e-zusolutions

6 Essential IT Services
for the Modern Workplace

e-zu.co.uk

WHAT IS THE MODERN WORKPLACE?

E-ZU SOLUTIONS HAS BEEN PROVIDING INVENTIVE, INTELLIGENT IT SERVICES TO ORGANISATIONS ALL OVER THE UK FOR THE PAST 13 YEARS.

OUR JOURNEY SO FAR HAS SEEN TECHNOLOGY EVOLVE AND ADVANCE ON AN UNPRECEDENTED SCALE - it has completely transformed the workplace in recent years, whilst empowering organisations of all sizes to be increasingly effective and productive.

2019 is the age of the modern workplace. It's also the era of the cloud. Flexible working, mobility, and collaboration are not meaningless buzzwords, they're more important than ever before.

Threats and cyber-attacks are getting more and more advanced. Securing your business-critical data is as crucial as it's ever been.

We've designed this guide to help you cut through the noise and understand how you can keep up with the smartest technology to enable your organisation to focus on what it does best.

HERE ARE THE ESSENTIAL IT SERVICES FOR THE MODERN WORKPLACE 2019.

13+ YEARS
IN BUSINESS

60,000+
END USER CLIENTS

4.9/5
SATISFACTION RATING

> "Customer service and dedication does not get better than this. I would highly recommend the team at E-ZU to anyone looking for a solutions partner, they have the knowledge and service that leaves the competition standing."
>
> M & H Plastics

CONTENTS
HERE'S A SNEAK PEEK OF WHAT YOU'LL FIND INSIDE, **6 ESSENTIAL IT SERVICES FOR THE MODERN WORKPLACE.**

COLLABORATION

MICROSOFT OFFICE 365

INCREASE TEAMWORK AND EMPLOYEE FLEXIBILITY

Microsoft Cloud Solution Provider   **Office 365**

SMBs CAN BOOST THEIR PRODUCTIVITY BY UP TO

400%

BY UTILISING CLOUD COLLABORATION

Frost and Sullivan Report

WITH OVER 120 MILLION active business users and counting, Office 365 significantly improves the way you work with fully mobile versions of the Office applications you know and love, along with a whole host of new tools and applications built to improve productivity and performance anytime, anywhere.

WHY OFFICE 365?

All of our Office 365 licences include Microsoft Teams, OneDrive for Business, and SharePoint Online as standard, providing a comprehensive collaboration platform which simply cannot be matched.

Teams in particular is changing the workplace at an astonishing rate, with research and advisory giant Gartner stating that **"Microsoft Teams will soon be just as common as Outlook"**, becoming the shared workspace for all teamwork where you can chat, meet, share & co-author documents, and more – anywhere, across any device.

MOVING AND MIGRATING TO MICROSOFT OFFICE 365

Our Microsoft-certified Technical Consultants uncover your needs and expectations to create a defined plan, design, and implementation process for a smooth migration to, and configuration of, Office 365.

GET AN INSTANT ONLINE PRICE QUOTE IN 2 MINUTES AT WWW.E-ZU.CO.UK/INSTANT365

MAXIMISE YOUR EXISTING OFFICE 365 INVESTMENT

As a certified Microsoft CSP (Cloud Solutions Provider), E-ZU can review, seamlessly adopt, and then proactively maintain your existing Office 365 tenant and licences. Unlike many other providers we offer consultation, education, and workshops specifically designed to ensure you get the most out of what you're already paying for.

FEATURES

COLLABORATION New productivity services like Teams make collaboration quick and simple.	**MOBILITY** Seamless experience across all devices, wherever work takes you.	**SCALABILITY** Only pay for what you use. Office 365 adapts and grows with your business.	**RELIABILITY** Complete peace of mind thanks to a financially backed SLA guaranteeing 99.9% uptime.	**SECURITY** Microsoft's 5 layers of security and proactive monitoring help keep data safe.

OFFICE 365 LICENCE COMPARISON

	Office 365 Business Essentials	Office 365 Business Premium	Office 356 Enterprise E1	Office 356 Enterprise E3	Office 356 Enterprise E5
Number Of Users	Up To 300	Up To 300	Unlimited	Unlimited	Unlimited
Exchange Online	✓	✓	✓	✓	✓
Per-Mailbox Limit	50Gb	50Gb	50Gb	100Gb	100Gb
Skype For Business (Integrating Into Teams)	✓	✓	✓	✓	✓
Teams	✓	✓	✓	✓	✓
OneDrive for Business	✓	✓	✓	✓	✓
Per-User OneDrive Storage	1Tb	1Tb	1Tb	Unlimited	Unlimited
SharePoint Online	✓	✓	✓	✓	✓
Planner	✓	✓	✓	✓	✓
Yammer	✓	✓	✓	✓	✓
Video	✕	✕	✓	✓	✓
StaffHub	✕	✕	✓	✓	✓
Exchange Online Archiving And Legal Hold	✕	✕	✕	✓	✓
eDiscovery Center	✕	✕	✕	✓	✓
Azure Rights Management (RMS)	✕	✕	✕	✓	✓
Power BI	✕	✕	✕	✕	✓
MyAnalytics	✕	✕	✕	✕	✓
Includes PBX & Conferencing Services	✕	✕	✕	✕	✓
Advanced eDiscovery	✕	✕	✕	✕	✓
Advanced Threat Protection (ATP) Email Security	✕	✕	✕	✕	✓
Office Apps (Outlook, Excel, PowerPoint etc.)	Web Only	Web & Full Client Apps	Web Only	Web & Full Client Apps	Web & Full Client Apps
Price (Per User/Per Month)	£3.80 A MONTH	£9.40 A MONTH	£6.00 A MONTH	£17.60 A MONTH	£30.80 A MONTH

SUPPORT

E-ZU 1CALL SUPPORT FOR OFFICE 365

CHOOSE YOUR PACKAGE OPTION

OUR POPULAR AND COMPREHENSIVE 1Call Support packages are designed to offer you a real alliance that provides confidence, reliability, and peace of mind that our experts are on hand to help when you need it most.

E-ZU 1CALL FOR OFFICE 365

This option provides comprehensive support for Exchange Online only.

THIS PACKAGE INCLUDES:

- Domain Verification Issues
- Advanced Outlook Connectivity Issues
- ActiveSync Issues
- Transport Rules Issues
- Exchange Control Panel Issues
- AAD Connect (DirSync), DNS Manager
- and more

£1.⁵⁰

PER USER, PER MONTH

E-ZU 1CALL PRO FOR OFFICE 365

OUR MOST POPULAR PACKAGE IS RECOMMENDED for organisations that depend on the wider capabilities of Office 365, providing a primary point of contact for all Office 365 support issues on a wide range of issues.

THIS PACKAGE INCLUDES:

- Everything in the 1Call Support package
- Plus, support for Sharepoint & Teams
- Skype for Business Online
- OneDrive for Business
- and more

£2.⁵⁰

PER USER, PER MONTH

E-ZU 1CALL EXTRA FOR OFFICE 365

With a focus on security, this package is highly recommended for heavy users of Office 365, and is designed to maintain and monitor the level of security applied to your Office 365 tenant.

THIS PACKAGE INCLUDES:

- Everything in the 1Call Pro package
- Plus, quarterly Activity Reports
- Quarterly "SecureScore" Reports

£3.⁵⁰

PER USER, PER MONTH

GENERAL IT HELP DESK SUPPORT

A TEAM OF DEDICATED IT TECHNICIANS ON CALL 24/7 TO HELP SUPPORT YOUR ORGANISATION.

BENEFITS TO YOU: • Improve staff productivity • Optimise business processes • Reduce risk • Increase business continuity • Meet compliance standards • Plan for the future.

- Continuous monitoring of your workstations and servers
- Dedicated help desk remote support
- Tiered Service Level Agreement (SLA)
- Unlimited remote support of your network
- Dedicated account manager
- Smartphone support (iOS/Android/Blackberry)
- Annual site visit
- Warranty management
- 3rd party support management (liaising on your behalf for 3rd party products like SAGE)

> "E-ZU has delivered by far the best Customer Support I have experienced to date."
>
> South Wales Fire & Rescue Service.

SECURITY

EMAIL SECURITY
STOP ADVANCED THREATS, TARGETED ATTACKS AND PESKY SPAM

99% ANTI-SPAM, 100% ANTI-MALWARE SLAs	COMPREHENSIVE PHISHING PROTECTION
ADVANCED ZERO-HOUR PROTECTION & SANDBOXING	POWERFUL OUTBOUND ENCRYPTION & DLP

91% OF ALL CYBER-ATTACKS START WITH A PHISHING OR SPEAR-PHISHING EMAIL PhishMe Research

WEB SECURITY
PROTECT YOUR WORKFORCE FROM ADVANCING PERSISTENT THREATS

ZERO-HOUR THREAT & MALWARE PROTECTION	ENHANCED APT PROTECTION & SANDBOXING
INTELLIGENT UP-TO-DATE DETECTION ENGINES	COMPLETE REMOTE USER PROTECTION

ONLY 31% OF ORGANISATIONS BELIEVE THEY HAVE THE ADEQUATE RESOURCES TO PREVENT, DETECT AND CONTAIN ADVANCED PERSISTENT THREATS Ponemon Institute

ENDPOINT SECURITY
PREVENT ADVANCED SOPHISTICATED THREATS WITH ADAPTIVE ENDPOINT SECURITY

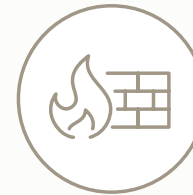|	
MACHINE LEARNING BLOCKS NEVER-BEFORE SEEN RANSOMWARE	THREATS ARE NEUTRALISED WITH AUTOMATIC REMEDIATION
ANTI-EXPLOIT TECHNOLOGY PROTECTS ZERO-DAY VULNERABILITIES	REAL-TIME PROCESS MONITORING DISRUPTS ADVANCED THREATS

22% OF SMBs INFECTED BY RANSOMWARE CEASED TRADING IMMEDIATELY LAST YEAR Malwarebytes

CLOUD GENERATION FIREWALLS
REDEFINING THE ROLE OF THE FIREWALL FROM JUST PERIMETER SECURITY

FULL NEXT-GENERATION SECURITY	DISTRIBUTED NETWORK OPTIMISATION
SD-WAN ENSURES APPLICATION AVAILABILITY	DEPLOY AS APPLIANCE, VIRTUAL, OR CLOUD

PENETRATION TESTING

COMPREHENSIVELY TEST YOUR CYBER SECURITY RISK LEVELS by identifying, ethically exploiting, and helping to remediate vulnerabilities that could lead to network, systems, applications and personnel being compromised by malicious attackers.

Regular penetration testing helps improve your cyber security by

- Fixing vulnerabilities before they are exploited by cybercriminals
- Improving awareness and understanding of cyber security risks
- Demonstrating a continuous commitment to security
- Providing independent assurance of security controls
- Supporting PCI DSS, ISO 27001 and GDPR compliance
- Supplying the insight needed to prioritise future investments

We work closely with a number of trusted partners to help us provide the very best in IT security. These include:

Barracuda · mimecast · FORCEPOINT · clearswift

CISCO · WatchGuard · Bitdefender · SOPHOS Security made simple.

COMMUNICATION

CLOUD TELEPHONY
THE FUTURE OF BUSINESS COMMUNICATIONS.

MORE AND MORE ORGANISATIONS are adopting Cloud/VoIP Telephony Platforms thanks to their wide range of benefits over traditional systems such as PSTN and ISDN. These include significantly lower costs, simple roll-out, increased control, automatic updates, built-in business continuity, and a scalable pay-as-you-grow model that provides ultimate flexibility for organisations of all sizes.

BUSINESSES SEE AN AVERAGE COST SAVING OF

50-75%

WHEN SWITCHING TO CLOUD/ VOIP PHONE SERVICES
Toolbox.com

BENEFITS

- ✓ **FLEXIBLE 30-DAY ROLLING CONTRACT**
- ✓ **AMAZING COST-SAVING POTENTIAL**
- ✓ **UNLIMITED CAPACITY**
- ✓ **> 99.9999% AVAILABILITY**
- ✓ **COMPREHENSIVE PBX IN THE CLOUD**
- ✓ **PROMOTES MOBILE WORKING**
- ✓ **100% FREE UPDATES**
- ✓ **100% FUTURE-PROOF**
- ✓ **100% MAINTENANCE FREE**

RELIABLE PHONE CALLS WITHIN OFFICE 365

Microsoft Cloud Solution Provider | Office 365

PLANNING A MOVE TO OFFICE 365? Or perhaps you're already there? Our fully-accredited technical consultants can help you choose and implement the most suitable option to add telephony services to your Office 365 tenant.

OFFICE 365 PHONE SYSTEM

Microsoft's Phone System service enables full call control and PBX capabilities directly within Office 365, enabling your workforce to call from Microsoft Teams, whilst effectively replacing your existing telephony hardware and services.

INTEGRATE YOUR EXISTING SUPPLIER

If you prefer to continue using your existing telecoms provider, you can utilise the Direct Routing facility offered by Microsoft for complete integration into Office 365. Perfect for those organisations that want to retain their existing call rates, or are tied into an existing contract, but still want to benefit from the full Microsoft Teams experience.

INTERNET CONNECTIVITY

BUSINESS FIBRE BROADBAND PACKAGES

Small to medium organisations rely on robust internet access more than ever before. Our Business Broadband packages offer a wide range of benefits over and above standard fibre broadband – with unlimited data usage and faster transfer speeds due to lower contention ratios. Our packages also offer additional features such as static IP addresses and advanced technical support.

TECHNOLOGY OPTIONS

FIBRE TO THE CABINET (FTTC)
Speeds up to **80Mbps**

G.FAST (ULTRAFAST FTTC)
Speeds up to **330Mbps**

FIBRE TO THE PREMISES (FTTP)
Speeds up to **1Gbps**

FIBRE TO THE PREMISES ON DEMAND (FTTPOD)
Speeds up to **1Gbps**

DEDICATED LEASED LINES

Leased lines provide your business with your own dedicated fibre connection and deliver the ultimate in internet connectivity. They are not shared or contended, ensuring you get consistent speeds all day, every day. As well as offering 1:1 contention, the upload and download speeds are symmetrical, enabling you to use your connection for more applications.

TECHNOLOGY OPTIONS

EOFTTC/GEA
Up to **80Mbps**

ETHERNET FIRST MILE (EFM)
Up to **100Mbps**

LEASED FIBRE
From **100Mbps to 10Gbps**

MICROWAVE WIRELESS
Up to **100Mbps**

LEASES LINES ARE IDEAL FOR ORGANISATIONS THAT:

- ✓ Require high-speed, reliable connections for use with critical, sensitive, or large amounts of data.
- ✓ Require their connectivity to be supplied with an SLA for rapid assistance and guaranteed fix times.
- ✓ Need a future-proof solution with upscale options and the resilience to meet their business demands.

We work with the UK's leading telecom providers to offer you choice and resilience:

BT wholesale   openreach   **TalkTalk Business**   Virgin media   CityFibre

BACKUP AND RECOVERY
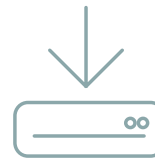
BACKUP MATTERS, RECOVERY IS KEY.

A RELIABLE BACKUP AND DATA PROTECTION strategy is now critical for any organisation, no matter what the size. We've seen over the years that backup is often regarded as a 'tick the box' exercise, but when the time comes, it's all about recovery... How quickly can you restore your data? Can your organisation continue its key daily activities if a critical server goes down? Can you actually recover from your backups at all!?

90%

OF ALL BUSINESSES THAT LOSE DATA FROM A DISASTER ARE FORCED TO CLOSE WITHIN 2 YEARS

The London Chamber of Commerce & Industry

BACKUP TECHNOLOGY TO FIT YOUR NEEDS

HYBRID BACKUP

On-site hardware or software for fast local backups, with optional replication to the cloud, or another site, for complete disaster recovery.

DIRECT-TO-CLOUD BACKUP

Scalable and flexible with no on-premises hardware required. Prevent IT disasters from one simple web-based user interface.

OFFICE 365 BACKUP

Regain control of your data with Complete protection for Office 365 including Exchange Online, SharePoint Online, and OneDrive for Business.

✓ AUTOMATED BACKUPS
AUTOMATICALLY SCHEDULED INCREMENTAL BACKUPS YOU CAN RELY ON.

✓ DEDUPE & COMPRESSION
HELPS TO REDUCE BACKUP STORAGE FOOTPRINT BY UP TO 50x.

✓ PHYSICAL, VIRTUAL AND SAAS PROTECTION
COMPLETE PROTECTION FOR PHYSICAL, VIRTUAL, AND SAAS ENVIRONMENTS.

✓ DISASTER RECOVERY
OFF-SITE REPLICATION TO THE CLOUD FOR FULL DISASTER RECOVERY.

✓ APPLICATION RECOVERY
GRANULAR RECOVERY FOR CORE APPLICATIONS LIKE EXCHANGE & SQL.

✓ INSTANT RECOVERY AND FAILOVER
BARE METAL RESTORES, INDIVIDUAL FILE RECOVERY, AND INSTANT FAILOVER.

DISASTER RECOVERY AS A SERVICE (DRAAS)

Whether you've lost a single server or your entire environment, DRaaS provides push-button failover to carry on business as usual in the face of an outage. Power on your critical applications and replicate your network in the cloud – regardless of your network complexity – at a cost significantly lower than building and managing your own off-site DR.

NO OBLIGATION 30-DAY TRIAL

We encourage fully testing any solution in your own environment before purchase and therefore we provide a free 30 day no-obligation evaluation for many of our Backup solutions and services.

BOOK A DISCOVERY CALL WITH A BACKUP CONSULTANT TO GET STARTED WWW.E-ZU.CO.UK/ESSENTIALSERVICES

We work closely with a number of trusted backup partners including:

arcserve® Barracuda **UNI**TRENDS veeam

COMPLIANCE

EMAIL ARCHIVING AND JOURNALING

EFFECTIVE SOLUTIONS FOR RETENTION, COMPLIANCE, AND E-DISCOVERY

SECURE TAMPER-PROOF email archiving is becoming more and more important to organisations all over the UK. There's a multitude of reasons for this including; ever-expanding mailboxes (that are often being treated as a filing cabinet), PST files that cause chaos across your network, and perhaps most crucially of all - the need to meet strict compliance and increasing regulatory demands.

YOUR EMAIL SERVER STORAGE DEMANDS CAN BE REDUCED BY UP TO

85%

WITH OUR ARCHIVING TECHNOLOGY THANKS TO ATTACHMENT STUBBING, DEDUPLICATION, COMPRESSION, AND PST ELIMINATION.

ARCHIVING TECHNOLOGY TO FIT YOUR NEEDS

ON-SITE
Physical or Virtual Appliances with optional cloud-integration provide you with fast local archiving, and long-term retention and storage in the cloud.

CLOUD
All-in-one Cloud Archiving services offer a wealth of benefits but without the management headaches associated with on-premise solutions.

OFFICE 365
Add a fully compliant journal archive to your Office 365 tenant which creates tamper-proof copies of every email and stores them in a separate, secure, and immutable cloud.

✓ **TAMPER-PROOF**
UNMODIFIABLE COPIES OF EVERY EMAIL STORED IN AN ENCRYPTED ENVIRONMENT.

✓ **SEARCH & E-DISCOVERY**
ADVANCED SEARCH STRATEGIES FOR AUDIT TRAILS AND E-DISCOVERY.

✓ **FULLY COMPLIANT**
MEET YOUR DEMANDS WITH E-DISCOVERY, LEGAL HOLD, LITIGATION SUPPORT AND MORE.

✓ **FLEXIBLE ARCHIVING**
SMTP, IMAP, POP3, EXCHANGE, OFFICE 365, G-SUITE AND MORE.

✓ **ELIMINATE PST FILES**
PST MANAGEMENT TOOLS AUTOMATICALLY IDENTIFY AND DELETE PST FILES.

✓ **ACCESS ANYWHERE**
QUICKLY ACCESS PERSONAL ARCHIVES WITHIN EMAIL CLIENT, ON THE WEB, OR ON MOBILE.

NO OBLIGATION 30-DAY TRIAL

We encourage fully testing any solution in your own environment before purchase and therefore we provide a free 30 day no-obligation evaluation for many of our archiving solutions and services.

BOOK A DISCOVERY CALL WITH AN ARCHIVING CONSULTANT TO GET STARTED WWW.E-ZU.CO.UK/ESSENTIALSERVICES

> "E-ZU were helpful and informative at every level. The 30-day trial offered also gave us peace of mind and confidence in the solution."
>
> The Entertainer

We work closely with a number of trusted archiving partners including:

arcserve®   **Barracuda**   **mimecast®**

e-zusolutions
Essential IT Services for the Modern Workplace

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hello@e-zu.co.uk

★★★★★

4.9/5 CUSTOMER
SATISFACTION RATING

BASED ON 117
REAL-WORLD REVIEWS

www.e-zu.co.uk/feedback