

Signal IT Solutions - Managed IT Services Overview

"Passionately delivering innovative Business and Technology ecosystems that scale"

About Us

Signal IT Solutions is one of the UK's leading IT specialists with 25 years of experience in the provision of enterprise-class, comprehensive IT services across Managed IT support, Cybersecurity and Communications.

Whether you are looking to fully outsource your IT function or compliment your existing in-house IT resources, Signal IT Solutions can build flexible, smart and creative IT infrastructures that enhance your business efficiency in a secure and stable environment. Our IT solutions and services are built to flex and scale with you, as your business needs evolve.

Our experience in designing and creating rapid solutions to complex problems, our strategic knowledge, our comprehensive support and our desire to grow with our customers delivers tangible value, without compromise. We drive innovation – leading the way in smart, rapidly-delivered solutions that can transform business and IT ecosystems and their role and function within businesses of any size.

Our Service Mission

We deliver the following benefits to clients through our Business Optimised Architecture model:

- Strategic targeting of IT expenditure to deliver the highest value ROI
- Maximum utilisation of IT infrastructure and assets to harness the full technical potential
- Accessible and comprehensive compliance and reporting to ensure alignment to business targets
- Strategic technical roadmaps focussed to deliver innovation and retain modern ecosystem
- Delivery of expert technical resource capable of providing fully comprehensive IT support function
- Connection of client technology and ecosystem design with people and processes to help achieve technical excellence

Our Service Desk

Our dedicated team of highly skilled IT specialists have a wealth of experience and knowledge in technologies including User/Endpoint Management, Server/Network Infrastructure, Virtualisation, Cloud, Hyper-convergence, Active Directory, Cybersecurity, Connectivity, Telephony, Backup Maintenance & Disaster Recovery and Line of Business applications plus many more.

Our standard operating hours are 09:00 to 17:30 however we provide additional extended hours support coverage for clients who require wider support hours (up to 24x7) based on requirements. We provision access to a Client Web Portal for transparency and visibility for our clients their ticket estates.

Clients are provided with clear communication and escalation contacts and quarterly account review meetings allow for regular service review and IT strategy planning.

We operate an ITIL-based Service Delivery framework powered through an industry leading Service Desk platform (ConnectWise) which enables us to provide our user base with the highest possible level of support and service that adheres to the follow Service Level Agreement targets:

Category	Definition	Resolution Target	KPI Target
P1	Total outage to a service affecting all users	< 4 hours	100% within RT
P2	Partial outage to a service or slow performance (> 50% users affected)	< 10 hours	100% within RT
P3	Single user unable to access a service with no workaround	< 2 working days	75% within RT

Fully Comprehensive, 3rd Line or Complimentary IT Support Options

We realise that all businesses are different with a unique set of requirements and challenges. With a wealth of experience ranging from managing the end-to-end support for some clients through to seamlessly extending the existing on-premise and/or 3rd party IT resource in other cases, we are highly capable of helping drive the delivery of the bespoke IT & Operational Service Levels suitable for your business.

We understand that a successful IT Service outcome is directly dependant on the quality of service provided by each party involved. As such, we utilise formal Operational-Level Agreements (OLA) to clearly define our roles, responsibilities and expectations which should be viewed in conjunction with OLAs for each other party who will be providing an element of the overall IT support service.

These OLAs not only dictate the processes and procedures each provider will adhere to, but also the Service Level Agreements targets expected for each party. In addition, these OLAs determine the level of access and authorisation we require to perform the necessary functions without compromising our own Service Level Agreement targets.

We believe communication and collaboration is essential to provide the level of service we expect. As such, we will engage directly with your internal and 3rd party resources as necessary and can also manage the overall IT function for your business should this be required.

Our onboarding process includes engagement with each party/resource to ensure management of combined expectations over how the service will be delivered and each party will communicate.

We promote the use of our industry-leading Service Desk Platform (ConnectWise) by internal/3rd party parties to ensure a unified Ticket Management platform and approach is in place. As such, we can provide access to our platform to achieve effective ticket collaboration, efficiency of ticket handling and central visibility across tickets with reporting and compliance capabilities.

Our Approach

Our engineers utilise an artillery of powerful support tools that enable us to monitor endpoints and networks 24x7 proactively and respond efficiently and effectively to incidents and requests. Security is at the forefront of our minds.

Access to infrastructure and endpoints is tightly controlled and we operate an IPSEC VPN with minimum AES 256-bit encryption. All access is subject to (one-time-passcode) token-based 2-factor authentication with auditability and authentication mechanisms in place and regularly monitored.

Our Pedigree

We provide IT support to a range of businesses with the inclusion of high-profile clients such as BBC Studioworks, Orange Brand Services, multiple global pharmaceuticals and Capita Specialist Insurance Services. Our support services cover an extensive estate of users, endpoints and server/network infrastructure across multiple global locations.

Our Credentials

Signal IT Solutions boasts a range of certifications and specialisms including ISO9001 (2015 version), Cyber Essentials. Partner Status (Cisco/Fortinet/Microsoft/Ruckus/ESET/Juniper), CREST, Certified Ethical Hacking, OWASP, PRINCE2

Our Service Delivery Management Approach

At Signal IT Solutions, we focus on understanding the parameters and responsibilities when managing networks on behalf of our Clients.

We believe that a clear concise (documented) understanding is key to agreeing what our responsibilities are when managing your network. This onboarding identification process may also identify some areas of responsibilities that you, the Client, owns or where key responsibilities and ownership is shared – potentially with other third parties.

During the onboarding of our Clients, we pull together a comprehensive document called a **Service Catalogue**. This document identifies key areas of what will be supported within a Clients environment and the method employed to support the environment(s) from a technical and service management perspective.

At a high level the Service Catalogue details the following parameters:

Strategic Roadmap:	We provide and document a technical Roadmap that plots a course of network enhancements that may be required. This helps with budgeting and spend justification (Business As Usual (BAU), Projects, Research and Development (R&D)).
Statement of Works and support scope:	This defines the current contract between you and Signal IT Solutions and describes services that are to be delivered.
Incident Response Workflow:	For transparency we Identify how Signal IT Solutions handle incidents via the Service Desk.
Incident Response Workflow – Cyber:	For transparency we Identify how Signal IT Solutions handle Cyber incidents via the Service Desk.
Change Authority Board (CAB):	If you operate, or would like to operate, a CAB function, we will identify and run that process for you along with providing all associated Risk Treatment and Risk Categorisation guides.
Technical Management Tools	We provide details and list tools that Signal IT Solutions utilise to manage your environments (access to endpoints, automated patch management / automated AV deployments etc.)
Responsibility matrix	We document the infrastructure we own and manage on your behalf. We also document who has access and the level of access that is given to Signal IT Solutions engineers, your technicians and other 3 rd parties that access your infrastructure.
Third party Liaison	We clearly document and implement working practices with other third parties, including the Signal IT Solutions SLA and hand off metrics to other third parties that may assist in the support of your infrastructure and end users.
Service Delivery Metrics	We identify our service metrics and response times and the media in which we show our delivery of service metrics (BrightGauge web portal and or monthly automated reports).
Reporting:	We can hold weekly Service Review Meetings to discuss Service Delivery and metrics displayed through automated reporting or via BrightGauge statistics. We also provide automated reporting regarding patch management levels across end points and Servers.
Proactive Monitoring:	We identify the automated tools that will be utilised in conjunction with the Service Desk to monitor all aspects of the network infrastructure.
Service Delivery Metrics – third party:	If we share responsibility for Service Delivery aspects, we clearly identify that third parties' responsibilities and service delivery SLA so that we and our partners are jointly accountable and responsible.
Escalation Matrix:	We clearly identify within our organisation who you can reach out to, should problems arise with the service you are receiving.