Managed IT Services

ΞLayer 7

Layer 7 Managed Services offer a flexible and dynamic portfolio to assist your IT Infrastructure. We design, procure, manage and support a plethora of solutions to enable you to realise an increased Return On Investment (ROI) from your infrastructure and people.
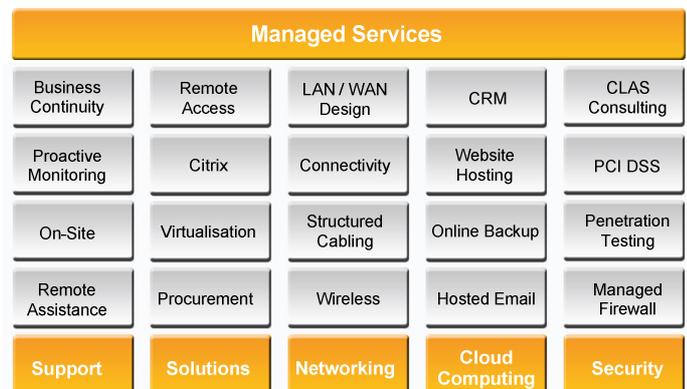
Methodology

Our primary focus is to work closely alongside your organisation to act as a technology enabler, providing you with IT solutions specific to your business needs to increase your productivity.

As a Managed Services provider with a team of industry certified experts we have the knowledge, expertise and capability to help your organisation maximise its IT investment.

Layer 7 Managed Services

- Maximise uptime from your IT Systems
- Drives continuous system improvement
- Helps reduce the cost of critical processes

Layer 7 Managed Services works in synergy with your existing IT resources to ensure smooth day-to-day running of your IT infrastructure and business systems. Our flexible and pragmatic approach allows us to tailor solutions to your individual needs, becoming an integral part of your organisation to deliver cost efficiency and productivity.

Our first step is to understand your business requirements and key drivers to build a proposal centered on your operational needs, budget and support requirements. Through a process of fine tuning, we design a proposal that offers the best fit for your business irrespective of your organisations scale.

Managed Services				
Business Continuity	Remote Access	LAN / WAN Design	CRM	CLAS Consulting
Proactive Monitoring	Citrix	Connectivity	Website Hosting	PCI DSS
On-Site	Virtualisation	Structured Cabling	Online Backup	Penetration Testing
Remote Assistance	Procurement	Wireless	Hosted Email	Managed Firewall
Support	Solutions	Networking	Cloud Computing	Security

Partnering with Layer 7 for your organisational IT needs allows you to concentrate on your real business goals. We provide a single point of contact to ensure rapid assistance and as a Microsoft Certified Partner we have high level priority access to resolve any issues quickly and efficiently.

Layer 7 SystemGuardian, our enterprise wide services support platform helps us proactively monitor and manage your infrastructure, ensuring maximum uptime and peace of mind. Our experienced technical team ensures we have people on standby with the technical knowledge to resolve your IT issues quickly.

☰ Support

Monitoring and maintenance of your IT infrastructure is a critical requirement for all organisations regardless of size. In today's business world a reactive IT strategy is no longer feasible, at Layer 7 we offer a fully managed proactive SystemGuardian service.

Layer 7 SystemGuardian offers a single integrated system which allows our technical support team to quickly respond to any issue with real-time visibility on all IT systems under our management. Combined with our experienced field engineers and high level consultants, Layer 7 SystemGuardian offers a turnkey solution for highly efficient and cost effective IT problem resolution.

We provide a range of support packages from monthly payments individually tailored to your organisation, to flexible pay-as-you-go (PAYG) arrangements.

Remote Assistance

Using highly secure session encryption our support teams are able to remotely connect to your IT infrastructure to diagnose and fix issues. With the ability to directly control users desktop / laptop sessions we are able to immediately interact with the user to provide remote assistance.

On-Site

For situations which require a visit to your site, we can deploy members of our support team to be on your premises within agreed SLA targets to diagnose and remedy your IT issues.

Proactive Monitoring

Partnering with Layer 7 to support and manage your IT infrastructure has a number of immediate benefits. Using enterprise class remote monitoring tools our support teams have visibility across your entire IT infrastructure. We have the ability to monitor, analyse and report on your equipment in real time.

By centralising monitoring of your infrastructure with Layer 7 Guardian we are able to proactively identify potential problems before they arise and implement preventative solutions, thus maximizing your system uptime.

SystemGuardian individually monitors your network infrastructure, server systems, desktop / laptops. End users have the ability to,

- Raise support incidents via Support Portal
- Online Communication with our engineers
- Directly email our Support Team

With Layer 7 SystemGuardian we can provide you with accurate reporting on the current state of your IT infrastructure, any issues that have occurred as well as statistics on utilisation and availability to help you better plan your long term IT strategy. We can provide your organisation with monthly, weekly, daily or even hourly customised granular reports dependent upon your requirements.

By introducing Layer 7 SystemGuardian into your organisational infrastructure we proactively work to ensure your systems are optimally functioning to maximise your business productivity.

Business Continuity

Layer 7 offer planning and implementation services that protect your business against interruption. For many businesses there is an increasing amount of pressure from internal and external sources to ensure their IT infrastructure is available 24 x 7 x 365. Loss of contact with customers, suppliers and even between co-workers is detrimental to organisational operation across all business sectors.

A recent survey from Henley Management Institute found 60% of companies that suffer a loss of normal telecoms for a period of 10 days will cease trading within one year. It is not necessarily catastrophic events that can bring organisations to a standstill; a burst water main flooding your premises or workmen drilling through a utility cable could cease both data and voice communication and leave your business in a state of disarray and confusion.

Layer 7 can deliver a comprehensive set of business continuity services. Historically, high availability solutions were complex and costly, however with the developments in virtualization, Layer 7 can deliver cost effective solutions that were once only in the reach of enterprise organisations to small and medium sized businesses.

Support Team

Our support team are highly experienced and industry certified. Some of our certification highlights are,

Partnering with Layer 7 for your organisations IT Support enables you to leverage the diverse IT skills of our engineers at a fraction of the cost in comparison to employing permanent IT staff. Your IT operational expenditure is reduced thus allowing rechanneling of this finance to other areas of your business.

Solutions

At Layer 7 we offer a plethora of solutions each individually tailored to meet your key business drivers and requirements. Our goal is to be a technology enabler in order to help you achieve your business goals and drive productivity improvements.

Procurement

There are a myriad of hardware and software suppliers today, however finding the right supplier who understands your organisations needs can be a challenge. We will work closely with your organisaton to understand your technical requirements to ensure the selected products meet you functional specification and can be delivered, installed and configured 'right first time'.

Layer 7 have established links throughout the supplier channel partnering with several of the major manfacturers and Tier 1 distributors. As a result we are able to pass onto you our purchasing power giving excellent pricing on all hardware and software purchases.

Virtualisation

With the average Microsoft Windows serer typically utilised only 10% and desktops less than 5% the business case to introduce virtualisation into your organisation to drive your existing infrastructure is clear.

The first step is to undertake a detailed capacity planning exercise to understand exactly how your transformed virtualised infrastructre will look. This enables us to model the proposed environment which assists in building a business case by outlining the financial ROI a virtualised infrastructure will bring to your organisation. Following the capacity planning phase we produce a detailed design documentation set which provides assurance that the solution will perform and mitigates risk from the project implementation.
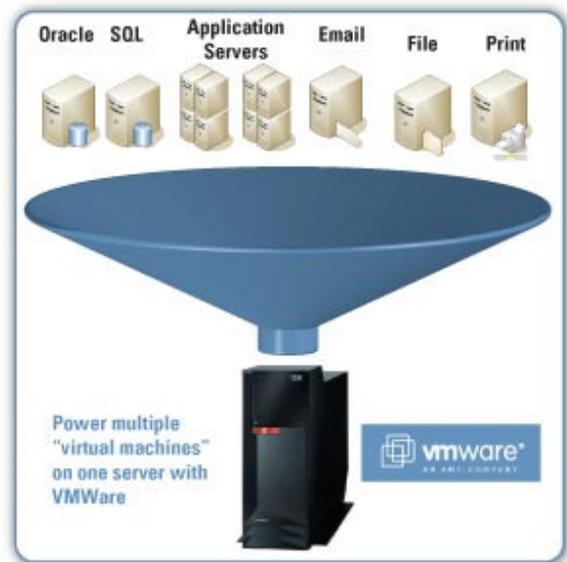
Utilising our Channel partnerships with VMware and Tier 1 hardware manufacturers we are able to procure hardware and software at significantly discounted rates. Alternatively to assist your organisation with the transition to virtualisation we are able to offer tailored financial packages.

The installation phase commences once all parties have agreed on the implementation plan. At each point of the installation there are exit stratergies to ensure any unforeseen events are catered for, at no point leaving your organisation exposed.

Completing life cycle is an agreed on-going support agreement uniquily tailored to your organisations need.

Citrix

Introducing a thin desktop solution intor your organisation built upon Citrix Xen Desktop suite of products has several key benefits,

- Reduced Carbon Footprint
- Remote Access via browser and Internet
- Reduced mangement overhead
- Increased Business Continuity

Thick clients or desktop Personnal Comupters and Laptops have become increasingy difficult to manage at all levels i.e. security, application, hardware. During the last five years the evolution of Virtual Desktop Infrastructure (VDI) has reached a tipping point in which the Return From Investment (ROI) of a VDI solution outstrips that of a traditional thick client deployment.


At Layer 7 we can offer your organisation the option of extending the lifetime of your existing desktop infrastructure by utilising its web browsing capablity or introduce low cost 'dumb terminals' from manuactures such as Igel, Sun, Chip PC and Wyse. In addition to the reduced administrative overhead and maintenance of 'dumb terminals' over traditional desktops / laptops, thin client terminals have the advantage of micro Power Supply Units (PSU) which consume *circa*. 10 Watts in comparison to 300 Watts per PC.

Following deployment of your Virtualised Desktop Infrastrucutre (VDI) your desktops can be securely accessed from any web browser, regardless of geographical loccation. This represents a significant 'step change' with respect to te availability of your IT Systems and aids your Business Continuity stratergy.

Remote Access

Over recent years the emergence of 'home working', mobile workers and road-warriors has increased the requirement for fast, secure remote access to organisations IT resources. At Layer 7 we will work with your business requirements to design a flexible secure Remote Access Service which may incorporate SSL / TLS and IPsec connection technologies.
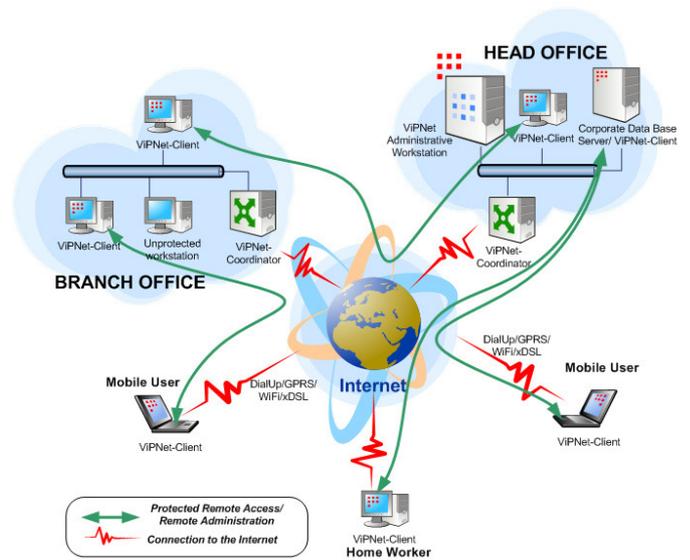
Dependent upon your network classification level, we are able to provide a fully accredited UK Government CESG CAPS Baseline Remote Access Service solutions for IL3 'RESTRICTED' and CESG CAPS Enhanced for IL4 'SECRET' networks based on AEP Networks and Barron McCann.

Cloud Computing

Cloud computing has evolved over recent years and many organisations are keen to embrace this latest technology but struggle to understand the direct benefits. At Layer 7 we offer various cloud solutions based around Public, Private and Community Cloud technologies.

Hosted Email

In todays business world email is a mission critical communications tool. This greater reliance on e-mail has increased the number of messages sent and received, the variety of work getting done, and even the speed of business itself. Amid this change, employee expectations have also evolved. Today, employees look for rich, efficient access to e-mail, calendars, attachments, contacts no matter where they are or what type of device they are using.

Microsoft Exchange has been designed specifically to meet these challenges and address the needs of the different groups who have a stake in the messaging system.

A recent survey found *'80% of organisations surveyed felt that access to e-mail was more important than the telephone... 74% believed being without e-mail would present a greater hardship than losing telephone service.'* By locating your organisations email in the cloud you can realise some of the folloing beifits,

- Delivers reliability, availability and performance with a guaranteed 99.9% uptime.

- Integrates with the same Microsoft Outlook and Office programs your users know, ensuring a minimal learning curve.

- Large mailboxes: Each user gets 25 GB of mailbox storage standard and the ability to send attachments up to 30 megabytes (MB).

- Antivirus/anti-spam: Microsoft Forefront Online Protection for Exchange is included, providing multiple filters and virus-scanning engines to help protect your organisation from spam, viruses, and phishing scams.

- Web-based access: For Web-client access, Outlook Web App provides a premium browser-based experience that matches the look and feel of the full Outlook client.

- Mobile access is available from all phones capable of receiving e-mail, including Windows Phone, the iPhone, Android, Palm, Nokia, and Blackberry devices.

- Shared calendar and contacts: Users can compare calendars to schedule meetings with Exchange Online and have access to collaboration features like shared calendars, groups, global address list, external contacts, tasks, conference rooms, and delegation.

With a fully Managed Hosted Exchange Server you can avoid almost all of the pitfalls of running your own infrastructure. Most businesses would be impacted after only a single hour without email

- Over a third of in-house outages leave staff with no email for more than a day

- Nearly 40% of email outages are caused by a server failure

Delivered as a fully managed Layer 7 service, you can have all the benefits of a corporate email system, without the concerns regarding system uptime, security, server patching, staff training, or any of the drawbacks of running your own Exchange server.

Online Backup

Many organisations overlook the importance of a comprehensive backup solution or simply continue to insert the same backup tape every night with no guarantee a reliable data copy is being generated.

40% of all small businesses go out of business and lose data if they cannot get their operations back in action in the first 24 hours after a crisis. (Source: Gartner Research)

At Layer 7 we offer a complete secure Cloud based online backup solution. All of your data can be backed up via your internet connection to multiple Data Centres. Our online backup system supports all file and folder structures, including iSCSI storage array boxes and NAS drives.
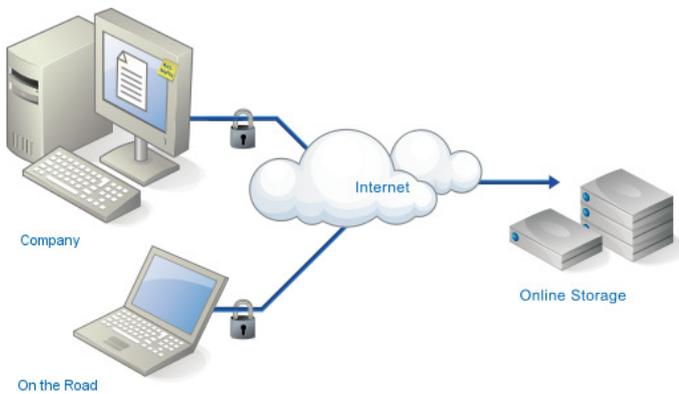
One major benefit of our system is the ability to seemlessly backup Microsoft Exchange Server. This can be setup through the onboard wizard featured within the software. We also have the ability to setup an Individual Mailbox Backup feature which will allow you to retrieve indvidual users items from within their account such as a specific email or calender item.

- MS Exchange Server Backup
- MS SQL Server Backup
- Lotus Domino Backup
- Lotus Notes Backup
- Oracle Database Backup
- MySQL Backup
- In-File Delta
- MS Volume Shadow Copy

Website Hosting

We have partnered with one of the UKs leading Internet Service Providers to enable us to offer reliable and affordable web hosting solutions.

- Domain Name Registration
- Web Hosting – Unlimited Bandwidth
- Search Engine Optimisation
- Virtual Servers
- Dedicated Servers

CRM

A business can only be productive if there is a continuous supply of sales. Managing potential leads, cutomer contacts and communications can rapidly become unwheldly. Microsft Dynamics Customer Relationship Manager (CRM) provides a powerful support tool to bolster your business's customer relationship management strategy. Gather information from various sources to give you a real-time comprehensive view of your business, from leads to after-sales CRM is easily deployed & customisable to suit your needs.

Microsoft Dynamics CRM Online provides a powerful yet easy-to-use CRM solution delivered over the Internet, so that organisations can get up and running quickly and cost-effectively with the flexibility to meet the unique needs of any business.


Microsoft Dynamics CRM equips business professionals with access to customer information through a full suite of marketing, sales, and customer service capabilities with a familiar Microsoft Office Outlook® experience to help ensure rapid user adoption and fast results

- Rapid Deployment - Using a Web browser, you can quickly get started and begin transforming your business without complicated technology server setup. Start using the marketing, sales, and customer service capabilities in Microsoft Dynamics CRM Online immediately.

- Access Data Anywhere - Microsoft Dynamics CRM Online helps ensure that your data is available when and where it's needed (online or offline). Access your customer data through the user interface, mobile devices, Web services interface, or as an exported file.

- Drive Productivity - Microsoft Dynamics CRM Online works in a way that is familiar to your users. Users can work in an environment they already use and understand, either through their Web browser or from within Microsoft Office Outlook.

- Streamline Business Processes - With Microsoft Dynamics CRM Online, business users can quickly design workflows to streamline their business activities, automate repetitive tasks, and enable the consistent execution of marketing, sales, and service processes so they can spend more time on their core competency.

- Make Informed Decisions - Microsoft Dynamics CRM Online provides rapid access to relevant information so you can make faster, better-informed decisions. Instantly leverage out-of-box reports and dashboards, or use intuitive wizard-based tools to create ad-hoc custom reports and dashboards in turn allowing you to identify trends, issues, and opportunities.

- Customisation - Customize and extend your Microsoft Dynamics CRM Online solution through point-and-click configuration tools. Quickly add or modify fields, forms, workflows, and reports to fit your business needs. Or connect your CRM data with existing business applications in real time by using native Web services.

- Quickly Adapt - Microsoft Dynamics CRM Online can fit the unique needs of your business and grow with your company without expensive hardware upgrades. And when your business needs change, you have the option of switching to Microsoft Dynamics CRM on-premise software built on the same code base as Microsoft Dynamics CRM Online, giving you the true power of choice.

Unleash the power of CRM today within your organisation and arrange a demo of Microsoft Dynamics CRM with a Layer 7 consultant to guide you through the features.

☰ Security

Managed Firewall

A firewall is your company's first line of defense against external malicious hackers attempting to gain access to your network and confidential data. An effective firewall solution involves more than simply plugging it into your network and forgetting about it. Not only do firewalls require routine updates more importantly they need to be proactively monitored to detect potential attacks.
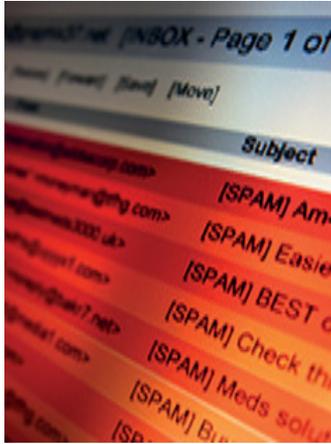
A Layer 7 managed firewall service provides you with security professionals who are experienced in managing and maintaining firewalls. In addition, Layer 7 continually monitor your firewall for signs of suspicious activity that could indicate a potential security breach.

Key Benefits of a Layer 7 Managed Firewall

24x7 Monitoring and Maintenance – We supply, monitor and proactively manage your firewall 24 hours a day, 365 days a year, ensuring it continues to operate effectively. Should an issue arise our security teams are alerted and take prompt and corrective action.

Up-to-date-protection – We update and upgrade all Layer 7 managed firewall platforms automatically to provide effective protection against new vulnerabilities.

Optimised Performance – Routine performance and firewall rule-set reviews enable us to routinely optimise your managed firewall ensuring maximum performance whilst maintaining the highest level of security.

Remote VPN – integrate a VPN service with our managed firewall to enable your employees controlled secure remote access without additional administrative overhead.

Penetration Testing

Our holistic approach to penetration testing enables us to offer a comprehensive and flexible range of security services to our clients. Conducted by industry certified security professionals, Layer 7's provide detailed technical results, analysis and remedial recommendations following each audit.

Layer 7 security testing can involve internal tests, whereby we will conduct tests on-site and connect to a clients internal network infrastructure.

An internal penetration test provides Layer 7 testers a 'behind the scenes' view of services and resources available from inside the network. External testing involves assessment of the client network from an attackers perspective on the internet.

Our security services include,

- Penetration Testing - identified security weaknesses are exploited in an attempt to quantify the level of system vulnerability, whilst also potentially uncovering other potential security soft-spots.

- Vulnerability Assessment - typically automated scans in which security weaknesses are identified but not actively exploited.

- Social Engineering - involves a 'gloves off' approach in which our team via client staff interaction attempt to trick or manipulate them into breaching security policies.

- Wireless Security - assesses the security risks associated with 802.11 Wi-Fi wireless networks.

PCI Compliance

The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements developed to reduce credit card fraud and increase data security. This industry standard affects every company that deals with card payment transactions. The PCI DSS requires companies to,

• Build and maintain secure network architecture

• Demonstrate that cardholder data security programmes are in place

• Maintain a vulnerability management programme

• Implement strong access restriction measures

• Perform regular security risk assessment and monitoring

• Maintain an information security policy

Every on-line retailer, payment service provider or other organisation participating in the transaction process or storing credit card information is now required to achieve PCI DSS compliance.

Companies who do not comply may be subject to:

• Increased processing fees

• A bar on processing credit card transactions

• Fines of up to £250,000 for each instance of non-compliance

Layer 7 have unrivalled expertise in providing impartial data security services. Our consultants are experts in all aspects of Payment Card Industry DSS compliance, including: pre-compliance assessment; security risk assessment (to assess your company's vulnerability to security breaches); incident response (including forensics); specialist training courses, and compliance auditing.

CLAS Consulting

CLAS is the Government's CESG Listed Adviser Scheme a partnership between government and industry, linking the unique Information Assurance knowledge of CESG with the expertise and resources of the private sector. CLAS has been established in response to the increased demand for authoritative Information Assurance advice and guidance, in light of increasing awareness regarding threats and vulnerabilities that information systems face in the 21st century.

By using accredited Layer 7 CLAS consultants, you will be guaranteed a full understanding of current Government policy and guidance; the risk to official systems, the techniques available to counter them. This is particularly important for government departments or organisations trying to connect to secure networks such as Government Secure Intranet (GSI) and Government Connect Secure Extranet (GCSx), areas in which Layer 7 has extensive knowledge.

Our areas of expertise include,

• **IT Risk Assessment** - A vital first step towards securing networks and data is the completion of a risk assessment, allowing for the resources that require protection to be determined and for risks that may impact them to be identified and quantified. Assessment may be company wide or project specific.

• **Security Policy & Procedure** - IT security policies and procedures are typically developed after the completion of a risk assessment or following a change within the organisation, such as the introduction of a new application. NTA can assist organisations in the drafting of such policies or can provide an independent 'best practice' review of the documentation currently in place.

• **Information Assurance** – Layer 7 can assist organisations which are working towards information assurance programmes, from the development of bespoke ISMS (Information Security Management System) to the achievement of industry standards, such as ISO27001.

• GCSX Connectivity – We have a wealth of experience delivering technology-enabled change in complex environments, often where security and resilience are key, and can help you achieve CoCo compliance and GCSX connectivity.

Structured Cabling

From site survey, design, project management, installation, testing and certification, Layer 7 provide a complete solution to structured cabling.

Our installations range from a single additional data point to complete flood wiring totaling hundreds of data points. We can provide the following industry standard copper cabling:

CAT5e - designed for data networks to support high-speed data transmission up to 1000Mbps (1 Gigabit per second), operating up to 100MHz.

CAT6/6a - next generation data communication networks supporting data transmission speeds up to 10,000Mbps (10 Gigabits per second), operating up to 250MHz.

Fibre optic cabling provides the most secure data communication of any carrying medium to date. Most commonly used between buildings and comms cabinets to provide a gigabit backbone many businesses are now realising the benefits of fibre-to-the-desk. Layer 7 manage the routing, laying, termination and testing of all fibre optic cables. We design, install and manage fibre solutions for:

• Fibre-to-the-desk

• Backbones

• Inter-building connections

LAN / WAN Design

Whether you require a multi site, fault tolerant resilient network or simply need to connect a small office / home office (SOHO) to you organisations main site Layer 7 can provide you with industry standard network designs.

Wireless

We provide wireless solutions from single access points to site wide blanket coverage. Specialising in Cisco and Trapeze WLAN products enables Layer 7 to deploy fast, secure, reliable and managed wireless infrastructure to our clients 100% of the time.

Assessment of your business requirements enables us to design and select the most appropriate wireless hardware from our comprehensive range of next generation wireless switches and access points.

All Wireless Local Area Networks (WLANs) deployed and/or managed by Layer 7 are penetration tested as part of the commissioning process.

Layer 7 WANs are capable of supporting 802.11a/b/g/n and 802.11x standards. Our wireless expertise include

• Wireless Guest Hotspot

• Wireless Intrusion Detection / Prevention Systems

• Wireless Bridge Links

• Wireless Extensions

Connectivity

Partnering with one of the UKs leading business Internet Service Provider (ISP), Layer 7 can provide you with high quality, affordable broadband with fast download speeds of up to 8Mbps or up to 20Mbps dependant upon business location and line conditions.

For larger organisations we can provide next generation business class connectivity based on Ethernet leased lines which offer speeds from 1Mbps up to 1Gbps.

Contact Information

To discuss any Layer 7 service offerings and your organisations unique IT requirements please contact us.

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