

# trident.

## network

Working closely with our clients, we offer a wide portfolio of network services including assessment, consultancy and planning, to provide innovative solutions. We aim to reduce complexity, improve performance and reliability, and enhance business processes at every stage. We also offer simple, scalable services to overcome common networking challenges like user protection and disaster recovery.

**Microsoft Partner**  
Gold Small and Midmarket Cloud Solutions

## network assessment and engagement process.

By performing a free network assessment, utilising a combination of our clients' knowledge of their business, our consultants' experience and by taking a thoughtful and structured approach, we can often offer great ways to make a significant difference, providing a path to integrate new technologies or simply increase reliability and performance to better protect the business.

During the assessment our teams set about gathering the information needed using industry recognised tools and processes. The information gained from this initial discovery phase is critical for both the short and long-term planning of the client's network. The assessment also includes working closely with relevant specialist third party application providers to ensure infrastructure solutions meet their specifications.

After the initial assessment we present our findings, suggest plans for any immediate requirements and start to develop agreed long term strategies to ensure the network meets the demands of the business. Our assessment process ensures we spend the necessary time required to clearly define a plan and agree the goals of any project the client may wish to undertake.

If needed, our team also offer a valuable real world knowledge of current licensing and hardware options to help best tailor recommendations to the needs and budget of the client.

If a project has been identified and the scope agreed, it can be delivered. We do this in line with the detailed implementation plan so its success can be tracked, users informed and the key milestones achieved as agreed. Finally, if required, an agreed schedule of maintenance either outsourced entirely to us, or in partnership with the client's onsite IT, is put in place.

## network resilience.

IT systems are critical to customer processes. Our solutions ensure our clients' key infrastructure is always accessible, by using the latest virtualisation and hardware solutions, resulting in a more robust and productive business that's protected from disruptive downtime.

Server failure or site disasters such as fire can have severe impacts on any business: expensive downtime, catastrophic data loss and slow-burning reputational damage. Yet many companies fail to appreciate the potentially devastating and immediate consequences, or fully register the drawn-out recovery timeframes that might be involved until a crisis strikes.

Our solutions build vital resilience into mission-critical systems, helping to keep business running and earning revenue without interruption. We deploy the latest virtualisation technologies, consolidating individual servers and systems onto a secure virtual platform to optimise the flexibility and availability of services. These innovative virtualisation solutions reduce dependency on hardware, ensuring core infrastructure is always accessible so our clients get the certainty of continuous access to key data and applications.

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When IT is critical to your business  
you need to have robust systems.  
Trident work closely with our  
Practice Manager to ensure  
we do. I have no hesitation in  
recommending their outsourcing  
solution and other services.”

ROBERT WILLISON,  
CORPORATE & COMMERCIAL BUSINESS PARTNER,  
SWINDELLS LLP

trident.

## disaster recovery and backup service.

Our Disaster Recovery and Backup Services restore operations fast, ensuring clients can reach critical data and recover key services as rapidly and easily as possible. A mature service that has saved the day on many occasions.

Server breakdown, fire, security breaches and simple human error all have the potential to suddenly disrupt access to data services and bring day-to-day operations to an unexpected halt. Our Disaster Recovery and Backup Service, or DRBS for short, provides robust and certain protection in crises such as these.

We discuss in detail with our clients their current recovery capability and their recovery objectives, which typically are very different. Having identified a need for fast recovery, we then implement the solution for the servers and the services considered mission critical, automatically replicating them both on-site, and off-site to a secure data center in order to provide a double level of protection and ensuring the shortest possible recovery times if disaster hits. It's an automated, fully managed and extremely scalable solution that our clients rely on every day.

### HOW DISASTER RECOVERY BACKUP SERVICE WORKS

Our Disaster Recovery Backup Service protects businesses against data, server and even complete site failure, giving them peace of mind that they can restore normal operations in a matter of hours, rather than days. Here's how it works:

**FIGURE 1: DATA AND/OR SERVER FAILURE**

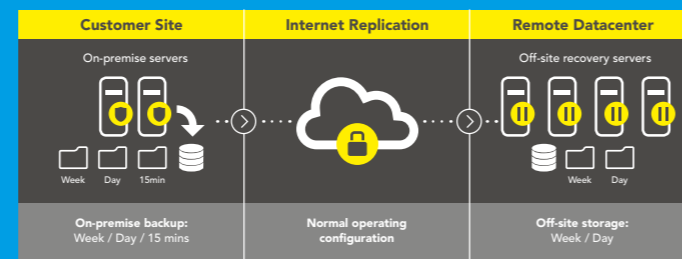
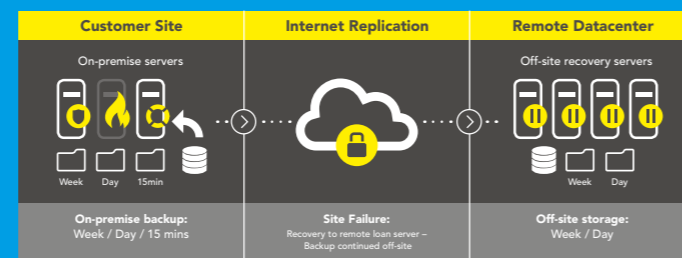


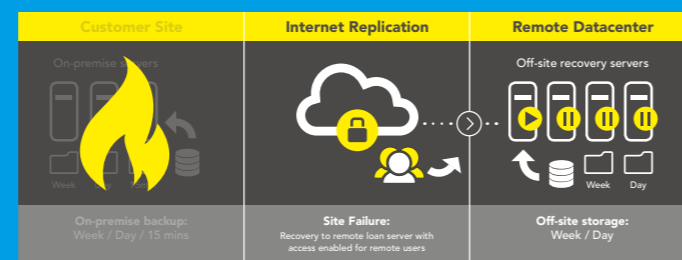
Image backups of selected servers are made as frequently as every 15 minutes to an onsite storage device, enabling local data and server recovery in minutes. A daily image is also created and replicated to the data center with a minimum 30-day retention period. This enables file and folder restorations, plus full recovery in the event of a disaster such as fire and theft, giving staff swift access to data, come what may.

**FIGURE 2: SERVER OR SITE FAILURE**



In case of complete server or site failure, our DRBS Extended Recovery Option gets to work, providing fast recovery via local loan servers or remote access to servers hosted at the data center.

**FIGURE 3: SITE FAILURE**



In the worst scenario of complete site failure, our Extended Recovery Option allows staff to remotely connect to applications and data stored on loan servers at the data center. This enables them to work from home or elsewhere whilst the site is unusable, protecting our client's business continuity, no matter what.

## monitoring and protection service.

Client and Server protection, fully managed and billed for on a monthly basis with no long term contract. Our service wraps up System Monitoring, Leading Anti-Virus, Patch Management, Asset Inventory, Remote Assistance and optional Web Protection, into one easy-to-use service.

For a small monthly fee per device, this service provides the protection, management and proactive monitoring that businesses need to ensure they are protected against threats. Importantly, this is delivered under a single pane of glass that our support desk manage on our client's behalf.

We have designed this service to overcome the common problem of maintaining and managing these critical levels of protection on a daily basis. Despite the best solutions, ensuring protection levels are up to date and working effectively can be an ongoing task.

### SYSTEM MONITORING

Servers and workstations are monitored for potential issues, and in most cases, our support desk is alerted before issues become disruptive, saving end users from the disruption of having their systems down and ensuring security is up to date. Issues such as low disk space, critical events, service failures, backup failures and hardware issues are monitored, reported and managed.

### ANTI-VIRUS

Powered by award winning Anti-Virus software, including BitDefender and GFI Viper, this product is lightweight and proven to deliver high levels of protection. No Anti-Virus vendor offers a guarantee against infection, however out of date software is the most common reason for failure. Our service's automated update process is the best we have seen, but updates sometimes still fail, which is why our service goes that extra mile by ensuring our team is alerted of a failure so they can correct it as soon as possible.

### PATCH MANAGEMENT

Commonly, clients have in place automated patch management like Windows Software Update Services (WSUS) or Windows Update configured. These need constant attention and can be misconfigured by end users who often cancel updates not realising their importance.

Our service manages these updates for both servers' and users' PCs, stopping end users from compromising the security and deploying these updates at suitable times to best suit the business. Our service also constantly monitors the success of these updates and instead of just reporting a failure, our support team is made aware of the problem so that they can attend to the issue quickly with the minimum disruption to the user.

### REMOTE ASSISTANCE

It is common place to provide support quickly via remote control of a device. We can do this for clients via this service, which allows our team to take control of servers, and client machines as required. With minimum, or in some cases, no involvement from the users but critically with their knowledge so that security is maintained. It also allows our team to perform non-disruptive operations allowing the user to continue to work whilst our team are dealing remotely with an issue.

### ASSET AND INVENTORY

Our service also keeps track of the customer's assets protected by it. Enabling our team and customers to quickly view detailed device information, assisting in the resolution of problems and providing an up to date view at all times.

### OPTIONAL WEB PROTECTION

Web Protection helps protect our customers from legal liability and reduces the risk of security breaches through proactive internet access controls. Every machine is protected both in the office, on the road or working from home.

This sensible service blocks users from visiting unsafe sites, enforcing internet access policies in the work place. Schedules can be configured to allow access to safe non-work related sites out of office hours or at lunch time, as required. White and black lists can also override category based filters to fine tune the access policy of the customer's specific needs.

Additionally, a web bandwidth check alerts our team when excessive bandwidth activity is detected. This, combined with intelligently filtered internet activity by day, category and website, helps to reveal trends, spikes and irregularities showing relevant website data depending on data privacy requirements.

## licensing services.

Using our up-to-the-minute knowledge we save clients thousands of pounds by correctly assessing licensing needs and implementing the most affordable, effective and compliant solutions. Finding the right software and deploying it in the most effective ways is a tough task.

Our expertise and partnerships with global vendors means we can advise on the best technologies and licensing options. Our significant experience and accredited partnerships make our team ideally qualified to provide the balanced insights and holistic perspectives needed to choose the products that work best.

After running a free licensing audit to ascertain the current situation, our consultants will then recommend the best route forward. We'll set in motion the most beneficial and scalable licensing agreements, ensuring our clients fall safely, and as cost effectively as possible, within all legal boundaries without being restricted by unnecessary limitations and complexities.

## hardware provision.

We save clients money, not just because we source hardware at preferential pricing, but because our team help stop customers making unnecessary purchases. We also ensure that what is being purchased is truly up for the task.

Selecting the right hardware for the requirement can be a complicated and costly process. We commonly see infrastructure that has been incorrectly specified either sitting idle or overprovisioned to the point of failure.

It is common place for IT projects to be budgeted for and provisioned in isolation, which is not always the most cost efficient policy. Our teams have had the best wins by working with clients to consider their whole infrastructure lifecycle cost in conjunction with the project in hand, to build a strategy that is both cost effective and agile.

We can't all be hardware experts, and it's not commonly the role of the IT manager to be up to date with all the intricacies of the latest kit. Our consultants receive regular direct vendor training, which combined with the experience of specifying equipment on a daily basis, makes them ideal to assist in finding the best options. Additionally, our close relationship with key vendors provides access to specialist resources when needed.

## cabling and wireless solutions.

Supplying new solutions and using the latest tools to analyse current installations, our expert teams conduct free site surveys for our clients, delivering an assessment of what's working well, what's needed and what's constraining the business.

We commonly see ageing cabling and wireless networks undermining the performance of businesses, as well as damaging their security. Our assessments and recommendations are designed to reduce risk and complexity, whilst boosting performance and capability.

We regularly tidy and reorganise existing network cabling as well as provide designs of new installations. Advancements in data cabling and wireless technology have changed the capabilities of these installations significantly over recent years. Our cabling team and networking experts constantly strive to help our clients realise these advancements and see that they positively enhance their business.

## book a network assessment.

For more information on our network services, to arrange a discussion or to book a free, no-obligation network assessment, call us on **01273 662777**, or email **info@tridentgroup.co.uk**.

**trident.**

## client story.

Network Assessment removes complexity and delivers confidence in infrastructure.

RH & RW Clutton LLP, an Chartered Surveyors with over 270 years of history, requested that Trident perform a network assessment so they could better understand if, and where, the infrastructure was in need of work. Trident attended site to perform an initial assessment and produced a detailed report, which was presented by the Business Manager to the client. The assessment uncovered many areas of concern within the existing configuration. These included poor server performance and stability, low disk space, unnecessary complexity, slow internet connectivity and un-tested backups.

The report detailed a list of recommendations and suggested a long-term strategy to provide the business with a simple and robust network.

RH & RW Clutton used these recommendations to seek tenders for the necessary work and awarded the contract to Trident. We then put in place the planned works to migrate the client to Microsoft Exchange Online to provide: reliable and redundant email services, install a robust replacement server for the line of business applications that were to remain onsite, and an all-encompassing Managed Support Agreement with Disaster Recovery Backup Services as recommended by our report.

Trident have since delivered a stable, robust network. This has ensured better performance and user experience and most importantly, provided the business with an infrastructure they have confidence in and trust.

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*We invited Trident to advise us on our network, having attended one of their seminars. Their evaluation gave us the opportunity to review our relationship with our previous IT support provider, and with Trident's support develop a plan to address the ongoing problem areas within our network. The first stage of this plan has been successfully achieved and we now boast of the latest IT infrastructure supported by a dedicated internet connectivity. We are very happy with the service and expertise offered by Trident.*”

**OLIVER HARWOOD** PARTNER, RH & RW CLUTTON LLP

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