

# Managed IT and Telecoms Services



modern**networks**



# Contents

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IT and Telephone Services .....	2	Managed Print .....	6
Our Services .....	3	4G Rapid Deployment Service .....	6
IT Service Management .....	3	Network as a Service .....	7
Desktop Computers .....	3	Private Network for Managed Properties.....	7
Software Applications .....	4	IT-Ready Office Solutions .....	8
Cloud Services .....	4	Cyber Security Assessment (CSA) .....	8
Cloud Telephony.....	5	Security Awareness Training (SAT).....	8
Telephone Lines .....	5	Frequently Asked Questions (FAQs) .....	9
Mobiles .....	5	About Modern Networks .....	10
Business Broadband & Internet.....	6		

# IT and Telephone Services

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Modern Networks provides IT and telecoms as a managed service. This means you deal with one provider, not many. You get the services you need, when you need them by spreading the cost.

We offer everything from desktop computers and telephone lines to fast, friendly, reliable technical support for a fixed monthly fee.



# Our Services

## IT Service Management

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Modern Networks delivers fast, reliable technical support by email, telephone and remote connection tools during business hours. We also provide on-site technical support, and offer an out-of-hours service. Our friendly, highly skilled team of engineers are available to diagnose problems, fix faults and get you working again as quickly as possible with the minimum of fuss.



## Desktop Computers

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Modern Networks computer leasing enables you to get the latest desktop and laptop computers while spreading the costs. We also offer short-term computer rental and outright purchase.

Additionally, you can take Microsoft 365, enterprise anti-virus protection, Web security, computer backup and technical support as optional extras.





## Software Applications

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Microsoft 365 suite of business applications enables you to work together with colleagues from anywhere, on any device. The Microsoft 365 suite includes Outlook email, Teams collaboration, SharePoint file management, OneDrive personal storage and popular Office applications such as Word, Excel and PowerPoint.

To keep your systems secure, we also offer enterprise anti-virus, email protection and Web security.

## Cloud Services

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Protect your data from accidental loss and cyber-attack with desktop and server backup. All your data is held securely in the Cloud and easily recoverable should the worse happen.

## Cloud Telephony

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Work anywhere, on any device with Modern Networks Cloud telephony. Take advantage of low or zero cost calling and our extensive range of call features. There's no expensive hardware to purchase, and our Cloud telephony integrates with a wide range of business applications such as Microsoft Office and Salesforce CRM.

## Mobiles

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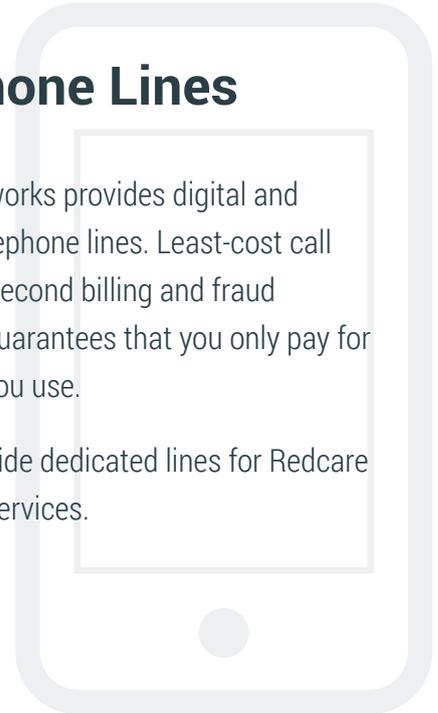
Saving you time and money, Modern Networks finds you the best mobile airtime and data package at the best price for your business. We also offer the latest mobile handsets.

## Telephone Lines

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Modern Networks provides digital and analogue telephone lines. Least-cost call routing, per second billing and fraud monitoring guarantees that you only pay for the service you use.

We also provide dedicated lines for Redcare emergency services.





## Business Broadband & Internet

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Modern Networks provides a complete Business Broadband package. Our service delivers high quality, affordable broadband with fast download speeds “up to 330Mbps” depending on your telephone line and location. We also offer dedicated business Internet known as leased lines.

## Managed Print

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Our fully managed print solution offers you the latest printers, copiers, A3/A4 multifunction devices, automated toner replenishment, maintenance and 24/7 technical support. Our managed print solutions can improve data security, reduce waste and save you money.



## 4G Rapid Deployment Service

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Modern Networks 4G Rapid Deployment Service is the perfect temporary solution for any business premises that needs immediate Internet access while waiting for fixed line broadband services to be installed. It is also a great backup solution to tackle costly, unexpected Internet outages.

Our next day, plug-and-play solution provides fast, reliable, secure 4G wireless and mobile broadband with 30GB data allowance. Once your business broadband is installed, simply ship the router back to us.

## Network as a Service

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Modern Networks can provide your entire IT network on a fixed-fee subscription basis. Modern Networks takes care of everything from routers and firewalls to managing desktops, laptops and smartphones. We will improve the speed, reliability and security of all services carried over your network, ensuring your people can work anywhere, anytime, on any device.

## Private Network for Managed Properties

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Today, managed properties are looking to take advantage of Cloud services to deliver business benefits. Our Private Network for managed properties offers resilient broadband with faster speeds, greater reliability and better security for all services such as Cloud telephony, video conferencing, BMS, CCTV and paid parking systems. We also provide secure remote working (VPN), 24/7 technical support and flexibility to transition between managing agents without loss of service.



## IT-Ready Office Solutions

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Transform vacant offices into fully occupied, managed workspaces with Modern Networks IT-Ready Office Solutions. We provide secure, segregated IT infrastructure, telephone and broadband services plus 24/7 technical support to tenants in buildings of multiple occupancy. We also take care of shared facilities such as conference rooms and guest Wi-Fi.

## Cyber Security Assessment (CSA)

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Modern Networks can remotely scan your IT systems and identify any security weak spots. Based on our analysis we can offer you practical solutions to tackle the most common cyber threats.

## Security Awareness Training (SAT)

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Modern Networks Security Awareness Training (SAT) is an engaging, interactive online learning program, which educates employees about the latest cyber security threats, IT best practice and regulatory compliance. Delivered in monthly modules with quarterly simulated phishing attacks, our online learning system tracks every user's participation, making all cyber security training accountable and measurable.



# Frequently Asked Questions

**Q:** What is an IT Managed Service Provider (MSP)?

**A:** A Managed Service Provider (MSP) assumes responsibility for all your IT hardware, software and technical support working on a fixed-fee basis. It is sometimes called IT outsourcing.

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**Q:** I'm unsure what technology will best meet my particular needs?

**A:** No problem, simply call our helpful sales department to discuss your needs.

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**Q:** How does Modern Networks compare on price?

**A:** Typically, Modern Networks does not compete on price. Instead, we focus on the quality of our services and expertise. Certainly, you might find cheaper local providers for one-off purchases, but you will seldom find a vendor who can offer our range of managed services for a predictable monthly fee.

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**Q:** What happens if my business already owns computers and servers?

**A:** Modern Networks Service Desk can provide technical support for all your existing hardware.

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**Q:** What happens if my business has existing IT and telecoms agreements?

**A:** Modern Networks will liaise with all existing suppliers to ensure a smooth transition to our services.

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**Q:** Okay, I would like to move to Modern Networks. What happens next?

**A:** Contact Modern Networks sales department or your Account Manager. They will ask you some questions about your current IT setup and any existing contracts you might have. Our sales department will then prepare a quote. On acceptance of the quote, one of our engineers will perform a site survey. This is usually done remotely. On completion of a successful survey, we will move to bring you on-board.



# About Modern Networks

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Modern Networks is a leading provider of IT support and network services to the UK's commercial property sector. The company is based in Hitchin, Hertfordshire. We are a certified partner for Microsoft, HP and Cisco. We currently work with thirty top property management firms and provide services to over 1800 office buildings and shopping centres. Our clients include CBRE, Savills, CEG, Cushman and Wakefield, JLL, Knight Frank, Avison Young and Colliers. Modern Networks is UK-government Cyber Essentials certified. We are also SafeContractor accredited for achieving excellence in health and safety in the workplace. Our Service Desk provides the highest standards of fast, friendly, reliable technical support to all our customers.



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