



GLOBAL  
SECURE  
SHIELD

FINGERPRINT



Specialists in **IT Outsourcing** & **Consultancy**

Silver  
Microsoft  
Partner

# SERVICE CATALOGUE

## 2021



Silver  
Microsoft  
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## What is SITOC?

*SITOC is a managed IT service and security provider. We are, quite literally, Specialists in IT Outsourcing and Consultancy. Trading since 2004, we design our services around your needs, to fit your business.*

Do you need **full IT support services** for your end users? Or help building, improving or maintaining your **on-premise** and **cloud infrastructure**? That's what we do.

As a **Microsoft Silver Partner**, we give you access to premium support and consultancy services.

We are **email security** specialists.

We are **data-protection** and **cybersecurity** experts.

Our **Microsoft cloud expertise** includes advanced security and productivity solutions within **Microsoft 365**—helping you to get better value from your subscriptions.

If you need to improve your **internet connectivity** or explore **cloud voice services** to improve flexible, reliable and resilient working practices—we can help with that too.

Our **application development** expertise helps you to develop bespoke solutions for your customer base.

Our **productivity** solution suite includes eLearning for end users among other productivity-enhancing solutions.

*"SITOC provides great service, trusted advice, and consistent solutions in a challenging environment"*

— Kevin Thorn, e-Resourcing

*"Strong communication, good account management, calm & immediate support; wow, does it feel good to be given the ability to work in the hours you want to work. Thank you SITOC."*

— Managing Director, Travel Industry

Supporting company infrastructure and end users since 2004—it's what we do!

1

## INCLUSIVE

A dedicated IT support team for the processing of end user requests, scheduling proactive support services and monitoring of network security functions.

A centralised facility to manage all IT service and related requests.

2

## SUPPORTIVE

Your personal account manager is more than just a point of contact; they work with you to continually assess your network security & platform efficiency, and help you to achieve IT strategy goals.

We understand that each organisation is different. An individual support profile, created for each customer includes key applications, 3<sup>rd</sup> party contacts, standardisation of workstation profiles and user permissions.

Our expert team and great communication ensures that the service desk operates efficiently.

Comprehensive e-learning service for Microsoft cloud products.

3

## PROACTIVE

Fully managed maintenance schedules, including:

- Workstation and server patch management service
- Automated dark web search for a primary domain
- 24/7 remote device and internet connection monitoring
- Automated device housekeeping

A preventative, cyber-safe approach that also reacts fast when problems do occur.

Optional network penetration testing and review service.

Access to our ongoing live webinars covering industry hot topics and points of interest.





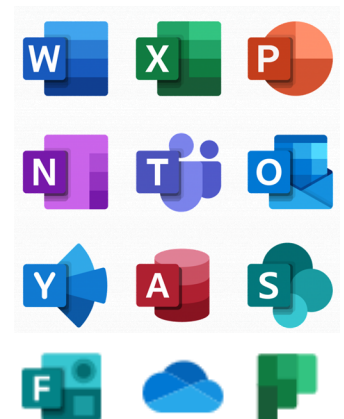
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## MICROSOFT CLOUD



*Through our **Silver partnership status**, we can confidently support you in getting best value out of your **Microsoft 365** or **Azure** services:*

- We design **Microsoft cloud solutions** based on your individual requirements. Allow us to **migrate** and **support** you on all aspects of Microsoft 365 and Azure.
- It is our mission to help you get the most out of the services you already pay for, and achieve cost optimisation via ongoing Microsoft cloud service review.
- Advanced Microsoft 365 capabilities including **enhanced email security, email encryption, information rights management, mobile device management**, premium Active Directory and Cloud Application Security to alert on risky or suspicious end user activity.
- Microsoft data protection management including **single sign on, multi-factor authentication** and **conditional access**.
- Extend Microsoft 365 with professional bolt-ons, such as a **backup service** for full data protection and resiliency
- We are Microsoft Teams and **Teams phone system** experts—the most flexible business phone solution built for the way we work today
- Initial and ongoing reviews of your **Microsoft cloud security score** are available for every Microsoft cloud customer. It benchmarks current security settings vs available functions not yet activated, meaning you always have optimal security—keeping up with an ever-changing threat landscape.



# EMAIL SECURITY

55%

Nearly 55% of UK email is SPAM

$\frac{1}{3,722}$

One in every 3,722 emails in the UK is a phishing attempt



Around half of cyberattacks in the UK involve phishing

*It has never been more important to get on top of email security. While Microsoft 365 provides a high base level of protection, it can be improved on with MIMECAST:*

**Phishing attacks make up 86% of successful attacks/breaches for UK businesses**



## Impersonation protection

A spoof attack is a targeted form of phishing through email where someone cunningly intercepts a conversation and impersonates one of the people without either being aware.

By screening for domain imitation, suspicious contact behaviour, or coercive language, Mimecast provide an extra and intelligent level of protection that learns and improves.

Mimecast protects you from **malicious links and attachments** by testing files, converting them to a safe format, and rewriting URLs to prevent unwitting clicks.

You also have the option to use **secure and encrypted messaging** through the Mimecast cloud for communications that are sensitive—such as containing financial or health details. Complete end-to-end encryption with granular message control.

## Features:

- Simple, monthly per user charging
- Fully deployed and supported by SITOC
- Protects against modern day threats, including phishing, spoofing and impersonation
- All links and attachments scanned
- Optional secure messaging portal



**mimecast**™

# CYBERSECURITY



Businesses are under constant attack. Among the thousands of attempts to breach your defences, each year, one or two may succeed. If you rely on information technology (as we nearly all do), and you take data security seriously, you need a robust framework, policies and the right solutions to keep you safe.

## Endpoint protection

Employee workstations and devices are critical risk points; they need protection that doesn't slow them down. Webroot® Business Endpoint Protection solves these problems and more by delivering an award-winning intuitive management console, over 40 third party integrations, a RESTful API, plus fully automated endpoint detection, prevention, protection, and remediation for a comprehensive cyber resilience strategy.

## DNS protection

DNS requests are increasingly targeted by malicious actors. Not only can DNS requests reveal what applications are in use, they also show which websites are visited, all in clear text. This is the first DNS protection service to truly combine privacy and security for cyber resilience.



# 46%

Almost half of UK businesses report having a cybersecurity breach in 2020

# £3,230

Average material cost of a single cybersecurity breach

# 50%

Half of UK businesses report having carried out a cybersecurity audit last year



# WEBROOT®

Nearly 40% of adults use the same password on multiple apps and online services!



## IDAgent's screening

Monitoring the dark web helps you to quickly find out when, where and how your security has been compromised. Together with preventative measures, this is an essential component of your suite of tools and employee training.

## Critical credentials

Once harvested, these login credentials get listed for sale on the dark web—available for purchase by any cybercriminal.

Compromised email accounts are used to send SPAM and other malicious emails, websites are accessed to host malicious content, multiple logins will be attempted to compromise other accounts or to access your data. Identity theft and impersonation attacks can also be launched that appear to be from you.

## Included as standard

We include IDAgent screening in our business support services.



# Dark Web Screening

Imagine this scenario: your employee, Andrew Black, follows all normal safety procedures at work and you have great network security. In his time off, Andrew starts training for a marathon and signs up to a new fitness app. Andrew fills in his email address, and uses his usual password. He logs in to see his progress against the app's training programme. The only problem here is that Andrew used his work email address.

In this scenario, your security systems at work were never compromised. But the database behind this fitness app now includes Andrew's email address and the password he uses to access all your systems. And, sadly, that database is about to be compromised.

Before you know it, Andrew's credentials are listed for sale on the dark web.

*There is a common myth that Microsoft 365 includes backup; it does not.*

Whilst the platform is highly available and highly resilient against downtime, it does not provide backup to counteract against accidental/malicious deletion, file corruption, downtime or platform outage.

- We have a best of breed backup solution, available for a fixed monthly price per user
- The service includes the backup of all emails, files across OneDrive & SharePoint, calendar and contacts
- Unlimited retention period



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## *User training built into MS Teams*

ClipTraining is a comprehensive e-learning suite that features always-up-to-date content, and enables employees to use Office 365 with maximum efficiency.

- Single sign on
- Gamification awards
- Up to date training
- Drives end-user to adopt Teams
- Reduces help desk calls
- Improves knowledge retention
- Maintains user productivity

5,000

Task-based training  
videos for MS365

53%

Boost in overall  
worker productivity

16%

Reduction in annual  
team turnover

24%

Higher profit  
margins



# CLOUD TELEPHONY & INTERNET



## Internet provision

Our experts will design, build and maintain the optimum infrastructure for your business.

- full leased line
- fibre broadband
- fibre to the premises
- secure, reliable &



## NFON

One number, any device.

All the features of a traditional phone system but fully cloud-hosted for mega-savings as compared to leased lines.

A professional solution that allows remote workers to be fully part of an office phone system, with 150 features as standard, no line rental charges, an automated attendant, conferencing with up to 50 callers, call queuing and much more.

German data centres, duplication as standard but keeping your existing numbers. Enhanced customer services, productivity and flexibility.



## MS Business Voice

Microsoft's phone system is based in your familiar Teams environment. It is reliable, flexible, affordable, and fast becoming a market leader:

- Enterprise-grade phone system hosted within Microsoft's trusted cloud
- Built-in audio conferencing, with dial-in options integrated
- Calling plan that allows you to migrate existing numbers
- Full PBX functions including IVR, call queuing and voicemail
- Add compatible desk phones and third-party plugins for features including comprehensive call recording



<http://www.sitoc.com/productivity/>

# WHY CHOOSE SITOC?



Our ability to design, deliver and support IT, internet and communications—all under one roof



The huge range of our inclusive services: security, machine health, end user productivity and learning



Microsoft Cloud expertise: we help customers unleash the true potential of Microsoft 365

“Although they are an external service provider, SITOC are an integral part of the RSA’s IT Support team”

Colin Banfield  
The Royal Society of Arts



Bespoke application development and application integration services



Our support and account management teams will understand your business & cater for individual needs



We are data and network security specialists; our solutions counteract inside and outside threats

Free consultation and trials available for many services—just ask!

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