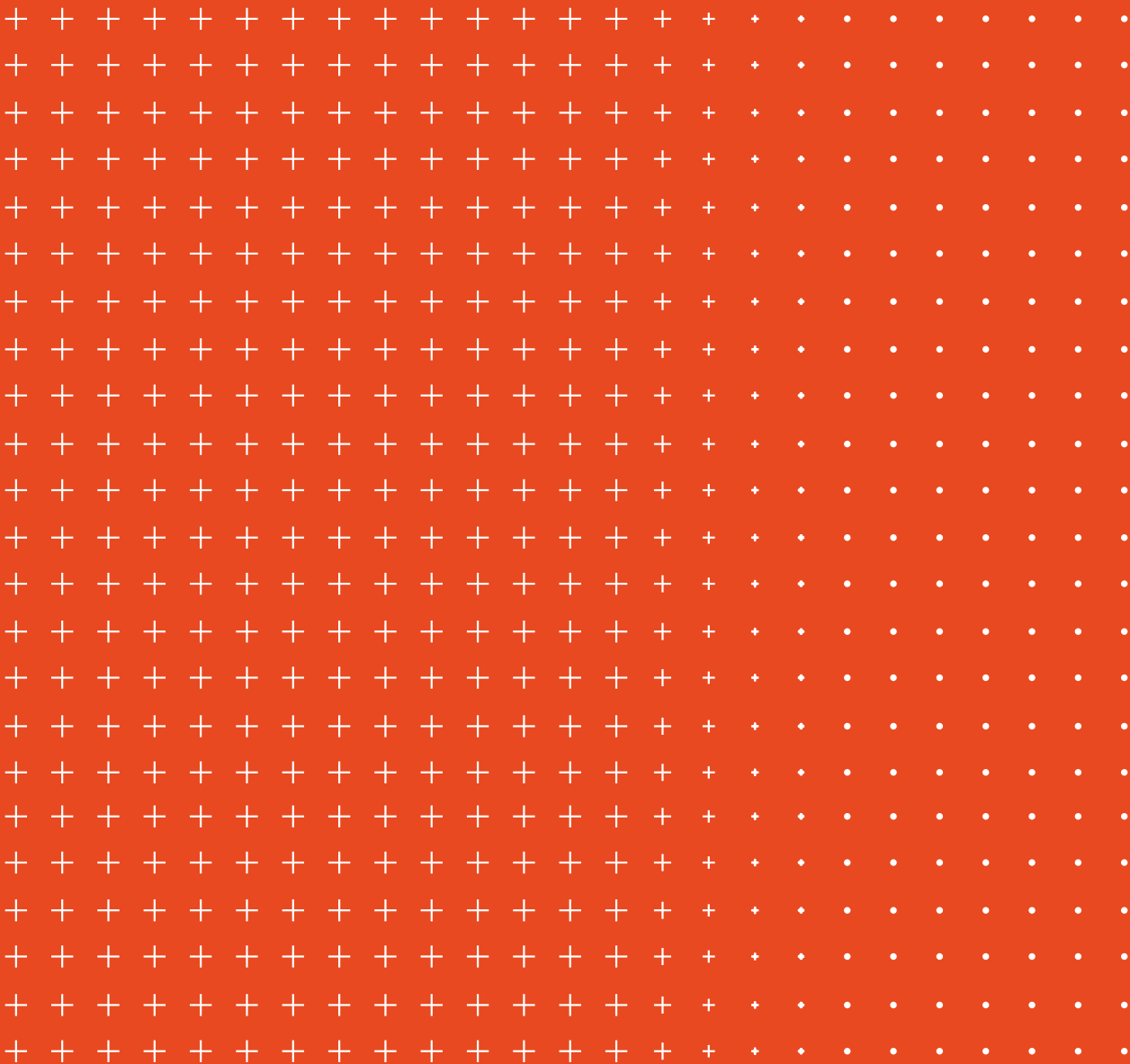


Content + Cloud

Living + Breathing
Client Success



Leveraging technology for client success

Content+Cloud is a technology services and solutions provider, with a passion for helping ambitious organisations and their people to succeed.

We help clients transform the way they do business. We help them optimise the way their people work. We provide them with flexible and secure platforms on which to operate. We deliver user experiences that meet the high expectations of users operating in a digitally transformed world.

By staying at the forefront of technology, and by aligning ourselves exceptionally closely with the evolution of Microsoft, we are well placed to help our clients to get the most out of what Microsoft has to offer and their investment in it. This is particularly true of their investment across the Three Clouds: Microsoft 365, Azure and Dynamics 365.

What sets us apart is our uncompromisingly client-focused culture, along with the breadth and depth of our service offer. Content+Cloud people genuinely care about our clients and their results, and have the experience and the expertise to deliver them.

As one of the most awarded Microsoft partners in the UK, we can evidence a long track record of success, delivering truly transformational solutions and services for our clients. Our long-standing client relationships exist because we have consistently met, and exceeded, expectations.

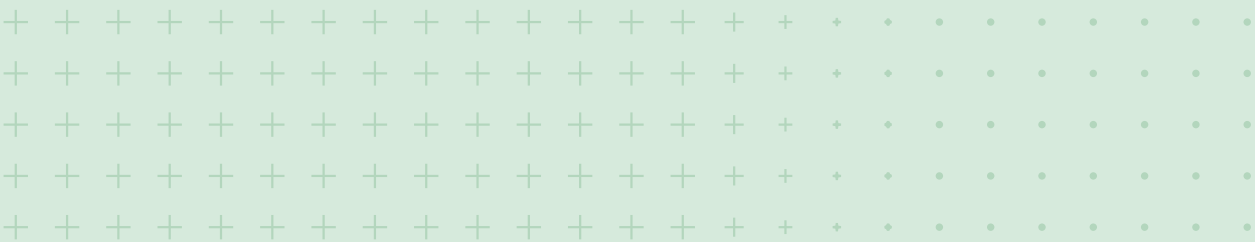
If you are looking for a trusted technology partner to deliver true transformation and support, we'd be delighted to work with you.

What's in a name?

- + Content, secondary only to people, is an organisation's most valuable resource. Without content, work as we know it is impossible.
- + Content fuels the work that we do, how we collaborate and ultimately the value that we create.
- + We help our clients transition, and then to scale, secure, evolve and transform the way they work, using the functionality and capabilities of the Cloud.
- + We are Content+Cloud because we understand delivering services, that are secure and scalable, through the Cloud is more important than ever.

Your definition of success guides us

Success means different things to different organisations.



Your particular version of success might centre on improved efficiency, speed of operation or well-supported and engaged users. Another organisation's take on success might involve a secure migration to the cloud, or the creation of a Power App to satisfy a new functional requirement. For another client, success might be about integrating working processes that liberate people to deliver their best work.

Whatever your definition of success, we'll focus on delivering that, on your terms.

Just tell us your ambition and we'll use our skills, experience, resources, and passion to get you there faster.

The way you choose to define success is our start point and our anchor.

It underpins all that we recommend. It helps to focus every element of every project, solution or service that we design and deliver. Above all, your definition of success describes the outcomes that we deliver.

“As part of a worldwide movement that leverages sporting excellence, our success depends on triumphing off the field of play, as well as on it.”

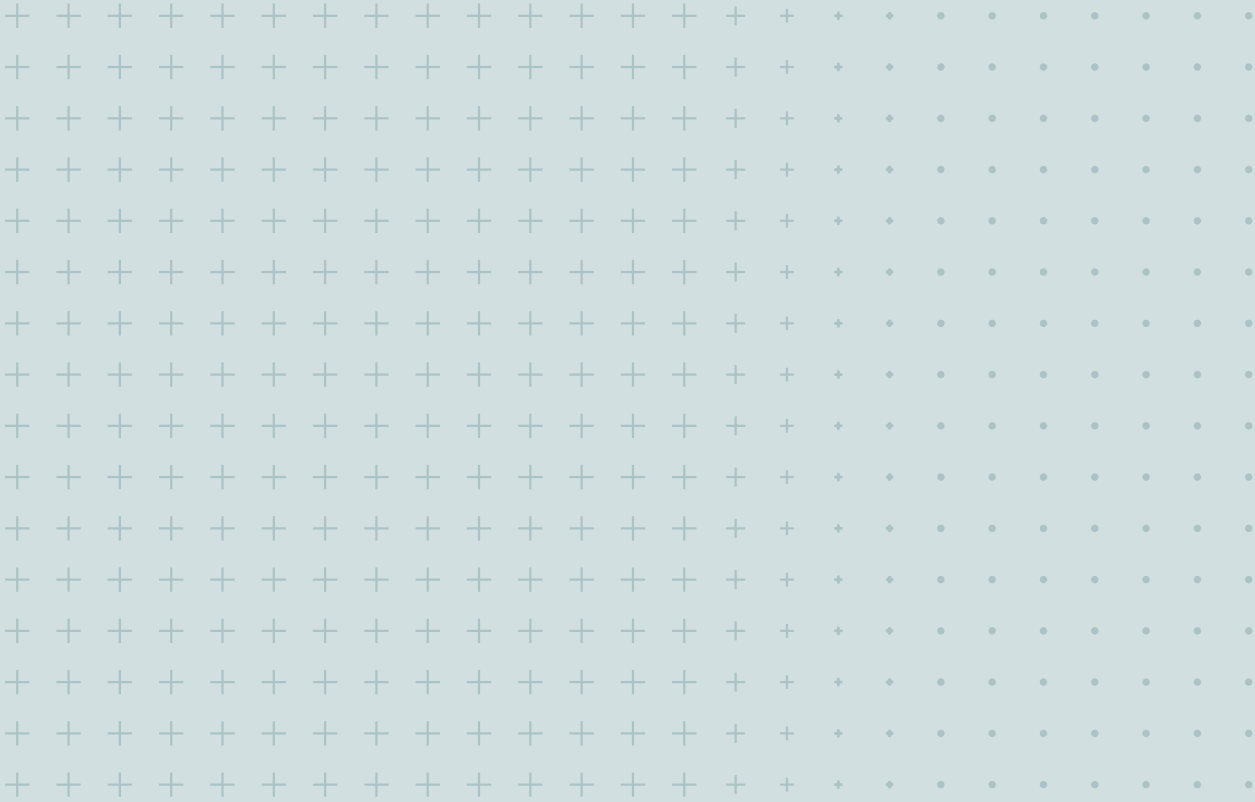
The British Paralympic Association





All shapes and sizes

We work with a wide range of clients, with an equally wide range of needs and ambitions.



The breadth and depth of our offer means we are able to service the needs of an unusually wide range and variety of clients.

The organisations we work with can be leading fund managers, charities, housebuilders, government agencies, lawyers, and thriving family businesses, all at varying stages of growth and investment.

Our clients' needs vary. Their budgets vary. Some ask us to take on all of their technology needs. Others have a niche requirement.

Our clients come from all sectors and embrace widely varying cultures. If you ask us what sort of clients we work with, we'll answer, honestly: "All shapes and sizes".

"We chose Content+Cloud because they demonstrated a deep understanding of our organisation, our culture and our aspirations."

Diabetes UK

This is how we like it. We wouldn't have it any other way.

Focusing on what makes the difference

We put our energy into treating each client as an individual organisation, because their challenges are unique.

Many of our client's requirements have strong similarities, allowing us to draw on our past experience with similar projects, to deliver maximum value. The fact that we have been in business as long as we have, is of genuine benefit to our clients. We fit the most appropriate wheels available, rather than reinventing them.

Two decades on, we are able to deliver the core 80% of projects in a highly efficient way, transforming familiar out-of-the-box functionality into solutions that perfectly meet client needs. In all of this, practice does indeed make perfect. We deliver excellence as standard when it comes to this core 80%.

This enables us to focus on the 20% that shapes solutions and services, to suit individual clients and their specific needs. This 20% is how we deliver truly exceptional outcomes. It's what sets us apart.



80%

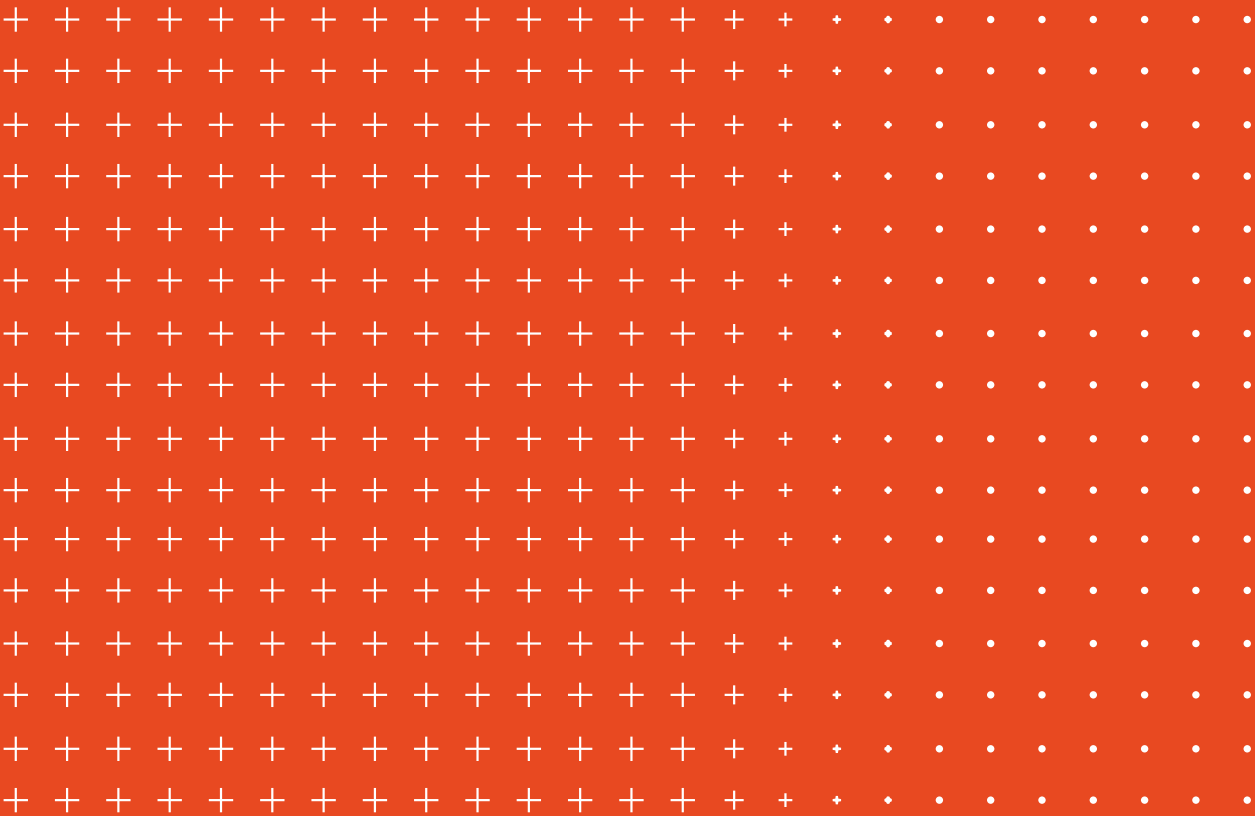
In practice, 80% of what's needed is similar across multiple clients. We deliver this 80% efficiently and with confidence...

20%

So that we can focus on the 20% that makes the difference.

Unlocking the power of Microsoft

At Content+Cloud, we've invested heavily in building a world-class Microsoft practice, helping clients to leverage the full power of the Microsoft Cloud. That investment has paid off. We are now one of Microsoft's leading strategic partners, globally.



“I’m excited by Content+Cloud’s proposition, focused on helping customers digitally transform their business. I look forward to a continued long-standing partnership with Microsoft.”

Claire Barclay
COO Microsoft UK

The power of Microsoft resides in their Three Clouds: Microsoft 365, Azure and Dynamics 365. When all three are exploited together, and to their full potential, they deliver exceptional outcomes for clients.

However, for most organisations, keeping up with the fast-evolving functionality within the Three Clouds is impossible. As a result, many businesses are not taking full advantage of the many benefits that Microsoft technology could bring them.

This is why we have invested in keeping pace with Microsoft's evolution - to the benefit of our clients. We currently sit on Microsoft's Partnership Advisory Councils, working with their senior developers and product leads, helping to design future products and services. Our level of knowledge is that of a true partner; we are genuinely excited by all that Microsoft can offer.

We've invested in this crucial relationship, so that our clients don't have to.



Different strokes

At Content+Cloud we engage with clients in three different ways.



Professional Services

We can help transform or evolve your organisation

Whatever your programme of change we can help to make it happen. We offer strategic guidance and assistance on a project-by-project basis with a focus on defined and agreed outcomes.

Our Professional Services include advisory services, security services, enterprise solutions and applications delivery, and infrastructure solutions.



Managed Services

Services that flex and evolve with your organisation

For clients looking for ongoing services, we offer a range of Managed Services including support services, security services, infrastructure management, service integration, managed DevOps services, managed print services, ongoing support and development for SharePoint and Power Apps Platform solutions, and enterprise application services.

All our Managed Services are created around individual clients and their specific needs, focused on the real needs of the end user, and are always designed with future flexibility and scalability in mind.



Specialist Consultancy

Access to a highly qualified expert or team

For those seeking to address specific technical challenges requiring specialist advice, we offer access to our team of highly qualified consultants and technology specialists.

The range of challenges addressed is inevitably wide-ranging and highly varied. In particular, our expert Microsoft team (including Microsoft MVPs) provides clients with insight and delivery expertise, across Microsoft's Three Clouds. As a result, Microsoft regularly introduces Content+Cloud to clients requiring specialist advice on the effective use, implementation and adoption of Microsoft 365, Teams, SharePoint, Dynamics 365, Azure and the Power Platform.

Comprehensive and expert services

At Content+Cloud we help our clients to succeed and to transform the way their businesses operate, the way their users work, and provide them with flexible and secure platforms with which to do it. Our portfolio of Professional and Managed Services enables our customers to truly leverage the power of Microsoft’s Three Clouds: Microsoft 365, Azure and Dynamics 365.

Professional Services

Technical Consulting

Whether you are looking to collaborate with SharePoint or Microsoft Teams; automate business process through Dynamics and Power Platform, or migrate and modernise your applications in Azure, our highly accredited, industry recognised, technical consultants will focus on your core objectives and bring their unique technical expertise to deliver these outcomes.

Security and Compliance

Content+Cloud has built an award-winning reputation helping our clients successfully secure their data, cloud footprint, digital identities, and ensuring a more secure workplace. Our CHECK and CREST certified penetration testing services, through to deeper proactive Red Teaming exercises, ensure our clients understand their security risks. Our compliance services are designed to ensure continued compliance to agreed standards.

Business Consulting and Change Management

Whether you are at the start of your transformation journey or looking for a specific outcome, our consultants will work with you to shape the solutions to achieve these objectives. Equally, moving to new, modern technologies may present a whole new way of working. Our Prosci® qualified Adoption and Change Managers can help empower your organisation to embrace and embed change.

Apps and Development

We understand that each of our clients is unique and has a different set of requirements. This is why we offer a full range of tailored development services including: SharePoint, Microsoft 365 and Power Platform development, as well as wider DevOps services within Azure and the Microsoft 365 suite of technologies.

Managed Services

Support

Our heritage is built upon providing market-leading support for our clients. Whether you require a dedicated service desk with 24/7 support; a shared service desk able to scale with your business; or even global support to meet the needs of your users around the world, we can deliver end to end service as well as work alongside internal teams and resolver groups.

DevOps Services

Application delivery has moved from one-off implementations to a continuous evolution and optimisation model. Our DevOps services deliver critical applications faster, while enabling you to have greater agility within your business across and beyond the Microsoft technology stack.

Service Management and Design

Our ServiceNow ITSM platform is the foundation for our ITIL-aligned enterprise class, managed support services. By providing world class service management, we enable organisations to use best of breed solutions and services. Our Service Management and Design team will ensure your organisation enjoys cohesive and accountable end-to-end services.

Penetration Testing & Managed Cyber Services

The rate of cyber-attacks is on the rise. In today’s age, poor security is a commercial concern. We’ll assess your current threat landscape, ensure your IT operations are protected through detecting and responding in real-time to mitigate your risk, and prevent data loss with fully managed security services through our dedicated SOC and NOC, and remediate known gaps.

Technologies

Microsoft 365

We have helped hundreds of organisations change the way they work with Microsoft 365. Whether you’re looking to implement new end-user compute solutions like Microsoft Managed Desktop, Teams, Exchange Online or securing your environment with EMS, we’ll work with you to identify your goals and requirements to maximise your Microsoft 365 investment.

Azure and Infrastructure Services

Azure provides a flexible and open platform, enabling the build, development and optimisation of apps across the Microsoft Cloud. Content+Cloud can support your transition to the cloud from support of existing on premise environments; Cloud Readiness & Adoption Assessments; initial IaaS cloud migration onto our Cloudlab platform or Azure, through to PaaS app modernisation and optimisation.

Dynamics 365

Great design and configuration alongside a decade of support experience from our Dynamics team, means that we can empower our clients to work smarter, better and with greater visibility with our Dynamics ERP solutions. In addition to unlocking the potential of D365, we partner with industry related providers, for example PSA solutions or manufacturing and logistics PMI solutions, to deliver end-to-end business process efficiency.

Fresh

Fresh is an intranet solution and digital workspace, which improves internal communication and collaboration for any size organisation. Acting as a perfect launch pad for Office 365, Fresh simplifies your user’s experience, creates an internal community and supports adoption and productivity through the increased usage of Office 365 tools and apps.

How we help clients succeed

Our mission, that we live and breathe is: to empower ambitious organisations and their people to succeed. We do this in four main ways:

TRANSFORM

Typically, transformation involves new ways of working, new ways of reaching and servicing customers, and new ways of taking key services to market. Our task is to leverage technology to make such bold ambitions real.

We've helped a global management, engineering and development consultancy become fully digital. We've helped a major retailer standardise processes across its estate. We assist our clients in defining the change they are seeking, and we make it a reality.

EVOLVE

On their digital journey, our clients have many different priorities. Some ask us to increase collaboration by unlocking Microsoft Teams, improve user adoption and engagement, or develop a mobile app to raise levels of customer satisfaction.

In all cases, we agree the metrics that describe success (on your terms), ensuring the desired outcome is clear from the outset.

Others ask us to create business cases to deploy a company-wide digital workspace, to migrate workloads to Azure or to redefine their organisation's security model.

SECURE

Poor security can compromise organisational and personal data, disable users, lock systems, create regulatory and financial exposure, prevent business from being transacted and, most importantly, undermine corporate reputation.

At Content+Cloud we do not think of our clients' security as just a hardware device, a software application or an occasional penetration test. For us, security is a state of mind, integral to all that we do. We work with clients as they seek to move security up the agenda, embedding it – technically, operationally and culturally – into all that they do.

SUPPORT

There is a direct link between high-quality user support and high-quality business performance. Put simply: it's not easy to deliver your best business results if your people are unable to take advantage of the technology that you've invested in.

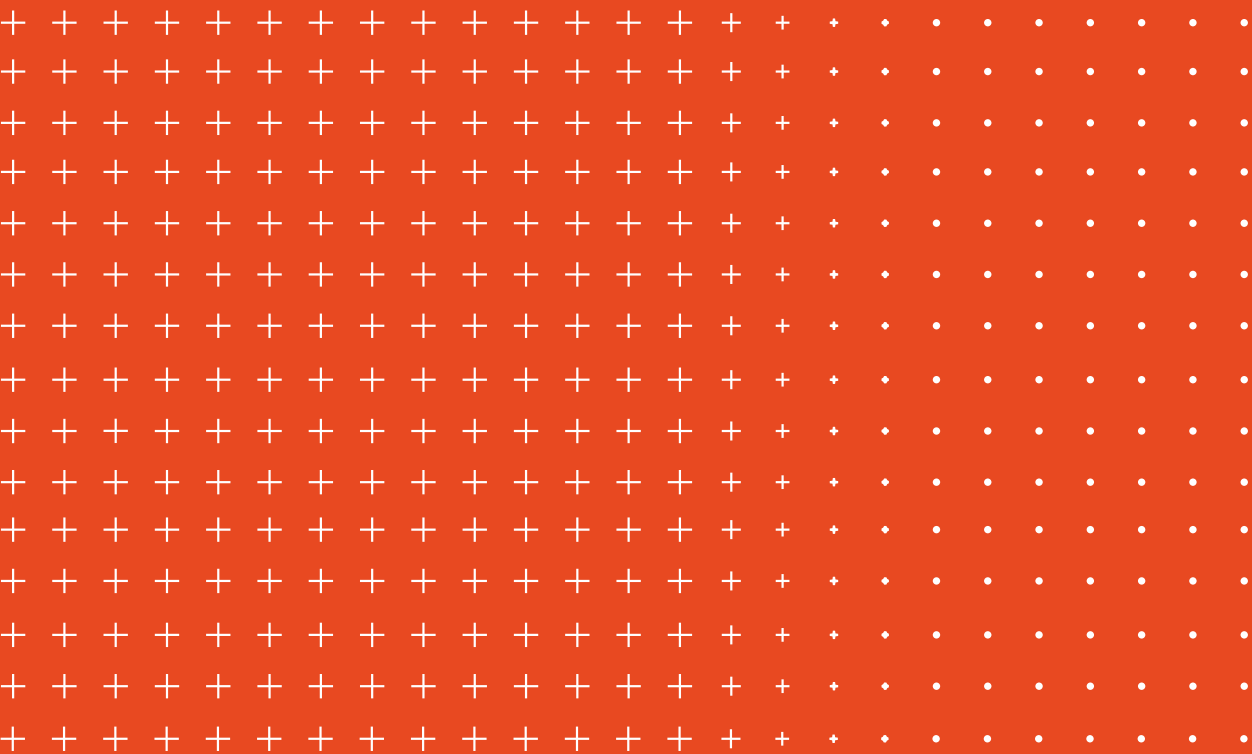
This is why, at Content+Cloud, we take user support so seriously, designing our services around the varied needs, attitudes and abilities of your users. We help improve usage and adoption, whilst also providing highly responsive day-to-day support.

Content+Cloud support services keep systems and services running, ensuring uptime and availability. Our support services have the capability to be truly global, delivering a genuine 24/7 service, wherever your users may be.



Our people live and breathe client success

At Content+Cloud, we work hard to recruit some of the finest technical minds in our industry. As our reputation has grown over the years, we've been able to attract exceptionally talented individuals. Whether they are a world-renowned technology specialist or a highly skilled member of a 24/7 support team, all our people are driven by a desire to deliver success for our clients.



We look for a particular kind of person. Someone who likes nothing better than helping others to achieve their goals. Someone who is driven by a desire to go the extra mile for our clients, focusing on the little things that make a big difference. Someone who loves technology, not for its own sake, but for what it can deliver - in terms of organisational and individual benefits.

This is the real Content+Cloud difference: the mindset of our people.

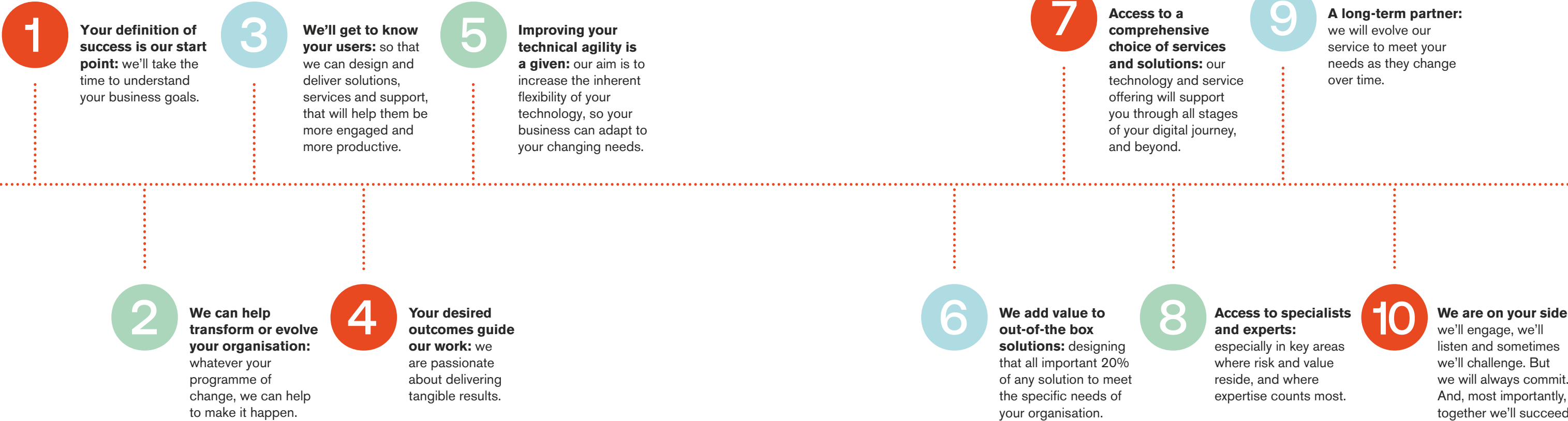
We see every client challenge as an opportunity for fresh thinking, and every client journey as an adventure.

We look for a particular kind of person



Content +Cloud+You

Why might you choose to work with us?



What is your ambition?

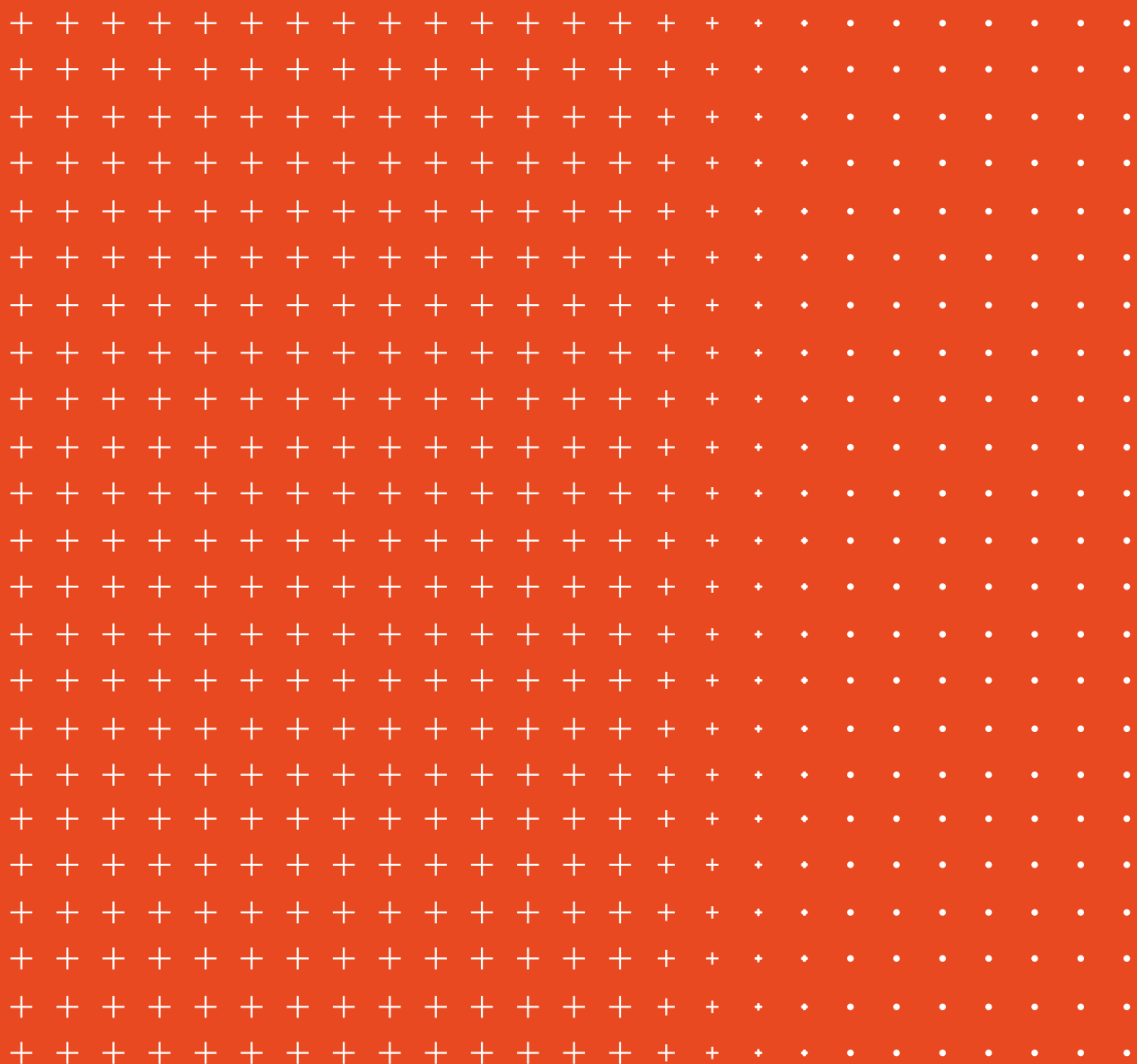
And how can we help you to achieve it?

Almost every organisation is in the midst of some kind of change or challenge. Yours is unlikely to be an exception. So why not talk to us about your ambition, your goals or even your concerns? We'd be delighted to give you a sense of our approach, and an insight into what we can achieve together.

We live and breathe client success.

Yours included.





Living+Breathing Client Success

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