

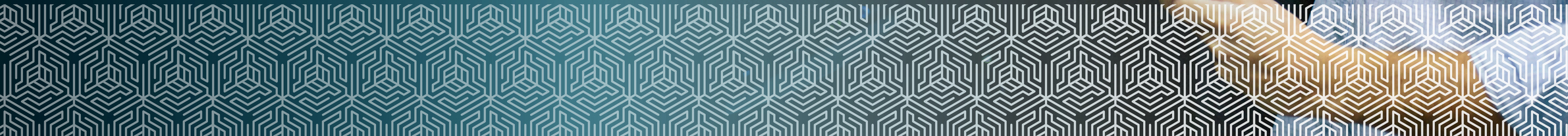


SERVICES GUIDE

Unlock value swiftly with comprehensive design and delivery services

Professional Services

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Meet the Professional Services Team

Our skilled team, including Technology, Infosec, Transformation, and Project Management, offer swift, comprehensive design and delivery services, ensuring our customers achieve maximum value.



Jason Birtwell

IT Director

"I am a highly commercially aware and experienced IT Director with a successful background in B2B, B2C, distribution, warehouse, recruitment, transport, vending, retail, consumer, technology, construction, commercial, public, and corporate sectors. I have an optimistic and hands-on approach to successful IT leadership. I engage with key business stakeholders and third parties, delivering cost-appropriate IT solutions, business value, and process change through emerging technology solutions in several different countries for both internal and external customers."



Charlotte King

Head of IT Security and Compliance & Deputy SIRO

"I have an exceptional track record in driving results, collaboratively with my Professional and Managed Services colleagues. I excel in customising and delivering solutions in the face of both existing and evolving cyber threats. My steadfast dedication to optimising customer budgets ensures they always receive the best value. I lead XMA's internal IT Security, Risk, and Compliance team. My central focus is on refining our internal strategic operations to bolster our defences and safeguard our esteemed staff and customers."



Dean Rattigan

Head of Project Management

"With over 17 years in the technology sector, I have held diverse roles from Pre-Sales management to leading the PMO. My experience spans designing metropolitan fibre networks to executing large-scale LAN and unified communications projects. Communication stands paramount in my approach, and I ensure clear understanding in customer project deliveries. I provide guidance to the XMA PMO team, especially for intricate projects and programmes. Governance for project management is at the heart of what we do to drive customer project delivery excellence."



Daniel Thomas

Engineering Resource Manager

"As a dedicated engineer resource manager, with over 16 years of IT experience, I have a proven track record in engineering management, with an enthusiastic focus on following XMA's ESG standards. Working closely with members of the professional services team to ensure the effective development and performance of individuals, I proactively utilise resources within our multi-skilled engineering team, based on cost, skillset and geographical location. This enables XMA to deliver programmes of work to the highest customer expectations."



Gavin Burne

Head of Service Management Office

"I lead a cross-departmental strategy for improving service delivery and connecting multiple service areas. My role includes governance and support to improve service functions and efficiency. My team manages essential elements, including resourcing, clearances, vetting, and collaborative workspaces. Our oversight ensures a coordinated and effective operation throughout all service areas, enhancing the overall service quality delivered to our customers."

Our Services Framework

Our proven service methodology, leveraged by some of the UK's largest organisations:

Supply Chain & Fulfilment Services

Unbeatable services to support your pre-delivery and after-sales experience.

[Find out more](#)

1

Consultancy & Advisory

Remove the guesswork with unbiased advice and meaningful data

[Find out more](#)

2

Professional Services

Unlock value swiftly with comprehensive design and delivery services

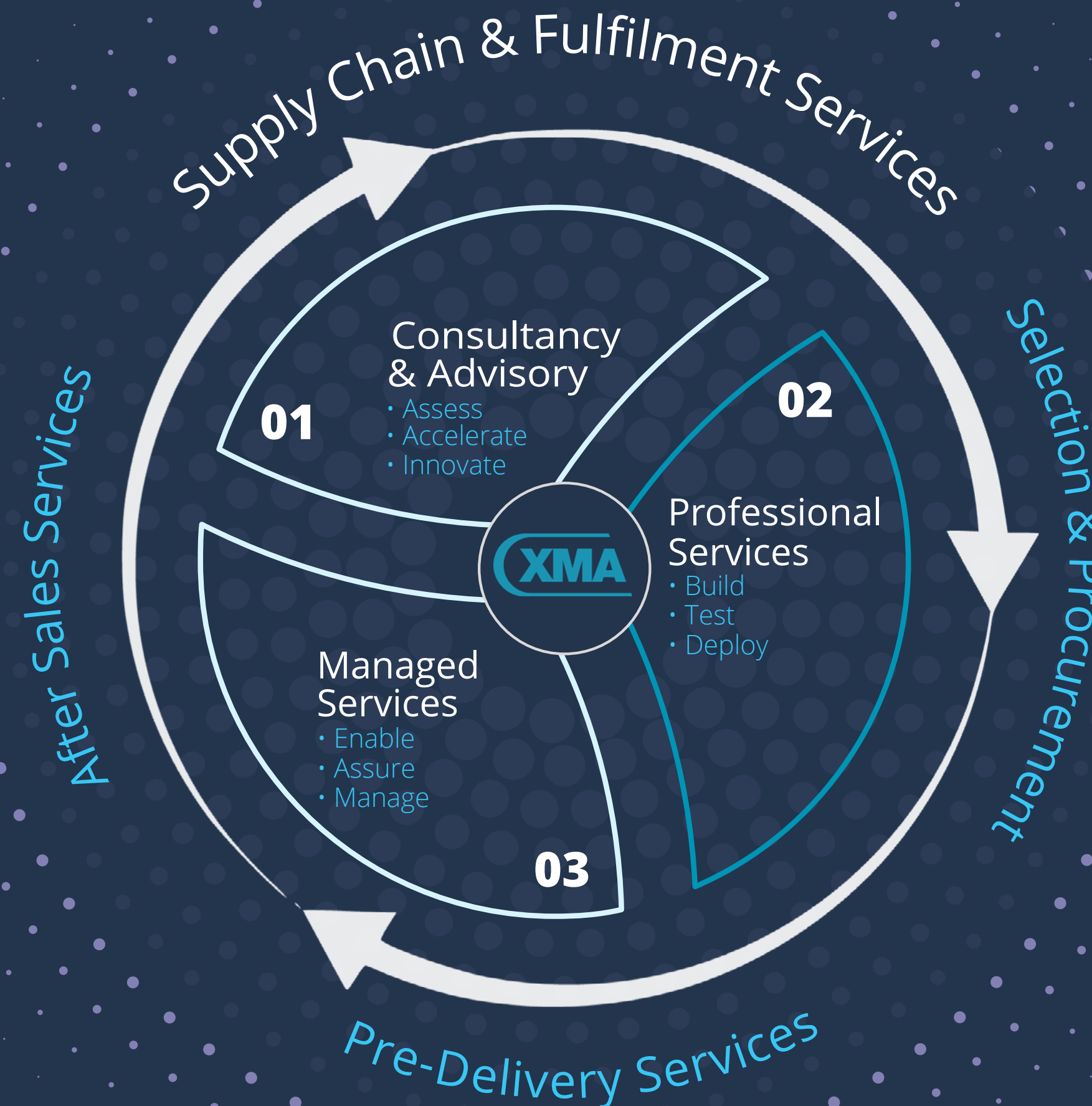
Read on to find out more.

3

Managed Services

Unburden your in-house IT talent with Enable, Assure or Fully Managed Services

[Find out more](#)



Build

Embark on your digital transformation with our expert Design & Engineering Services

Think Sustainable First

“As a Hyperconverged Infrastructure Solutions Architect, I navigate the entire process from intricate design to implementation services. This role is technically enriching and environmentally beneficial. Assisting customers in reducing their data centre footprint is a point of pride, contributing to sustainability while advancing my technical skills”.

Andrew Nickson
Solutions Architect

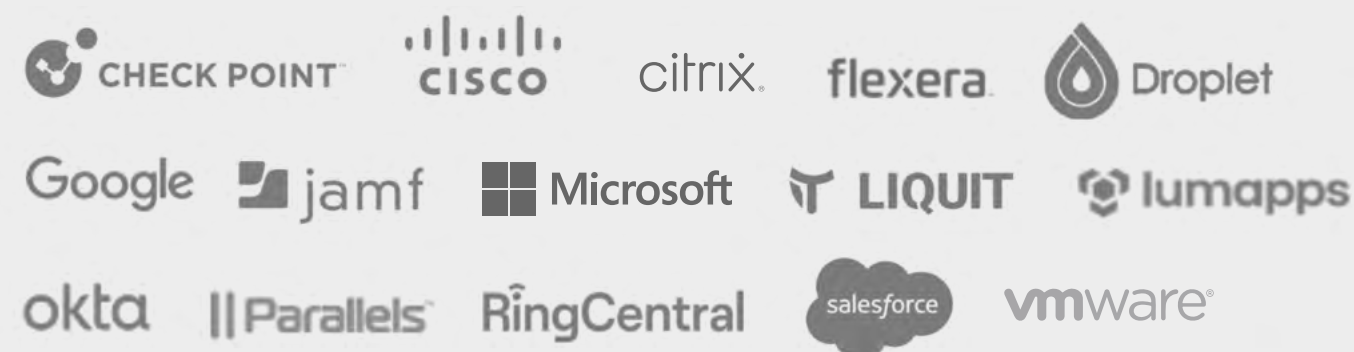


Discover how our build services for SMART (Secure, Manageable, Agile, Responsible Technology) encompass everything from low-level design (LLD) to configuration, integration, migration, and installation to kick-start your transformation journey.



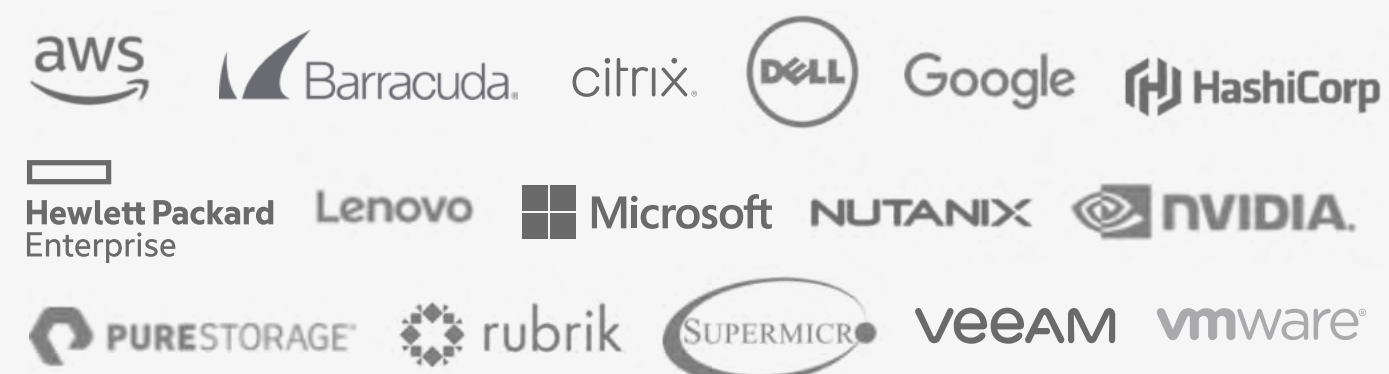
SMART Workspace

- **Safeguard Users & Devices** – Enterprise Mobility Management (EMM), Identity & Access Management (IAM), and Endpoint Security.
- **Boost Productivity from Anywhere** – SaaS & Cloud Applications, Virtual Apps & Desktops, Application Packaging, and Containerisation.
- **Drive Collaboration & Engagement** – Unified Communications & Collaboration (UC&C), Intranets, Hosted Cloud PBX, and Contact Centres.



SMART Data

- **Create Efficient Datacentres** – Servers, Storage, Power, Cooling, Cabling, Virtualisation, Colocation, Hyperconverged Infrastructure (HCI), and High-Performance Computing (HPC).
- **Leverage the Cloud on your Terms** – Private, Public and Hybrid Cloud, Cloud Landing Zones, Infrastructure as Code (IaC), Site Reliability Engineering (SRE).
- **Simplify Data Backup & Recovery** – Enterprise, Cloud, SaaS & Unstructured Data Protection, Mass Recovery, All-Flash Storage, Immutable Backups and more.



SMART Buildings

- **Secure & Optimise your Network** – Core & Edge Switches, Routers, Load Balancers, NAC, WLAN, SD-WAN, Secure Access Service Edge (SASE), and more.
- **Connect People to Spaces** – Interactive Displays, Adaptive Pan, Tilt & Zoom Cameras, Room Audio Systems, One-Touch Meeting Join Systems, Control & Booking and Digital Signage.
- **Print Less** – Multifunction & Print Devices, Follow Me Printing, Cloud Printing, Digital Process Integration, and Device Management.



Test

Ensure quality, mitigate risk, and enhance user experience with our Testing Services

72%

of cloud leaders moved apps back on-premise from the public cloud due to premature moves, provisioning issues, performance degradation, and unforeseen costs¹

SMART Solutions Testing

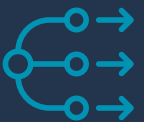
At XMA, our SMART Workspace, Data, and Building solutions deployment is guided by a meticulous test strategy. This assures each element performs with precision and reliability, optimising consistency and minimising potential risks.



Integration Testing – Ensures new hardware and/or software integrates seamlessly with existing systems.



Configuration Testing – Ensures configurations are applied and adhere to best practices.



Migration Testing – Verifies all data is preserved and there is no loss in functionality post-migration.



Security Testing – Pinpoints potential vulnerabilities and security gaps within the solution.

Innovation Services Testing

For Software, and Hyperautomation services, we leverage Agile and DevOps methodologies. We prioritise continuous integration and delivery (CI/CD), ensuring consistent testing throughout the development journey.



Functional Testing – Ensures each service functions in line with the specified requirements.



Performance Testing – Validates the services operate effectively under load and meet response time thresholds.



Usability Testing – Assesses the user-friendliness and intuitive nature of interfaces across the services.

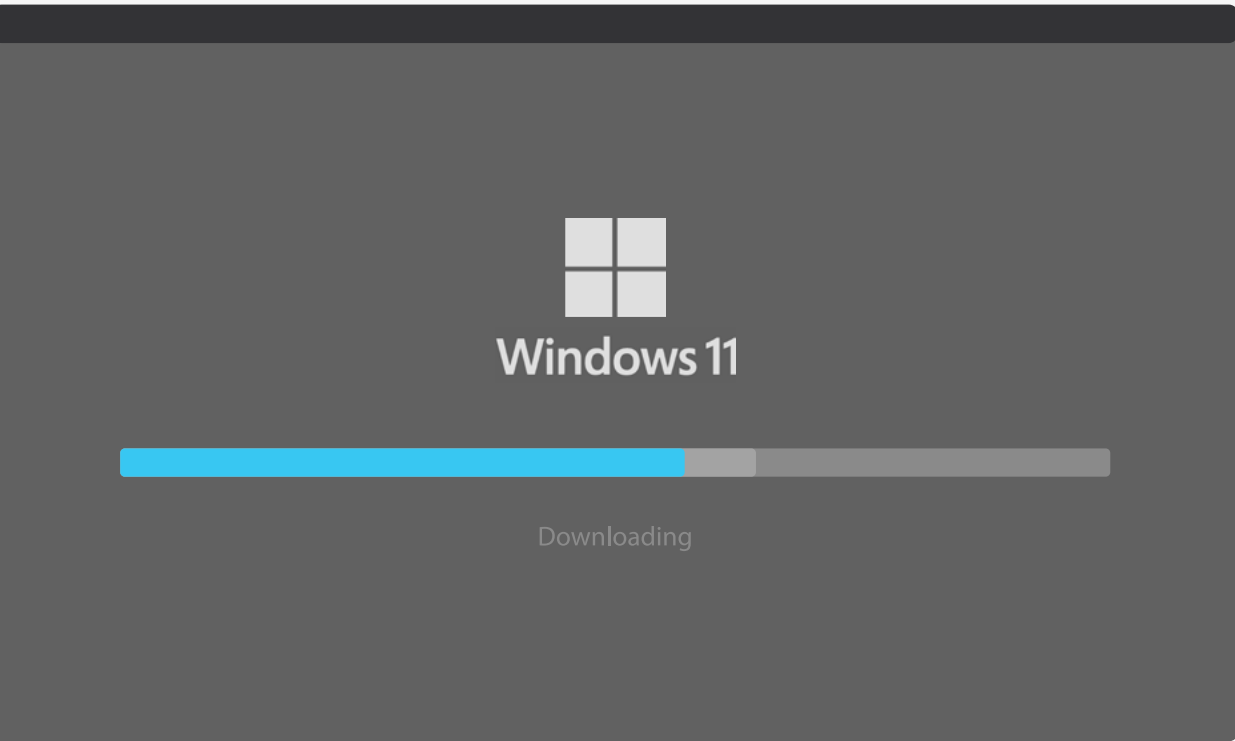


Security Testing – Pinpoints potential vulnerabilities and security gaps within the services.

Related Services

Windows 11 Readiness Assessment

Automated pre-deployment testing for any Windows application, on any modern Windows version, for any target environment – with no scripting, complex configuration, or costly infrastructure.



[FIND OUT MORE](#)

Security Testing

Our security testing services are available independently or integrated into a project. We collaborate with top-tier security experts to ensure comprehensive assessments.

By involving an external entity, we ensure an objective and unbiased evaluation of our work. The primary aim of our security testing is to pinpoint system threats and evaluate potential vulnerabilities. This proactive approach ensures threats are addressed promptly, maintaining system functionality and preventing exploitations. Discover how our Security Testing Services, in partnership with 6 Degrees, can guide you to your desired results.

By 2025, at least

75% of IT organisations will face one or more attacks²

Security Testing Portfolio

- **Vulnerability Scanning** – An automated process that identifies and classifies security gaps in a system, highlighting potential points of exploitation without actual intrusion, ensuring up-to date protection.
- **Security Scanning** – Comprehensive assessment of IT infrastructure, applications, and networks to detect security threats, misconfigurations, and vulnerabilities, helping you maintain a robust security posture.
- **Penetration Testing** – A simulated cyber-attack against a system to exploit vulnerabilities, assessing the system's defense capability and providing actionable insights for strengthening security measures.
- **Security Auditing** – A systematic evaluation of your information systems, measuring compliance with established policies and standards, aiming to ensure data integrity, confidentiality, and availability.

About 6 Degrees

- **Strength of Talent** – Boasting some of the UK's finest, our team is enriched with SC-cleared cyber experts, Microsoft MVPs, and a dynamic mix of seasoned and emerging professionals.
- **Secure by Design** – Our services prioritise security from inception. Leveraging CNS at Six Degrees' robust cyber expertise, we ensure paramount security across all services. No compromises.
- **Microsoft Azure Expert MSP** – As pioneers among the UK's Microsoft Azure MSPs, our prowess extends further. We're exclusive members of Microsoft's Intelligent Security Association (MISA) and proudly hold numerous Microsoft certifications and specialities.



Case study: Government Agency

The organisation oversees the gathering and dissemination of UK-wide information.

Challenge

The Agency embarked on a UK-wide digital transformation, involving thousands of field workers. Considering the project's prominence, the presence of proprietary and sensitive data, and cyber risks from hackers and state-sponsored adversaries, security was of utmost importance. XMA was selected as the primary contractor for the extensive field workforce project and had the responsibility of crafting a solid security strategy.

Outcome

XMA integrated technologies including EMM, IAM, and SASE. With the support of our sub-contractors including Six Degrees, we executed a thorough security assurance strategy.

This strategy covered Vulnerability Scanning, Penetration Testing, Security Audits, and more, ensuring continuous security enhancement and positioning the Agency at the forefront of cyber-defence readiness.

We Are Always Our True Selves

"At XMA, our transparency in partnerships and humility are not just buzzwords; they're ingrained in our ethos. We don't profess to know everything, but by staying true to ourselves, we consistently enhance customer experiences and ensure the best security outcomes."

Connor Pollington

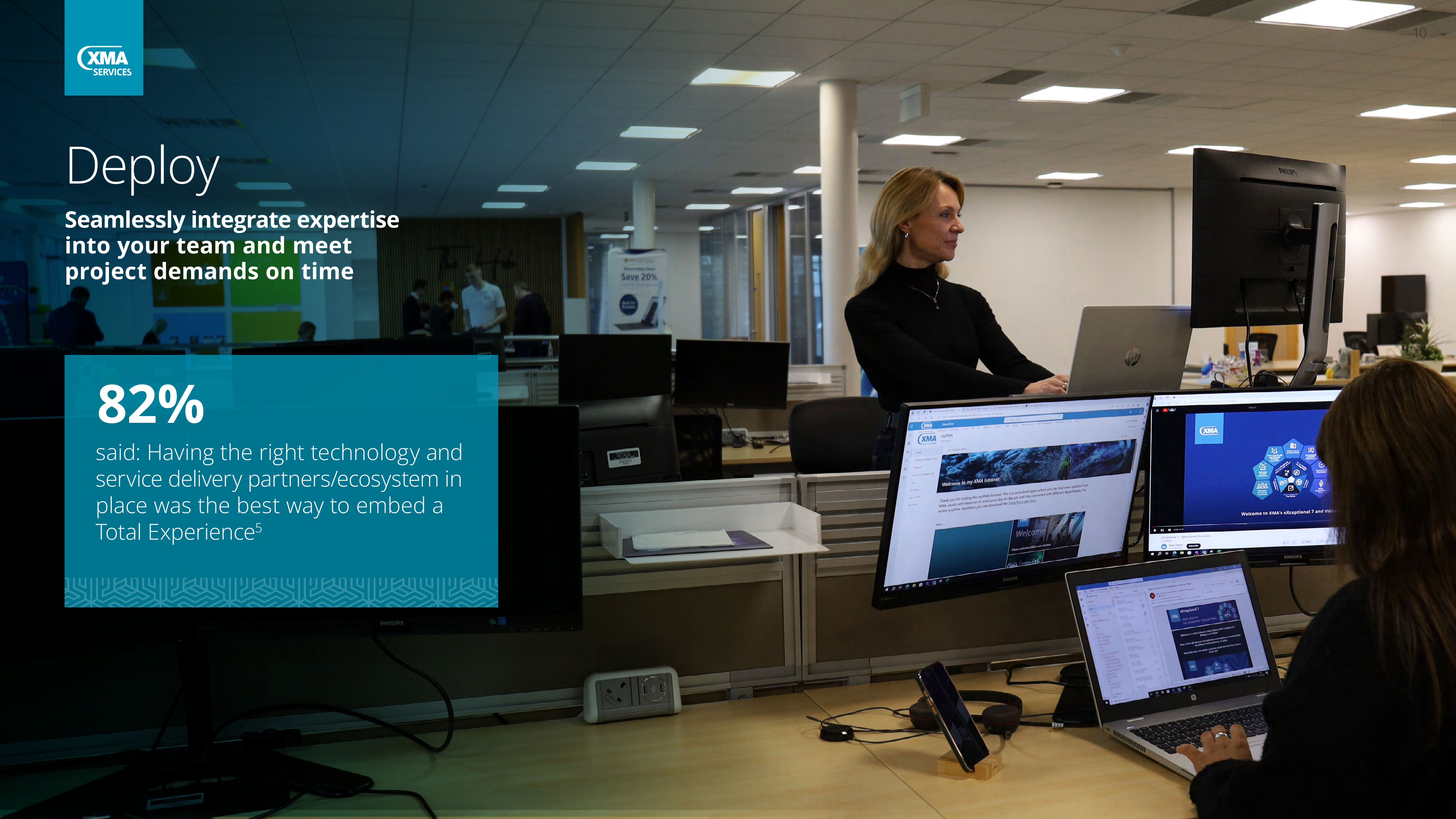
XMA Cyber Security

Deploy

Seamlessly integrate expertise
into your team and meet
project demands on time

82%

said: Having the right technology and
service delivery partners/ecosystem in
place was the best way to embed a
Total Experience⁵



Project Management Services

Our Project Management Office (PMO) craft technology projects tailored to your distinct needs, bolster efficiency, and yield tangible outcomes – always emphasising quality, teamwork, and ensuring customer satisfaction.

For Managed Deployments, our PMO expertly manages the Build, Test, and Deploy stages, assuring a successful project completion.

Our expansive internal team includes Deployment Engineers, Solution Engineers, Test Engineers, and Security Engineers. Additionally, our roster boasts certified Project Coordinators, Project & Programme Managers, Service & Transition Managers, and many more dedicated professionals.

Flexible Resourcing

XMA offers a centralised and vetted flexible resourcing service, helping our customers enhance operations and address their resourcing challenges. From large-scale tech projects to supplying expert contract resources. Learn how we stand ready to support you.

Flexible Resourcing Categories

Technology	Infosec	Transformation
<ul style="list-style-type: none">• Infrastructure & Operations• Database & Analysis• Developers, Designers & UX• Specialised IT Roles	<ul style="list-style-type: none">• Security Evaluation• Forensic Analysts• Risk & Assurance• Incident Management	<ul style="list-style-type: none">• Transformation & Change• Process Optimisation• Stakeholder & Portfolio Management

Flexible Resourcing Benefits



Acquire vital IT skills and experience on demand



Increase efficiency and time to value



Empower staff to focus on high-value tasks



Reduce IT expenses with adjustable resources



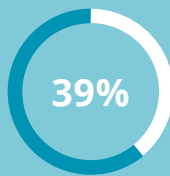
Minimise potential risks with domain SMEs

72% said: Lack of internal skills/resources is impacting ability to deliver an exceptional experience³

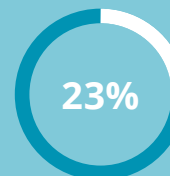
Top 5 Personnel Skills Gaps⁴



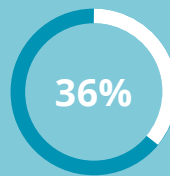
Cybersecurity



Cloud Computing



Telecommunication



Data Storage



Network Infrastructure

Project Management & Transition

Our project managers ensure technology initiatives are executed with precision, contributing to the overall success of your organisation.

Explore our project methodology and the support we provide following project completion.

Project Lifecycle Methodology



Initiation – Our dedicated project managers align with you, delving deep into project objectives, deliverables, and timeframes. Together with stakeholders, we work to grasp your vision, ensuring every project detail is accurately captured.



Planning – We don't just plan; we strategise. By partnering with you, we outline the project's ambitions, key milestones, and anticipated outcomes. Our collaborative approach guarantees that we are aligned with your aspirations, with each specification meticulously documented.



Execution – During the project's journey, we maintain a vigilant eye on progress, key accomplishments, and budget compliance. Our commitment? Keeping stakeholders in the loop with consistent updates, ensuring you're always apprised of your project's pulse.



Performance – Assessing performance is pivotal. As we navigate through the project, we evaluate every phase to ensure excellence, making necessary adjustments to deliver optimal results.



Transition – Once accomplished, projects smoothly transition, whether to our Managed Services team or your in-house team. Beyond completion, our Assurance services remain at your beck and call.

Post-Transition Services

- **Managed Services** – XMA's Intelligent Service Desk enables organisations to experience round-the-clock (24/7) IT support delivered by our accredited, remote or onsite ITIL-aligned service operations.

[FIND OUT MORE](#)

- **Customer Success Services** – Boost your strategic goals and enhance your competitive advantage. Learn how XMA can assist in elevating both employee and customer experiences for a Total Experience (TX).

[FIND OUT MORE](#)


Case study: Scottish Local Authority

Responsible for ensuring that there is adequate and efficient provision of school education in their area.

Challenge

Amidst COVID-19 disruptions and budget constraints, the Authority aimed to digitally upgrade 60 schools with a 19K iPad solution including device provisioning and management, classroom audio-visual technology, and adoption support and training.

The project demanded phased deployment, on-site engineering support, and revisiting initial scope, all while ensuring there was no disruption to teaching and learning.

Outcome

Despite these constraints, XMA and the Authority successfully executed the programme. The key to success was meticulous project planning, flexibility, pro-active communication, and revising solutions to meet budget constraints. The effort led to a Cosla Excellence Awards nomination.

XMA remains committed to advancing the Authority's digital journey.



Exceptional Customer Experience

"This Apple 1:1 project seamlessly transitioned from design and build, to placing technology into the hands of educators and students. Supported by robust post-deployment services, we helped enhance teaching and learning outcomes. Proud to be part of the XMA team!"



Kenny McNiven
XMA



Why XMA?



Homegrown

We are a private, family run UK-based business.



Award-winning

We are a national award-winning IT reseller.



Public sector approved

We hold status on 25+ procurement frameworks.

[VIEW OUR FRAMEWORKS](#)



Right-sized

We can provide and tailor service solutions for any size project, while maintaining a personal experience for every customer.



Established

We have served thousands of customers over 35+ years in business.



Partner accredited

We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

With XMA's outcomes-focused philosophy we can make sure that every solution you implement is in alignment with your organisation's goals, and that you have the support you need at every stage of the process.

Find your headspace with XMA Services. Let us take care of your day-to-day so you can focus on your future.

Get in touch to discuss your IT service needs.

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www.xma.co.uk

Sources

1. Arlington Research/Virtana Cloud Migration Survey (Nov-20)
2. Gartner report, Detect, Protect, Recover: How Modern Backup Applications Can Protect You From Ransomware
3. XMA Total Experience Study March and April 2023
4. Top 5 Personal Skills Gaps - Build a recession-proof tech workforce (Pluralsight, 2023 Tech Forecast)
5. XMA Total Experience Study March and April 2023

Crown
Commercial
Service
Supplier

INVESTORS IN PEOPLE
We invest in people Standard

disability
confident
EMPLOYER

