




# service portfolio

niu is a converged IT and telecoms solutions and services provider with an unparalleled heritage.

**niu**  
know how

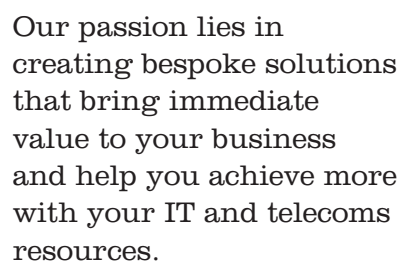



Your business deserves the best IT and telecoms innovations and at niu, we're truly focused on understanding and delivering your business critical requirements. Our expertise and broad portfolio of services enables us to advise you how best to optimise your businesses processes and performance.

Every component of a niu solution is scaled to fit your business requirements precisely. Whether that's a managed end-to-end solution, a range of bespoke services or a single missing piece of the technology puzzle, services are delivered to you by individuals who are experts in their field.

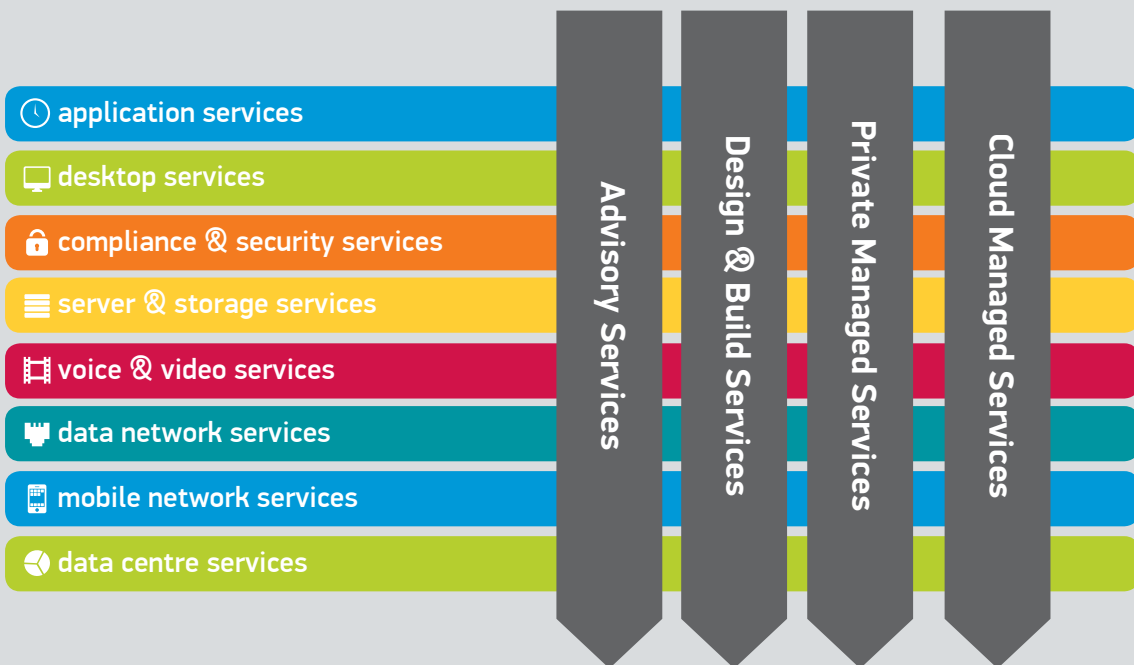
In niu you gain a technology partner that has significantly invested in shared and dedicated platforms, enabling you to benefit from new technologies and architectures to provisioning and cost efficiencies. From design and implementation through to ongoing management, niu has the skills and know how to provide you with a business infrastructure that is integrated, optimised, fast, efficient and scalable.

This brochure outlines niu's service portfolio and demonstrates our skills in combining best of breed products and solutions to make them work for you. Whether it's advising you on private and shared cloud services to storage and security requirements, niu can provide you with impartial advice, knowledge and guidance on best practice.



Our passion lies in creating bespoke solutions that bring immediate value to your business and help you achieve more with your IT and telecoms resources.

niu has the capability to deliver a broad range of tailored solutions that meet the individual needs of your business. Our services are expertly designed and created to address the full spectrum of technology challenges facing organisations today, helping you achieve maximum business potential.



niu provides the full spectrum of IT and telecom solutions as a set of secure, and integrated cloud services.



## niu's Application Services help organisations to address the following:

### database administration and management

At the core of every business application is a database. Storing essential information, the database underpins the primary function of information delivery. To ensure maximum performance and availability of business applications and database technologies, niu's range of services and service features include;

- Initial logical and physical design of the database in line with business application standards
- Ongoing monitoring and management of key database performance indicators
- Support for Microsoft SQL Server, DB2, Oracle and Informix database systems

### user access management

Providing business users with access to individual or multiple applications can be a complex task. Offering a range of user access management systems that enable central management and control of user policies, niu's range of services and service features include;

- Consultancy, design and management services for Directory and Authentication solutions including, Active Directory, Lightweight Directory Access Protocol (LDAP), Single Sign-on (SSO) solutions and external user access via SSL VPN
- Group Policy definition and implementation
- Change Management of users and privileges
- Security Management and alerting for user activity

### private application services

It is often difficult to integrate infrastructure and application support services. Differences in support, monitoring and management approaches can lead to inconsistent processes that impact application delivery. Providing an end-to-end service level agreement that presents a single view of your business applications environment, niu's range of services and service features include;

- Access to an integrated team of application support and infrastructure specialists for onsite and hosted services
- Tailored application support processes to support your business requirement
- End-to-end application architecture design encompassing; user helpdesk requirements, remote access and mobile access requirements, application integration requirements, data retention and backup requirements, disaster recovery processes, patch and release management and infrastructure assessment of management changes
- Application level contracts and service level agreements to support end-to-end service requirements
- Support for a comprehensive range of applications including; collaboration, ERP, CRM, finance, HR/payroll, e-commerce, point of sale, supply chain management, data warehousing, business intelligence and core banking

### cloud application services

A secure, dedicated facility to manage and host business critical applications and data can prove costly, but is essential to guarantee application availability and business continuity. Combining instant access to a range of pre-provisioned applications with the benefits of hosting data and applications in a secure environment, niu's range of services and service features include;

- Shared, hosted application services as an alternative to tailored, Private Application Services
- Broad range of set features and core functionality, removing the requirement for bespoke client installation
- Highly secure and available, cloud hosting business applications and data in one of niu's Tier III, ISO27001 data centres
- Software-as-a-Service (SaaS) pricing model with the choice of purchasing services on a monthly or per user basis, combined with fast track provisioning, removing operational issues associated with launching new services
- Support for a wide range of business applications



# niu's Desktop Services help organisations to address the following:

## private virtual desktop

A dedicated VDI environment, hosted within ISO27001 accredited data centres, to deliver your desktop requirements. niu's range of services and service features include;

- Fully bespoke, dedicated private VDI services that are tailored to meet your specific end user challenges
- Self-service portal to improve user experience and expedite password reset, problem management and application delivery
- A range of security and resilience options to support compliance, operational and commercial constraints
- Per user per month pricing options for software applications, where available
- Best of breed technologies based upon Microsoft, VMWare and IBM infrastructure, and a range of security and compliance tooling

## cloud virtual desktop

Resilient, secure and scalable cloud VDI environment, managed by niu, delivered to ISO27001 and ITIL standards. niu's range of services and service features include;

- Flexible, capacity-based desktop services that incorporate end-to-end infrastructure and software components to meet your desktop needs
- A range of access options from secure remote internet access to dedicated terminals installed on-premise
- Full data backup and restore processes, providing reassurance of data protection for end users
- Service Level Agreements to support user expectations for availability and responsiveness
- Portal based user services for flexible problem, change and release management processes
- Security management practices to help address compliance and regulatory requirements
- Best of breed architecture based upon VMWare View, the market leader in VDI solutions



# niu's Compliance & Security Services help organisations to address the following:



## professional & advisory services

Achieving and maintaining compliance and security best practice can be very complex and often require specialist skills. Workloads can vary and depend on audit requirements, ranging from initial implementation to the ongoing maintenance of policy and process. Having a flexible, specialist partner to support these tasks can offer a cost effective and practical approach to compliance. niu's range of services and service features include;

- Security Consulting
- Web Penetration Testing
- Compliance & Security Controls Assessment
- Virtual Information Security Manager
- Compliance Navigation
- Security Awareness Training

## access control

With employees and partners requiring different levels of access to business critical systems, effectively managing user profiles can be time consuming and complex. Controlling changes and maintaining appropriate levels of security is essential to limit IT risk and maintain business operations. niu's range of services and service features include;

- Managed Infrastructure Firewalls
- Managed Application Firewalls
- Secure Remote Access
- Web Filtering & Monitoring
- Strong Authentication
- Credential Management
- Identity & Access Management
- Group Policy Management
- Restricted User Interface
- Security Zoned Network Infrastructure
- Physically Secure Data Centres

## communications security

With multiple forms of communication in play, monitoring the exchange of email, data and voice between employees and with third parties has become an essential aspect

of security and regulatory requirements. niu's range of services and service features include;

- Email & IM Filtering, Archive & e-Discovery
- Email Encryption
- Voice & Mobile Recording

## endpoint security

Driven by the trend in workforce mobility, accessing data from mobile devices brings with it the requirement to ensure critical information and hardware is secure, on and off the corporate network. niu's range of services and service features include;

- Hard Drive Encryption
- Media & Port Security

## proactive monitoring

Proactive and continuous monitoring is an essential aspect of compliance strategy and a more effective practice than traditional 'checklist' approaches. Defending your organisation from unauthorised access and data loss, Proactive Monitoring provides an early warning to potential attack, helping prevent damage before it occurs. niu's range of services and service features include;

- Log Collection, Event Alerting & Reporting
- Managed Intrusion Prevention System
- Managed Wireless IPS
- System Compliance & Change Detection

## threat management

The growing range of common and unseen threats such as viruses, worms, Trojans, spyware, data theft and loss, require organisations to adequately protect infrastructure from external risks. niu's range of services and service features include;

- Anti-Malware & Host Protection
- Vulnerability Detection
- Data Loss Prevention
- Secure Configuration Baseline
- Distributed Denial of Service Protection (DoS & DDoS)



# niu's Server & Storage Services help organisations to address the following:

## private server

Your business critical servers, managed by niu, and located onsite at your premises, or within niu's secure and resilient hosted data centres. niu's range of services and service features include;

- Range of packaged and bespoke-built, fully managed private server solutions that deliver an integrated, optimised, fast, efficient and resilient business infrastructure
- Customer management portal providing access to a range of tools, performance and capacity statistics and reports
- Range of compliance & security services to address regulatory and security requirements
- Leading edge technology platforms and designs including Windows, Linux, AIX, i5OS, HP/UX, VMWare, IBM Tivoli monitoring
- Choice of ownership options to reduce capital expenditure

## cloud server

High performance server capacity, on demand, from niu's secure and resilient data centres. A cost effective and flexible method of provisioning of IT infrastructure to meet your business challenges. niu's range of services and service features include;

- Flexible, capacity-based solutions that deliver an integrated, optimised, secure, efficient and resilient business infrastructure as and when your business demands
- Provisioned across niu's VMWare shared server infrastructure offering operational and financial economies of scale
- Sliding scale of service SLAs
- Customer management portal providing access to a range of tools, performance and capacity statistics and reports
- Range of compliance & security services to address regulatory and security requirements
- Leading edge technology platforms including Windows, Linux, VMWare, IBM Tivoli monitoring

## private storage & backup

Storage and back-up services, managed by niu, and located onsite at your premises, or within niu's secure and resilient data centres. niu's range of services and service features include;

- Range of packaged and bespoke-built, fully managed private storage and back-up services to address cost, growth, performance, resilience and retention objectives and requirements
- Tiered range of storage and backup services to store business information utilising dedicated infrastructure
- Services include the design, build and ongoing management of your storage solution

## cloud storage & backup

Storage and back-up services, provisioned on demand, from niu's secure and resilient data centres. niu's range of services and service features include;

- Range of services from tape to virtualisation, delivering high-performance, secure and agile storage solutions
- Back-up, disaster recovery and data replication for private and cloud solutions
- Data retrieval solutions for online, near-line, onsite, offsite back-up, and fast data recovery

## data replication

A broad range of services to ensure data is backed up, replicated and securely stored in multiple locations. niu's range of services and service features include;

- Onsite and hosted solutions available
- Supports Recovery Time Objective (RTO) and Recovery Point Objective (RPO) as part of disaster recovery strategy
- Provides application, database, server or storage level replication
- End-to-end ownership from design and implementation to ongoing management of your data replication services



## niu's Voice & Video Services help organisations to address the following:

### private IP telephony

Your IP telephony platform requirements delivered as a fully managed service. niu's range of services and service features include;

- Range of feature rich, scalable IP telephony services that address business communication and collaboration requirements
- End-to-end service that incorporates handset deployment and training to application integration
- Complex application support, such as contact centre, presence, business continuity

### cloud IP telephony

Feature-rich hosted IP telephony, available on demand and provisioned on a shared or multi-tenanted basis, from niu's secure and resilient data centres. niu's range of services and service features include;

- Full range of service options including per handset per month
- Accessible both on and across the internet to meet enterprise and SOHO office requirements
- Feature rich functionality and advanced services, including softphone, FMC, presence and unified messaging

### voice network services

A range of voice network services that allow customers to exploit the economies of scale achieved through niu's relationships with Tier 1 voice carriers and niche service providers. niu's range of services and service features include;

- Provision of best-fit carrier services and tariffs according to business need
- Consolidated billing services, incorporating flexible billing and reporting solutions
- Advisory services regarding mobile integration or, on-net versus off-net services

### video conferencing services

From local to international broadcasts, niu works with a number of leading video conference vendors to deliver a solution that is best-fit and best price. niu's range of services and service features include;

- Hierarchy of video solutions from telepresence to desktop/webcam integration
- Multi-point video conferencing, allowing international broadcasts from your local office
- Options to personalise customer interface and apply brand and visual graphics
- Advice and guidance on deployment methods, evaluating bandwidth and prioritisation requirements for latency sensitive solutions

### audio conferencing services

Located onsite or hosted in niu's secure and resilient data centres, as part of your existing IP telephony infrastructure. niu's range of services and service features include;

- Centralised, configurable reporting and billing services
- Available as a fully managed service and integrated with your existing IP telephony platform where necessary
- Local or international dial-in options for cost effective global meeting services
- Functional options for regulatory compliant call recording and playback



# niu's Data Network Services help organisations to address the following:

## data network services

Delivering local (LAN) and wide area network (WAN) requirements, fully managed 24/7, niu's range of services and service features include;

- Initial requirements gathering and design, considering end-to-end application level requirements
- Carrier selection and sourcing, including management and integration with broader operational requirements
- Deployment of local infrastructure where required
- Monitoring and reporting, including provision of performance and capacity statistics via an online management portal
- 24/7 helpdesk and service management for incident reporting, advice and change requirements in line with ITIL standards

## wireless services

Providing a range of wireless solutions to support office or campus requirements, niu's range of services and service features include;

- Site survey to check for potential deployment issues
- Technology design, implementation and sourcing to deliver the best solution to meet business requirements
- Full management and monitoring of wireless solutions to track performance and availability of connections
- 24/7 helpdesk and service management

## network performance services

Offering a full suite of managed services for LAN and WAN optimisation, niu's range of services and service features include;

- Load balancing solutions, both inter and intra-site enabling the delivery of traffic in line with real-time performance and capacity metrics, including the automatic implementation of disaster recovery solutions
- Packet shaping solutions, providing optimum control of available bandwidths to prioritise traffic in line with business requirements
- WAN acceleration solutions, reducing the need for large bandwidths between sites and making best use of de-duplication and data caching technologies
- Global content caching solutions, relevant for large volume web platforms, enabling the delivery of content in multiple countries and continents without the need to deploy local infrastructure



## niu's Mobile Network Services help organisations to address the following:

### mobile device

Identifying the device, operating system and features to match your business requirements is essential to pervasive user adoption and achieving a return on investment. niu's range of services and service features include;

- Impartial consultancy based on business and user requirements, and marketplace
- Consideration and impact of data, voice and IT application integration
- Procurement and implementation of mobile, smartphone and tablet estate
- User profiling and policy implementation

### mobile carriers & billing

Quality and breadth of coverage, trusted partner relationships and finding the best-fit tariff plan are essential to operational effectiveness and efficiency. niu's range of services and service features include;

- Deep knowledge of coverage, service quality and billing from all the leading UK carriers
- Managed mobile connectivity and helpdesk
- Single point of contact for fault resolution and billing

### mobile applications

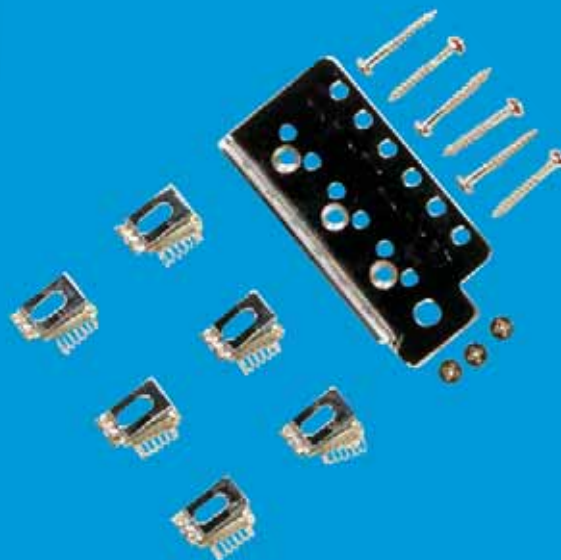
The seamless and secure integration of mission critical applications such as email, IM, CRM or ERP, onto mobile devices enable employees to work more productively and ensure business continuity. niu's range of services and service features include;

- Consultancy on application data requirements and network optimisation
- Integration and mobilisation of core business applications
- Implementation of security controls, such as token authentication and encryption, for applications and corporate data

### mobile data roaming

Data roaming costs can quickly spiral out of control, especially for organisations where employees are required to travel internationally. Identifying and applying the best tariff options and mobile broadband services to employee needs will help to drive down expenditure. niu's range of services and service features include;

- Evaluation and profiling of business and user requirements
- Dynamic monitoring and procurement of best-fit tariffs and data services



# niu's Data Centre Services help organisations to address the following:



## physical infrastructure

As technology platforms grow in sophistication, and business critical applications hosted centrally, physical housing and connectivity becomes an essential consideration. niu's range of services and service features include;

- Design, planning, build and installation of your physical environment by niu consultants and engineers
- Professional and advisory support to ensure your physical environment addresses business and technology requirements
- Assessment and audit of your existing infrastructure to determine consumption, capacity and efficiency levels of space, power, environment and security
- Network architecture design and consultancy to achieve maximum levels of performance, redundancy, security and diversity
- Consideration of required service level agreement for availability – up to 99.999%
- Choice of secure, high specification racking and cabling systems

## physical security

Ensuring the security of your infrastructure is an essential aspect of data centre strategy. Undertaking risk assessments of geography, security and building access can provide an end-to-end view of requirements to ensure compliance regulations are met. niu's range of services and service features include;

- Assessment of compliance and security controls for regulatory requirements
- Professional and advisory compliance and security services
- Consideration of local geography and potential risks
- Building access requirements and controls
- Leasing/landlord and site maintenance responsibilities
- Access control systems – digital video, electronic and biometric
- CCTV, motion/alarm linked sensors and perimeter security

## power provision

In the event of routine maintenance or power failures, primary and secondary back-up is essential to ensure business continuity. niu's range of services and service features include;

- Onsite back-up generators, providing additional resilience such as 2N+1 power generation facilities
- Redundant and Uninterrupted Power Supplies (UPS)
- Dual grid connectivity

## environmental protection

To maintain environmental efficiency and maximise server utilisation, monitoring data centre infrastructure supports business continuity and performance objectives. niu's range of services and service features include;

- Early warning and suppression systems for fire, flood and smoke
- HVAC, air, temperature and humidity systems
- Health Check Monitoring of infrastructure

## building management systems

Consolidating infrastructure, security, power and environmental data feeds into a single dashboard interface reduces complexity and ensures a proactive management stance. niu's range of services and service features include;

- Consultancy and implementation of building management systems to centrally monitor data centre environment
- Identification of key measurements to monitor data centre availability and efficiency
- Documentation of key processes to refine and manage data centre infrastructure
- 24/7 helpdesk access for data centre incident management

Our expertly designed, pioneering and integrated solutions are strengthened by a network of partnerships with leading brands such as IBM, Orange Business Services, VMware and Cisco.

## key vendors and partners



### niu know how

niu provides IT and telecoms know how. When we say know how, we mean inside-out, top to bottom know how. We dissect your problems so we can piece together bespoke solutions. In a marketplace littered with IT and telecoms providers, we know that few if any, companies can offer the breadth and depth of expertise that is inherent within niu. **At niu we really do know how.**

### services we offer

-  application services
-  desktop services
-  compliance & security services
-  server & storage services
-  voice & video services
-  data network services
-  mobile network services
-  data centre services



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