



# Your Guide to Our Services

**Expert IT support  
for business.**



**Piran  
tech.** 

[pirantech.co.uk](http://pirantech.co.uk)

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# Accredited IT support for business



## Tailored IT support

We understand that every company is different: we take the time to get to know your business, and then we put together a package of tailored support that's just right for you. You can trust us never to sell you services you don't need.



## Your IT is in safe hands

Our experience and industry accreditations allow us to offer you the very best IT solutions, with expert support provided by our team. We'll take care of your IT, allowing you to focus on your business.



## IT support for businesses of all sizes

We offer a range of support options: we're here for you when you need us with **pay-as-you-go**, or opt for **managed IT services**, where our team monitor your systems 24/7.

Head to page 20 & 21 for a full overview of our services.



# How we work

## Tried and tested solutions, tailored to your business.

First, we take the time to get to know your business: your goals, your current solutions, and your future requirements.

After a thorough audit, we'll present you with our recommendations and a plan for implementing them.



### Flexible IT support

We're here to support you in any way you need us: we can act as your whole outsourced IT department or support an internal team.

We also offer support for your team through training and monitoring. We can help with specific projects, plan for growth, or monitor your systems 24/7.



### Building relationships

We build relationships that last: the future of your business is as important to us as it is to you.

Through our tried-and-tested process (see right), we'll work with you to understand your business and build a lasting partnership, with regular check-ins to make sure you're happy.



1

### Discover

We'll take the time to get to know you before referring you onto one of our engineers, who will start to understand your business, your IT systems and support needs.

2

### Audit

After spending time to understand your requirements, we conduct a complimentary audit of your IT systems, looking in depth at your needs and your future requirements.

3

### Analysis

We will create a list of recommendations, working in line with your budgetary requirements. Together we can create a strategy that can help create more efficient systems and save you money.

4

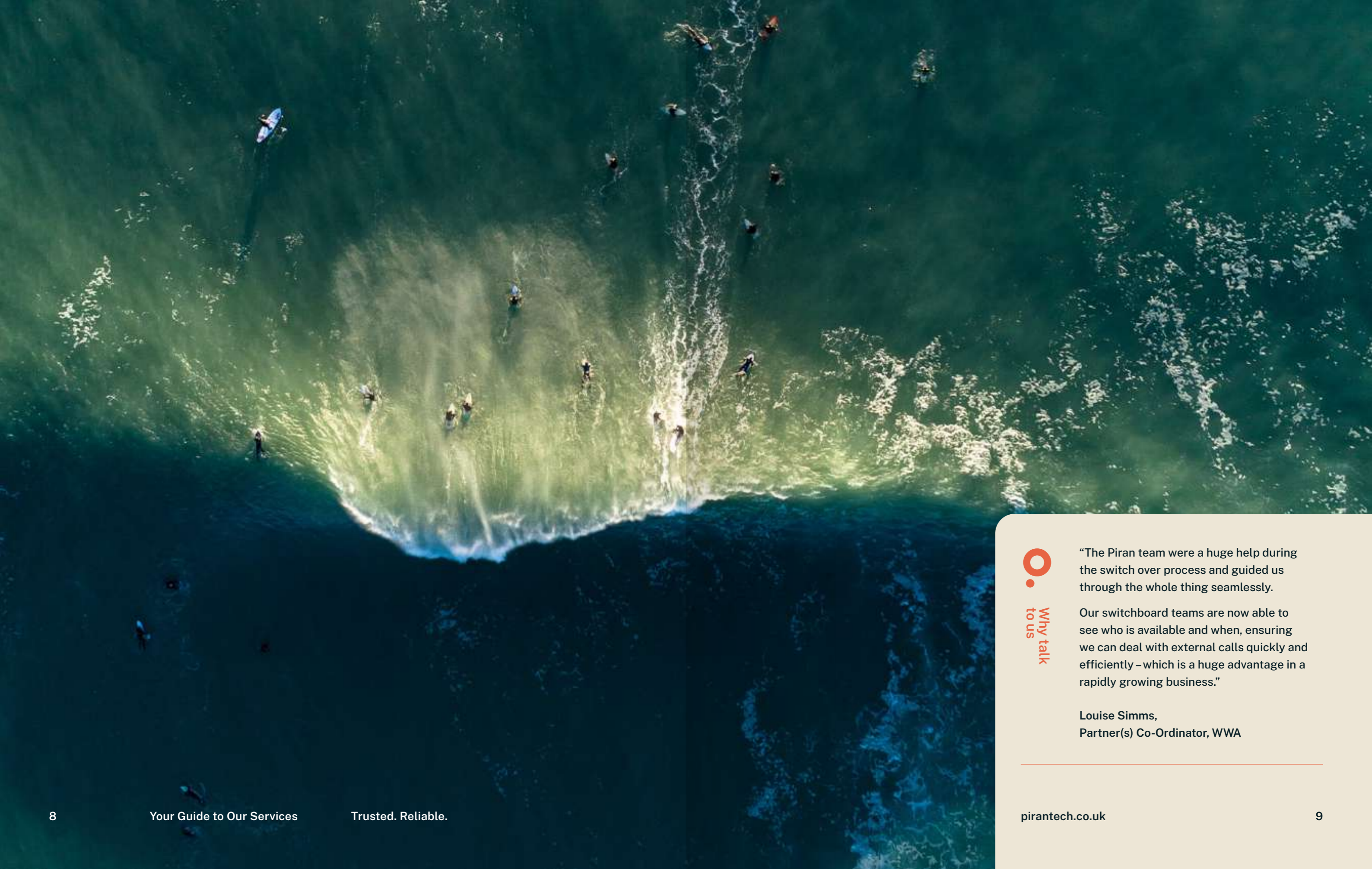
### Implementation

All our IT systems are implemented in line with industry best practice. We are able to source and purchase software or hardware from dedicated suppliers, helping you save money, all thanks to our accreditations and existing relationships.

5

### After-care

We build upon and strengthen our relationships, with regular reviews, helping to ensure all your systems run as they should 365 days a year. This provides that added peace of mind that your IT is always in safe hands.



Why talk  
to us

“The Piran team were a huge help during the switch over process and guided us through the whole thing seamlessly.

Our switchboard teams are now able to see who is available and when, ensuring we can deal with external calls quickly and efficiently – which is a huge advantage in a rapidly growing business.”

Louise Simms,  
Partner(s) Co-Ordinator, WWA



# Your support options

**We offer flexible, tailored support, with a range of options designed to suit businesses of all sizes.**

We don't offer one-size-fits-all packages: we believe you should never pay for services or features you don't need.

We'll talk you through your options so you're crystal clear on what you're paying for, and you can add or remove services at any time.

# Choose from:



## **Pay As You Go**

Remote and on-site support for your business as and when you need it. Fast, reliable and jargon free.



## **Prepaid Hours**

Prepurchase a block of hours to lock in pricing and spread the cost of projects. Use for any kind of support you need, whenever you need us.



## **Managed IT Services**

Peace of mind for businesses who need an expert eye on their IT. Our priority is keeping everything running smoothly, avoiding downtime and spotting problems before they happen. Add in optional premium service levels, extended hours or 24/7 cover.



# Personalised IT strategy

**Your trusted IT partner, with you every step of the way.**

A robust IT strategy is essential for every business. Whatever you've got planned, we're on hand to support you with a personalised IT strategy.

Think of us as your trusted IT partner, ensuring that your IT is in good hands while you look towards the future.

**Here's how a personalised IT strategy can support your business:**

Aligns your goals with your technology needs

Increased IT security

Highlights current risks and how to minimise them

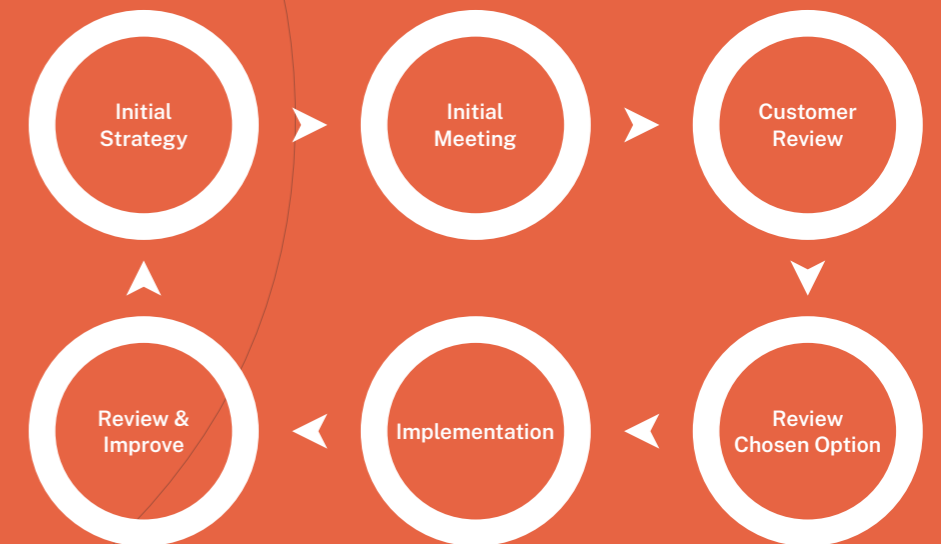
Help with budgeting for future IT projects

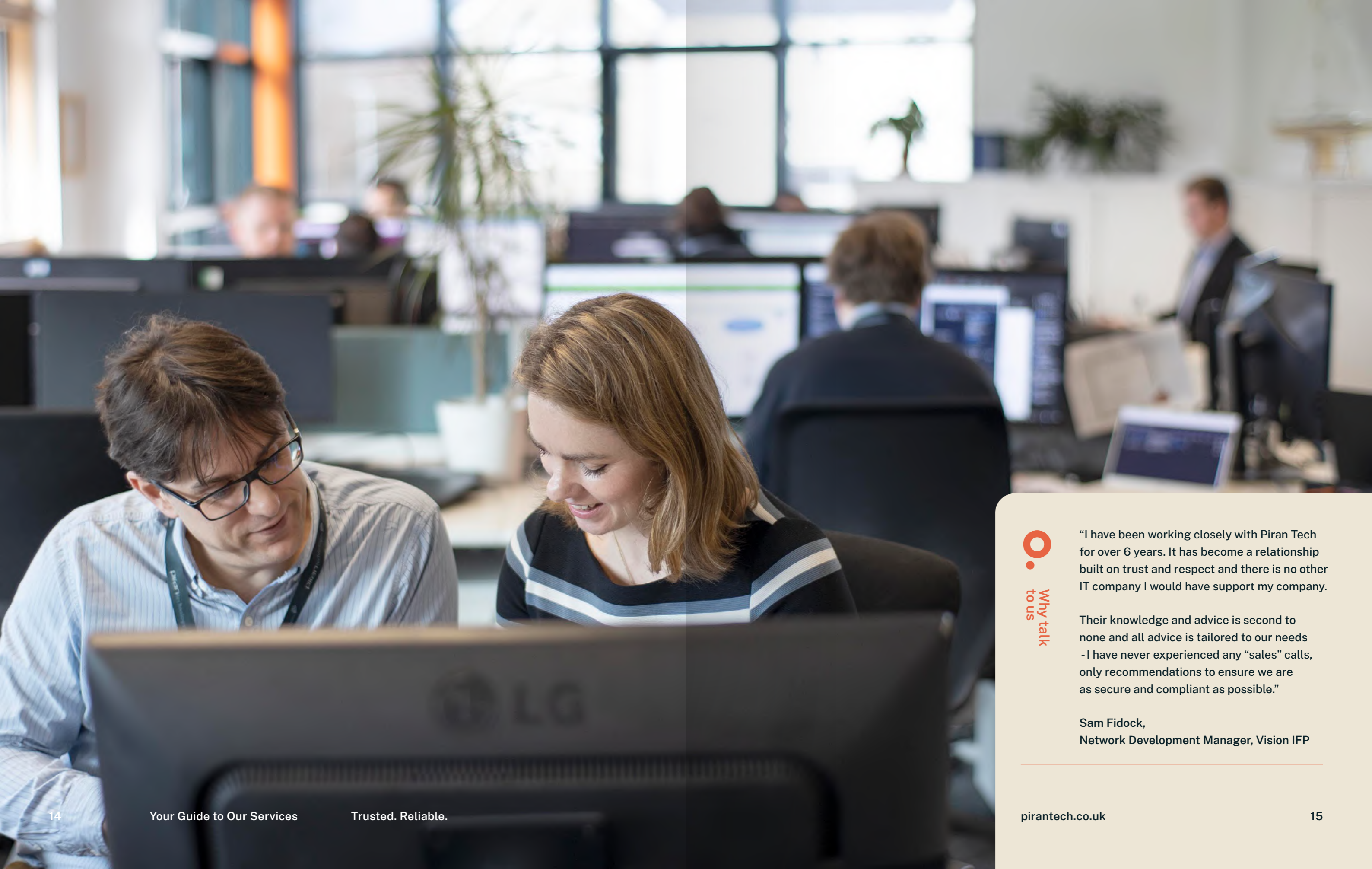
Bottlenecks identified and removed

Gives you a competitive edge in your industry

**We're experts at developing IT strategies that help you get the most out of your business.**

Scalable  
Cost-Effective  
Future-Proof





  
Why talk  
to us

“I have been working closely with Piran Tech for over 6 years. It has become a relationship built on trust and respect and there is no other IT company I would have support my company.

Their knowledge and advice is second to none and all advice is tailored to our needs - I have never experienced any “sales” calls, only recommendations to ensure we are as secure and compliant as possible.”

**Sam Fidock,**  
Network Development Manager, Vision IFP

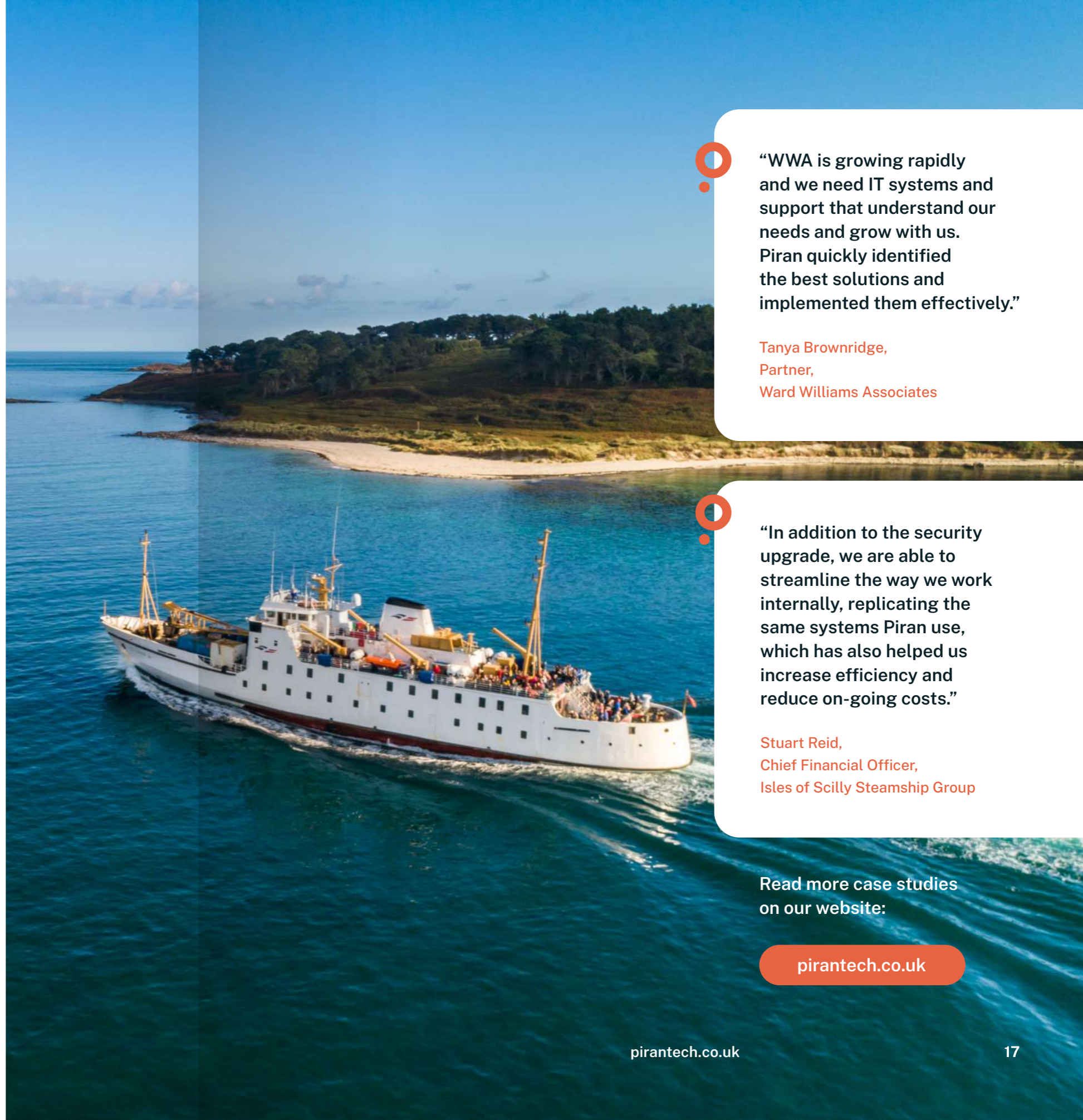




# Case studies & testimonials

We pride ourselves on building great relationships with our customers. We think long-term with our advice: your success is our success.

We have an excellent reputation for delivering a high standard of service at a reasonable price. Here's how we've helped our customers:



“WWA is growing rapidly and we need IT systems and support that understand our needs and grow with us. Piran quickly identified the best solutions and implemented them effectively.”

Tanya Brownridge,  
Partner,  
Ward Williams Associates



“In addition to the security upgrade, we are able to streamline the way we work internally, replicating the same systems Piran use, which has also helped us increase efficiency and reduce on-going costs.”

Stuart Reid,  
Chief Financial Officer,  
Isles of Scilly Steamship Group

Read more case studies  
on our website:

[pirantech.co.uk](https://pirantech.co.uk)



# Our partnerships & accreditations

**We're experts at what we do, and we work hard to achieve the best industry accreditations out there.**

Our technical team maintain a high level of expertise in all the technologies we recommend, so we can offer you expert service and provide accurate and up-to-date advice.



Our gold status recognises Piran as one of Microsoft's most highly accredited independent technical support providers in the county.



We've been working with Cisco since 2004 and we are the only Cisco Premier Partner in the region. Our expert team have passed multiple certifications.





# Services

## Outsourced IT for businesses of all sizes.

We offer a full range of IT services, from cloud solutions to phones, broadband and IT security.

It can be overwhelming looking at all the options out there, but we're here to guide you: we'll help you choose the services and solutions that are right for you.




IT Support



Cloud Solutions & Software



Network & Server



Phones & Broadband



Cyber Security

Accreditations



# IT Support

**Flexible, scalable  
IT support.**

From server maintenance to simple support queries, we provide IT support you can rely on.



1

### Remote & on-site support

Here when you need us. We can support you remotely, or visit you on-site.

2

### Proactive monitoring

Peace of mind your systems are being constantly monitored and optimised, helping you avoid downtime.

3

### 24/7 IT support

Out of hours support options, from 9-5 or extended opening to 24/7 support, 365 days a year.

4

### Linux support

Our team are Linux experts, offering support, troubleshooting and consultancy for Linux systems like AWS and Azure.

5

### Service Level Agreements (SLAs)

You define how we respond to your support requests.





6

### Flexible support options

Pay-as-you-go, prepaid hours or fully managed IT services.



# Cloud Solutions & Software

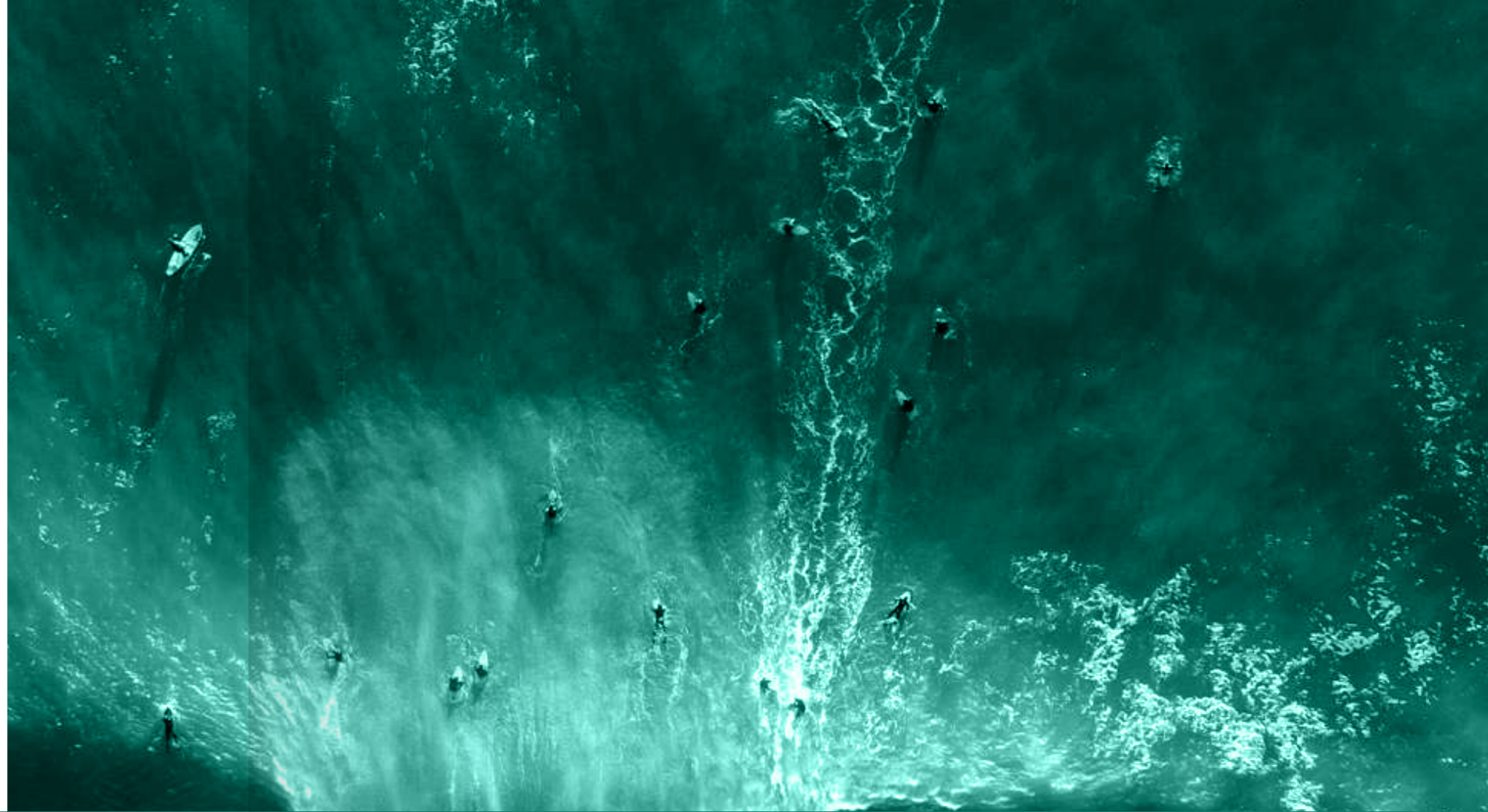
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Cloud solutions & software

# Cloud technologies

The benefits of the cloud are numerous: cloud solutions are cost-effective, scalable, and offer great collaborative capabilities.



**We work with a multitude of cloud technology providers to offer flexible, reliable cloud solutions.**

We'll use our extensive knowledge of the options to help you get the best value and the best option for your business.



Microsoft 365

Microsoft Azure



Amazon Web Services

OVH



Google Workspace

Google Cloud



# Moving to the cloud

**Whether you want to migrate your email to the cloud, or move your entire network to a cloud-managed system, we're here to help.**



## Email migration

Looking to move your email to the cloud? We'll move everything including email, contacts, calendars, tasks, files and data, ensuring minimal downtime.



## Intranet

Video conferencing & messaging: communicate securely with remote working teams or clients all over the world.



## Website hosting & cloud servers

Fast and cost-effective website hosting and cloud server support. We can offer advanced monitoring systems and 24/7 monitoring and alerts.



## Cloud managed networks

Centrally manage your systems and devices from a simple web console. We can design and implement a highly scalable and reliable infrastructure, which can adapt as your business grows.





# Remote monitoring & management

**Remote monitoring and management (RMM) is a secure, cloud-based platform.**

RMM enables Managed Service Providers to remotely monitor, manage, secure and support endpoints (i.e. devices and servers). It's a great way to reduce costs and increase service delivery efficiency.



## Great value

For no extra charge, we're able to offer your business access to the platform. If you have your own in-house IT team, RMM can replace their current remote support tool allowing them to take advantage of the many benefits of the RMM tool.



## Rapid Remote Access

Remote Scripting

Real-Time Monitoring

Patch Management

Flexible Reporting

SNMP Monitoring



# Full disk encryption

**A lost or stolen device can be the source of a serious data breach.**

Our Full Disk Encryption option keeps the data-at-rest on your devices secure – even if the device is lost or stolen.



Can save you from regulatory fines

Increases consumer trust

Protects remote workers

Increases compliancy

Easy and cheap to implement

Centrally managed by us



Our Full Disk Encryption solution complements our endpoint protection products, ensuring that you only ever pay for the number of covered devices you need.




We centrally manage Full Disk Encryption, enabling us to ensure that your organisation's requirements are fully complied with.



ENDPOINT  
ENCRYPTION



# Network & Server

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# Secure, reliable, scalable networks

**Planning a network is a big task to manage – but we're here to help.**

We're experts in designing IT networks that adapt as your business needs evolve, from the office to the warehouse and beyond.



Enterprise virtualisation & high availability



Network design & troubleshooting



Hardware procurement



Hardware warranty management



Virtual Private Network



WiFi & wireless solutions



Network & server

# Connectivity



## Routers & network switches

Routers and switches allow your devices to connect to your network and access the internet.

A quality router provides security to your network through its firewall capabilities, as well as its firmware updates. Adding a VPN means your network is remotely accessible – perfect for remote working teams.

## WiFi

Want to avoid a tangle of cables?

The final (optional) stage of your network connectivity is wireless access points. These ensure that wherever in the office you are, your WiFi signal is strong enough to meet your needs.





Network & server

# Hardware & software procurement

## Competitive pricing & expert advice.

Efficient hardware = better productivity and a happier team.

We offer competitive pricing on hardware.

We're not loyal to a single vendor: your needs are our priority and we'll always put our best recommendation first.



PCs & Laptops



Phones & Tablets



We work with some of the UK's largest distributors directly and can offer you an exhaustive list of hardware options.

Through us, you'll benefit from substantial discounts on bulk orders when your order meets vendor minimum order requirements.





# Phones & Broadband

46  VoIP telephone systems

48  Broadband & leased lines



# VoIP telephone systems

## Scalable, cost-effective cloud-based phone systems.

Choosing the correct VoIP telephone system can be tricky: there are lots of options out there, but they often come with lengthy contracts and expensive additional features.

We work with a range of providers for VoIP telephone systems, and we'll use our expertise to help you choose the best option.

Call us to talk through your requirements: we'll provide a single recommendation or a range of options with an analysis of the costs and benefits to help you make an informed choice.

### VoIP phone benefits:

No lengthy contracts

Affordable and scalable

On-premise or cloud hosting

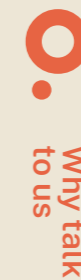
Save up to 80% on your telecoms costs

Video conferencing included, for free

Wallboard and mobile apps included

Call recording

Great for remote working teams



“The Piran team were a huge help during the switch over process and guided us through the whole thing seamlessly.

Our switchboard teams are now able to see who is available and when, ensuring we can deal with external calls quickly and efficiently – which is a huge advantage in a rapidly growing business.”

Ward Williams Associates





# Broadband & leased lines

**A secure fast internet connection is essential to keep your business running smoothly...**

## We'll help you:

Find solutions that meet your business needs.

Maintain your network and ensure optimum performance.

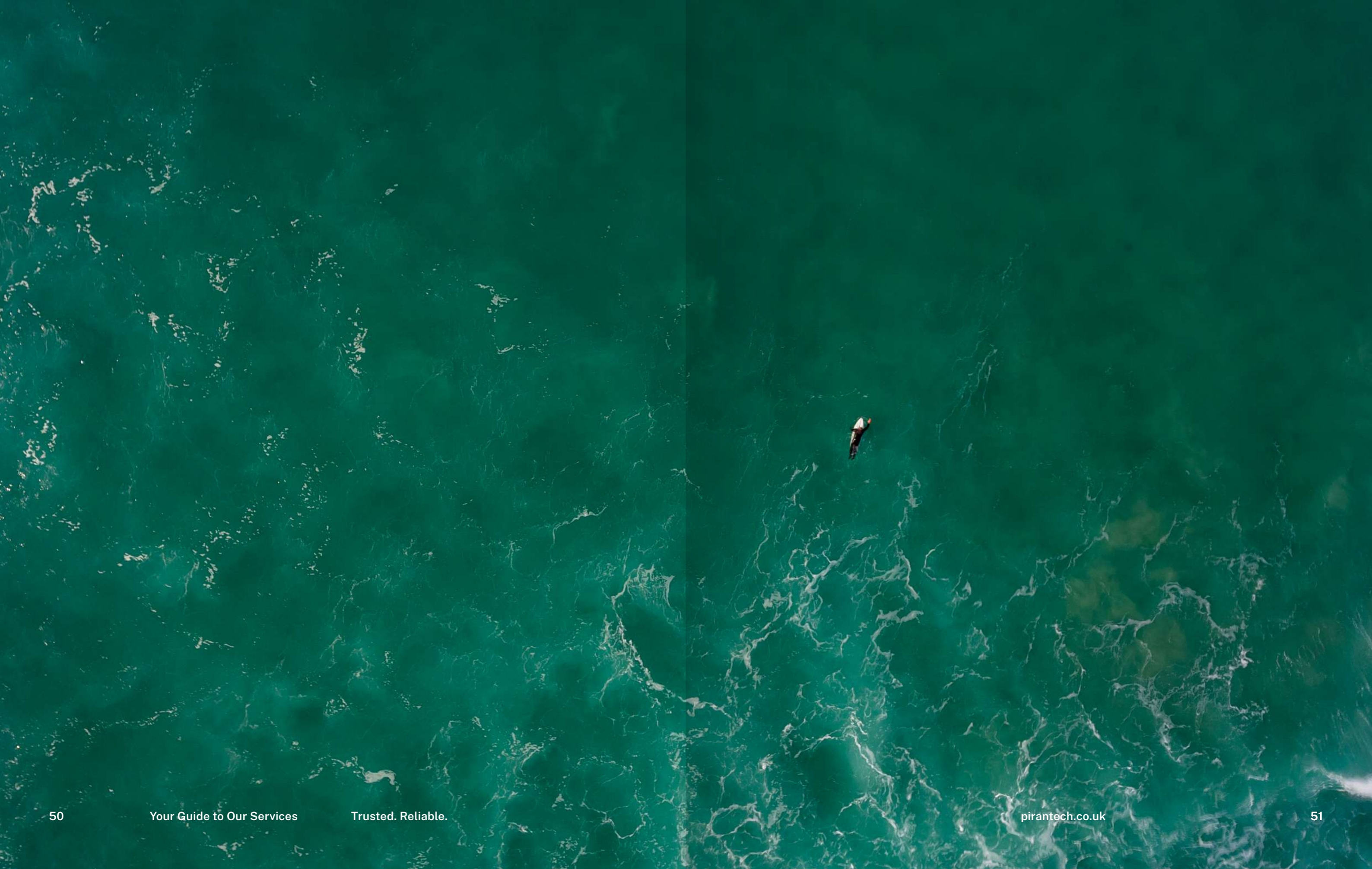
We will assist you in planning the design of your network, minimising the risk of losing internet connection resulting in downtime or loss of productivity.



**We can advise on which broadband option is best for your business and its specific needs.**





We can help determine the best balance of cost and reliability as well as helping manage the ordering process, static IP addresses, hardware, and other requirements.

Leased lines offer high speed reliable internet access 24 hours a day, seven days a week. A Service Level Agreement (SLA) guarantees fix times and quality/speed –ensuring that the maximum bandwidth speed is always available when required.





# Cyber Security

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# Antivirus & security systems

**Keep your systems safe from ransomware, viruses and online threats with the best protection out there.**



**We'll suggest the best antivirus and security systems for your business**

Secure your systems against ransomware, viruses and online threats with the most up-to-date protection.



**Firewalls**

Protect your network with features like intrusion detection and prevention.



**Security testing**

We'll carry out thorough security and vulnerability testing to minimise the risk of breaches in your cyber security defences.



**Full disk encryption**

Full disk encryption keeps the data on your devices secure, even if the device is lost or stolen.



**Security advice & consultation**

Cyber security can feel like a minefield, but you can trust us to check all the boxes with cyber security advice tailored to your business.



**Business continuity & disaster recovery**

A good disaster recovery plan can save you time, money and serious disruption.



# Data backup & restoration

**Safely and securely backing up your data is essential: it'll protect your data against a cyber attack or unexpected disaster**

**An effective data backup strategy forms a key part of your disaster recovery & business continuity plan.**

It'll help you minimise risk of reputation damage, fines, or loss of customer trust.

We're experts on keeping your data safe. We recommend a flexible, multi-level approach as the most secure option:



Local backup



Cloud backup



## Benefits of cloud backups:

No hardware requirement

Reduced total costs

Reduced exposure to human error

Better data security

Faster disaster recovery

Scalable & unlimited storage space

We'll help you identify the best and most cost-effective solutions for your data, giving you peace of mind that your data is safe.



We're certified to  
**Cyber Essentials**  
standards, and we can  
help you do the same.

**Cyber Essentials is a Government recommended scheme designed to help you to protect your organisation against the most common cyber-attacks.**

Cyber-attacks come in many shapes and sizes, but the vast majority are very basic in nature, and are easily prevented with good protection.



## Cyber Essentials Plus

Cyber Essentials Plus takes the same clear, easy-to-follow approach to cyber security, but also includes a technical audit.

**How will Cyber Essentials benefit your business?**

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Reassure customers that your systems (and their data) are protected against cyber-attack.

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Some government contracts require Cyber Essentials certification.

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Attract new business with the assurance you've got robust security measures in place.

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Get a clear picture of your organisation's cyber security level.

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Cyber security

# ISO27001: The international standard for information security.

**We're proud to have achieved ISO27001 registered status, which means that our security procedures meet the highest security standard governed by international law.**

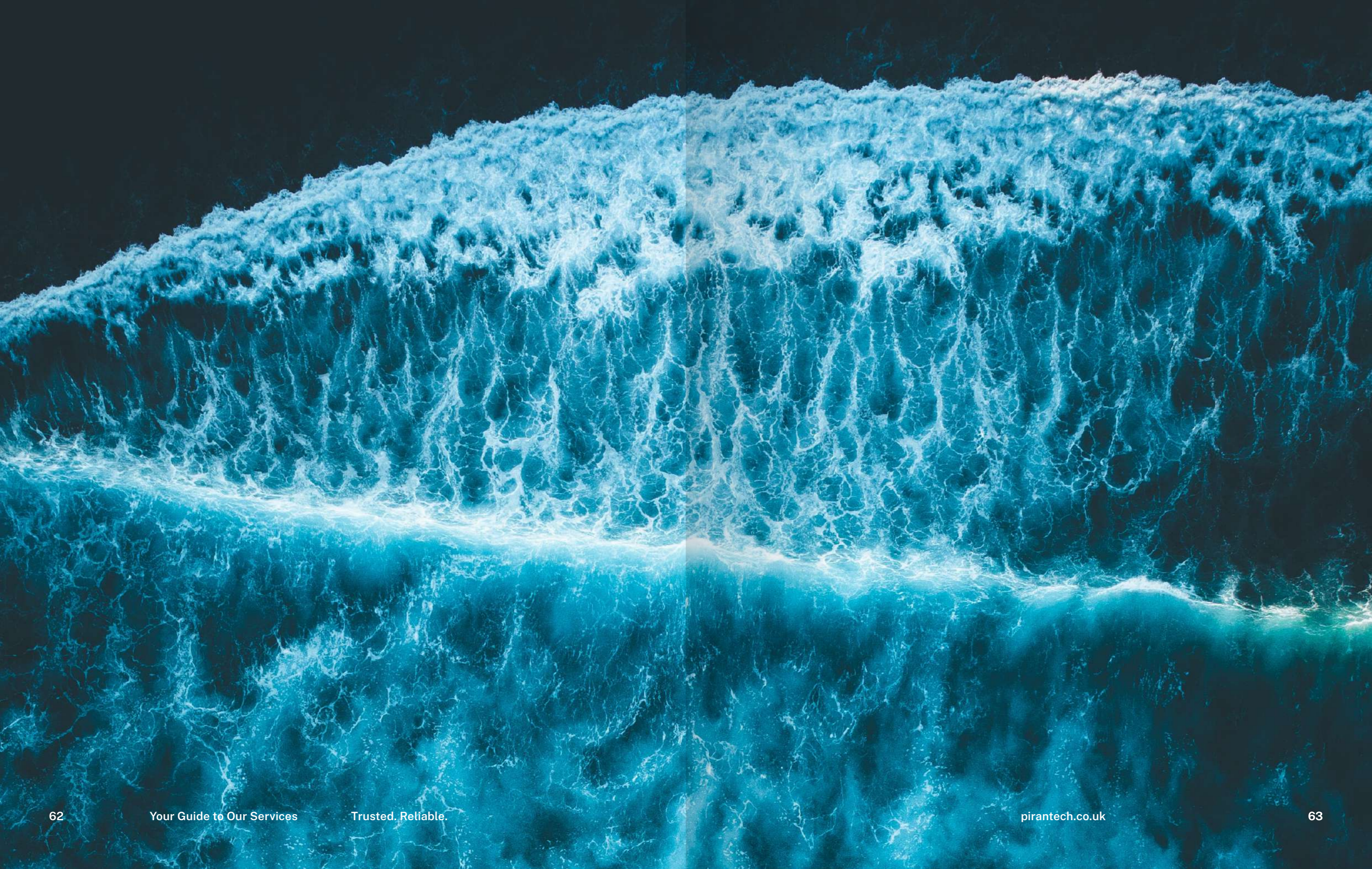
We know how important security is to both our infrastructure and our customers. Gaining this accreditation means we can offer compliant solutions for businesses.



“ISO 27001 gives our employees, customers and associates the assurance that our systems, processes & solutions are compliant with international security regulations.

Piran Tech are continually looking for ways to improve and this accreditation reinforces our commitment to this.”

**Dan Pugh,  
Managing Director, Piran Tech**







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