likely to stay.

Companies need to provide that empowerment, but they also need to protect vital IT assets. It's a fundamental operational shift.

Modern Workplace solutions can improve employee productivity and satisfaction, creating more seamless communication and collaboration across locations and platforms – all the while maintaining crucial security and integrity of systems and data.

WHAT CAN NODE4 OFFER?

PRE & POST LIFE CYCLE MANAGEMENT

With our discovery, planning, onboarding and continual review of your Modern Work investment, through pre-defined proven methodology, we can facilitate a true ROI and user adoption utilisation.

BEST PRACTICE & PRODUCT WORKSHOPPING

As a Microsoft Certified Partner and Tier 1 Cloud Solution Partner, we adopt Microsoft methodology and best practices to all areas of your Modern Work deployment and lever your investment with workshops, including but not limited to:

- **Next Generation Windows**
- **Microsoft 365 Digital Workforce**
- **Collaborative Apps**
- **Modernise Communications**
- **Hybrid Meetings & Rooms**

- **Enable Frontline**
- **Endpoint Management**
- **Microsoft Syntex**
- **Microsoft Viva**
- **Microsoft Viva Insights**

LICENSING

As a Microsoft Tier 1 Cloud Solution Partner, we can advise and supply appropriate Microsoft Licensing. We will work with your streamlining the procurement and reporting process with our Nexus Self-Service Portal.

Utilising our toolset can provide:

- Granular detail, presented at monthly reviews
- Deeper understanding of utilisation and adoption
- 24/7 access to support & billing services
- Product Roadmap and recommendations
- Managed Service insight reporting

THE CLOUD OPTIMISATION PLATFORM (COP)

COP is a SaaS cloud optimisation platform that helps organisations to optimise their cloud infrastructure, reduce costs, and improve performance.

Features:

- **Cloud Cost Optimisation**
- **Performance Optimisation**
- **Security and Compliance**
- **Multi-Cloud Support**
- **User-Friendly Interface**

Benefits:

- **Cost Savings**
- **Improved Performance**
- **Enhanced Security**
- **Scalability**
- **Multi-Cloud Support**

Overall, COP is a powerful and flexible cloud optimisation platform that helps organisations optimise their cloud infrastructure, reduce costs, improve performance, and ensure security and compliance.

PROFESSIONAL SERVICES

Wherever you are in the journey to modern working, whether you're starting out or looking to protect your users, we have a defined methodology to assist and drive best practice and ROI for you.
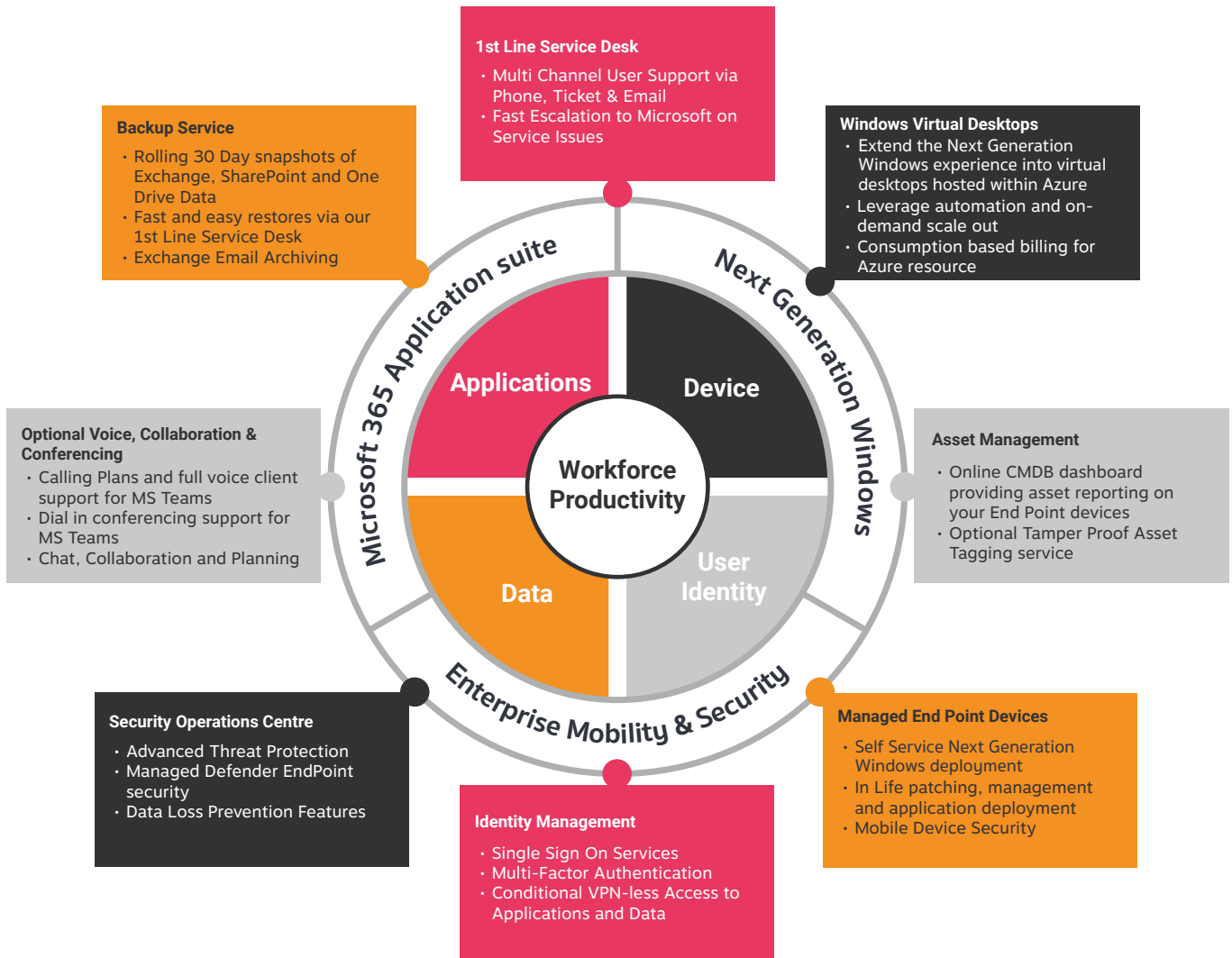
BACKUP

- Rolling 30-day snapshots of Exchange, SharePoint, OneDrive and Teams
- Fast and easy restores via our 1st line Service Desk
- Exchange email archiving

MANAGED SERVICES

Our comprehensive managed services offers protection, security, control and support across the breadth of our collaboration offering. Discover more on what it can do in the graphic below.

Backup Service

- Rolling 30 Day snapshots of Exchange, SharePoint and One Drive Data
- Fast and easy restores via our 1st Line Service Desk
- Exchange Email Archiving

1st Line Service Desk

- Multi Channel User Support via Phone, Ticket & Email
- Fast Escalation to Microsoft on Service Issues

Windows Virtual Desktops

- Extend the Next Generation Windows experience into virtual desktops hosted within Azure
- Leverage automation and on-demand scale out
- Consumption based billing for Azure resource

Optional Voice, Collaboration & Conferencing

- Calling Plans and full voice client support for MS Teams
- Dial in conferencing support for MS Teams
- Chat, Collaboration and Planning

Asset Management

- Online CMDB dashboard providing asset reporting on your End Point devices
- Optional Tamper Proof Asset Tagging service

Security Operations Centre

- Advanced Threat Protection
- Managed Defender EndPoint security
- Data Loss Prevention Features

Identity Management

- Single Sign On Services
- Multi-Factor Authentication
- Conditional VPN-less Access to Applications and Data

Managed End Point Devices

- Self Service Next Generation Windows deployment
- In Life patching, management and application deployment
- Mobile Device Security

Microsoft 365 Application suite

Next Generation Windows

Enterprise Mobility & Security

Applications

Device

Data

User Identity

Workforce Productivity

MICROSOFT TEAMS MANAGED SERVICE

Microsoft Teams is a collaboration platform that brings together chat, video meetings, file storage and application integration in a single tool. The Microsoft Teams managed service provides organizations with a dedicated team of experts who handle the day-to-day administration and management of the platform, ensuring that it's always up-to-date and running smoothly.

- **24/7 Monitoring and Support** – The managed service team provides around-the-clock monitoring and support to ensure that Microsoft Teams is always available and performing at its best.

- **Expert Guidance and Best Practices** – The managed service team is trained and certified in Microsoft Teams and can provide guidance on best practices for using the platform, as well as assistance with configuration and customization.

- **Regular Updates and Upgrades** – The managed service team ensures that Microsoft Teams is always up to date with the latest features and security updates.

- **Improved User Experience** – By outsourcing the management of Microsoft Teams to a dedicated team of experts, organisations can focus on using the platform to improve collaboration and productivity, rather than worrying about technical issues.

3RD PARTY APPLICATION PATCHING

A managed patching service that helps businesses keep their software up to date and secure. It offers a range of features and benefits designed to make the process of patching applications quick and easy.

Features

- Automated Patching – automatically detects and installs new patches for all the applications on a business' computer systems. This eliminates the need for manual updates, saving time and reducing the risk of missed patches.

- Customized Patching Schedules – allows businesses to set customised patching schedules, ensuring that patches are installed at a time that is convenient for the business.

- Compliance Reporting – detailed reporting on which patches have been installed and when, helping businesses meet their compliance requirements.

- Remote Patching – used for patching applications on remote systems, making it a useful tool for businesses with remote workers or multiple locations.

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Node4 has longstanding and successful services partnerships with both end users directly and via a thriving Partner Channel.

- **Improved Security** – by keeping applications up to date with the latest patches, businesses reduce their risk of security breaches and data loss.

- Third-party patching for Microsoft Endpoint Manager and Intune.

- Address vulnerabilities in outdated applications.

- Automatically package third-party applications.

- **Increased Efficiency** – automated patching saves time and reduces the burden on IT staff, freeing them up to focus on more important tasks.

- **Cost savings** – can help businesses save money by reducing the need for manual updates and the costs associated with security breaches .

- Fully Managed Service.

This is an essential service for businesses looking to keep their software up to date and secure. Our automated patching and customisable schedules make it easy to keep applications current, while its compliance reporting and remote patching capabilities make it a valuable tool for businesses of all sizes.

HARDWARE SUPPORT SERVICES

Hardware Support Services provide support for hardware issues that may arise in your organisation. This includes troubleshooting, repair and maintenance of all your critical assets, as well as installation and configuration of new hardware.

Some key features of Hardware Support Services include:

- On-site Support – a technician will come to your location to diagnose and fix any hardware issues you may be experiencing.

- Remote Support – support technicians can remotely access your server to diagnose and fix issues without the need for an on-site visit.

- Maintenance – regular maintenance checks can be scheduled to ensure that your servers are running smoothly and to prevent future hardware issues.

- Replacement Parts – should hardware needs to be replaced, the support team can provide and install new parts.

- Warranty Support – if your server is still under warranty, the services provide support within the terms of the warranty.

- Customisable Support Plans – support plans can be customised to fit the needs and budget of your organization.

Hardware Support Services can help keep your servers running smoothly, reducing downtime and increasing productivity.

IT INFRASTRUCTURE DESIGN & IMPLEMENTATION SERVICES

Our IT Infrastructure Design & Implementation Services provide organisations with a comprehensive suite of services for designing, implementing and managing their IT infrastructure. We specialize in developing and managing IT infrastructure that is secure, reliable and cost-effective. Our team of experienced professionals takes the time to understand your business and its specific needs, and works with you to create a customised solution that meets them.

Our services include:

- Designing and implementing IT infrastructure

- Evaluating and selecting hardware and software

- Installing and configuring networks

- Troubleshooting and resolving technical issues

- Monitoring and maintaining systems

- Upgrading hardware and software

- Developing and implementing security measures

- Establishing and enforcing business continuity plans

- Developing data backup and recovery strategies

SERVICE DESK

Our reliable support teams deliver Exceptional Service as a Standard (ESaaS) from 1st line to Change Management, ensuring a continuous and high-quality service experience that leaves you to focus on running your business.

Features

- Provides a single point of contact for IT support and services

- Offers a range of support options, including phone, email, and chat

- Provides incident management, problem management and request fulfilment services

- Offers a self-service portal for users to access knowledge base articles, request services and track the status of their requests

- Provides a customisable service catalogue with a range of IT services and support options

- Offers a service level agreement (SLA) to define the expected response and resolution times for different types of support requests

- Provides a reporting and analytics platform to track service desk performance and customer satisfaction

- Offers training and guidance on best practices for IT support and services