



# IT Services

In an increasingly digital world, the need for robust and reliable IT services has never been more critical. From ensuring seamless day-to-day operations to protecting against cyber threats, businesses require expert IT support to navigate the complexities of the digital landscape.

OneAdvanced have 30 years of experience in providing managed IT services to a wide array of organisations of varying sizes and industries. Our team of experts are dedicated to providing innovative and efficient solutions that cater to your unique needs, enabling you to focus on what matters most - growing your business. With OneAdvanced, you can rest assured knowing your IT needs are in capable hands.

# Key Services



**1. IT Outsourcing** - At OneAdvanced, we can provide end-to-end outsourcing of your entire IT stack, or look after specific functions including cyber security, cloud services, workplace services and service desk. We are not an 'out of the box' provider, which means that we can tailor solutions and inherit complex environments, ensuring optimal performance and security of your systems whilst driving innovation.



**2. Cyber Security** - OneAdvanced's managed security services protect your business against cyber-attacks, minimise downtime and loss of revenue, and provide peace of mind. Our services are split into four main categories: Assess, Detect, Respond, and Protect, which cover everything from vulnerability assessments and Security Information and Event Management (SIEM), to malware analysis and Managed Detection and Response (MDR). By outsourcing your cyber security, you can gain access to high-level expertise and 24x7 monitoring and protection, ensuring your organisation is protected at all times.

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OneAdvanced IT Services





**3. Service Integration and Management (SIAM)** - As a Service Integrator, OneAdvanced will help build and operate a service in line with a SIAM framework, providing you with a single point of accountability and governance for your IT services, regardless of how many suppliers you have. This approach is particularly advantageous for complex organisations with multiple suppliers and applications – OneAdvanced can help you achieve improved governance, better risk management, enhanced service quality, and cost-effective delivery of services.



**4. Service Desk** - Technology has a lot of moving pieces, which often means that you are stuck in a cycle of communication and back and forth if something goes wrong. By outsourcing your technology support, you create a single point of contact which you can rely on. Our Service Desk, powered by ServiceNow, offers a comprehensive suite of IT support solutions, and delivers high-quality customer service, swift issue resolution, and proactive system maintenance to ensure smooth business operations.

With options for both dedicated and shared services, we take the time to understand your business and how it operates, and bring in a wealth of cross-sector expertise from our years of experience providing IT support.



**5. Workspace (EUC)** - As a longstanding Microsoft Partner holding advanced specialisations, our team of experts can help you create a modern and scalable digital workplace to empower your business. Our services include Microsoft 365 managed services, device management, Azure Virtual Desktop (AVD), and Identity & Access Management (IAM). These solutions provide businesses with a seamlessly integrated environment that enhances productivity, ensures data security, simplifies device management, and offers flexible virtual desktop solutions, leading to improved business efficiency.



**6. Public Cloud Services** - OneAdvanced can help organisations fully leverage the advantages of cloud and transform their business. We can provide migration services to ensure a smooth transition of workloads to the cloud, modernisation services to design and provide advice on your cloud environment, and management services to provide ongoing support and ensure optimal performance. Our cloud services adhere to Microsoft best practice and governance frameworks, enabling you to move to the cloud with confidence.



**7. Hybrid Cloud & Infrastructure Services** - We can also provide private and hybrid cloud services tailored to your requirements, building the right environment for your unique needs. Our hybrid cloud services seamlessly blend private and public cloud platforms for greater business agility or as a stepping stone to public cloud adoption, and our private cloud services can be architected to your organisations' specific needs for enhanced security and control. Additionally, we provide comprehensive Infrastructure Services including backups and asset management to optimise the performance, manageability, and scalability of your IT environment.



## What makes us different?

**OneAdvanced are uniquely placed to be able to help your business thrive.**

**Some of the things that make us different include:**

- Through our range of sector specific software solutions, we have an incredibly deep understanding of how key industries operate and what users need
- As we work with customers and partners with a wide range of operating models, understand environments of all different builds and can apply best of breed processes to our own services
- Our Squads model revolutionises IT operations, separating innovation from core BAU activities to ensure you receive continuous innovation and service improvement
- We have over 30 years' experience delivering enterprise services to the UK market
- OneAdvanced hold longstanding relationships with leading technology partners including Microsoft, ServiceNow, IBM and more, validating our expertise and providing us access to cutting-edge resources
- We are not an 'out of the box' provider, which means that we can tailor solutions and inherit complex environments, stabilise, and run them while we implement transformation, all without service degradation
- We view IT outsourcing as a partnership and aim to act as an extension to your team. For this reason, we only onboard a small handful of customers a year, so that we can ensure cultural alignment and add tangible value to your business



“In selecting a managed services partner, it is essential to have a cohesive and complementary culture. We were pleased to discover that our organisational cultures were aligned, making the decision to choose OneAdvanced that much easier. We are confident that OneAdvanced will play a critical role in the delivery of our digital transformation plans, which will significantly enhance both our internal working practices and our client service.”

Nirupa Wikramanayake, Irwin Mitchell Group CIO



## Customers we work with





## About OneAdvanced

OneAdvanced provide mission-critical services and support that help businesses focus on their core activities while accelerating and transforming digitally. Through our range of services, including full IT outsourcing, cloud, security, managed services and more, we strive to make a difference to millions of lives every day by making the complex simple, inspiring innovation and delivering exceptional customer service.

We have been empowering many global brands for years, so you can lean on our unique expertise and vast experience to create a reliable roadmap, unlocking the capability and flexibility to take your business into a robust & digital future. Get in touch today to learn how we can help your organisation.

# Make work

### More Information

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