

# Uniting technology, inspiring people

[AdEPT.CO.UK](http://AdEPT.CO.UK)

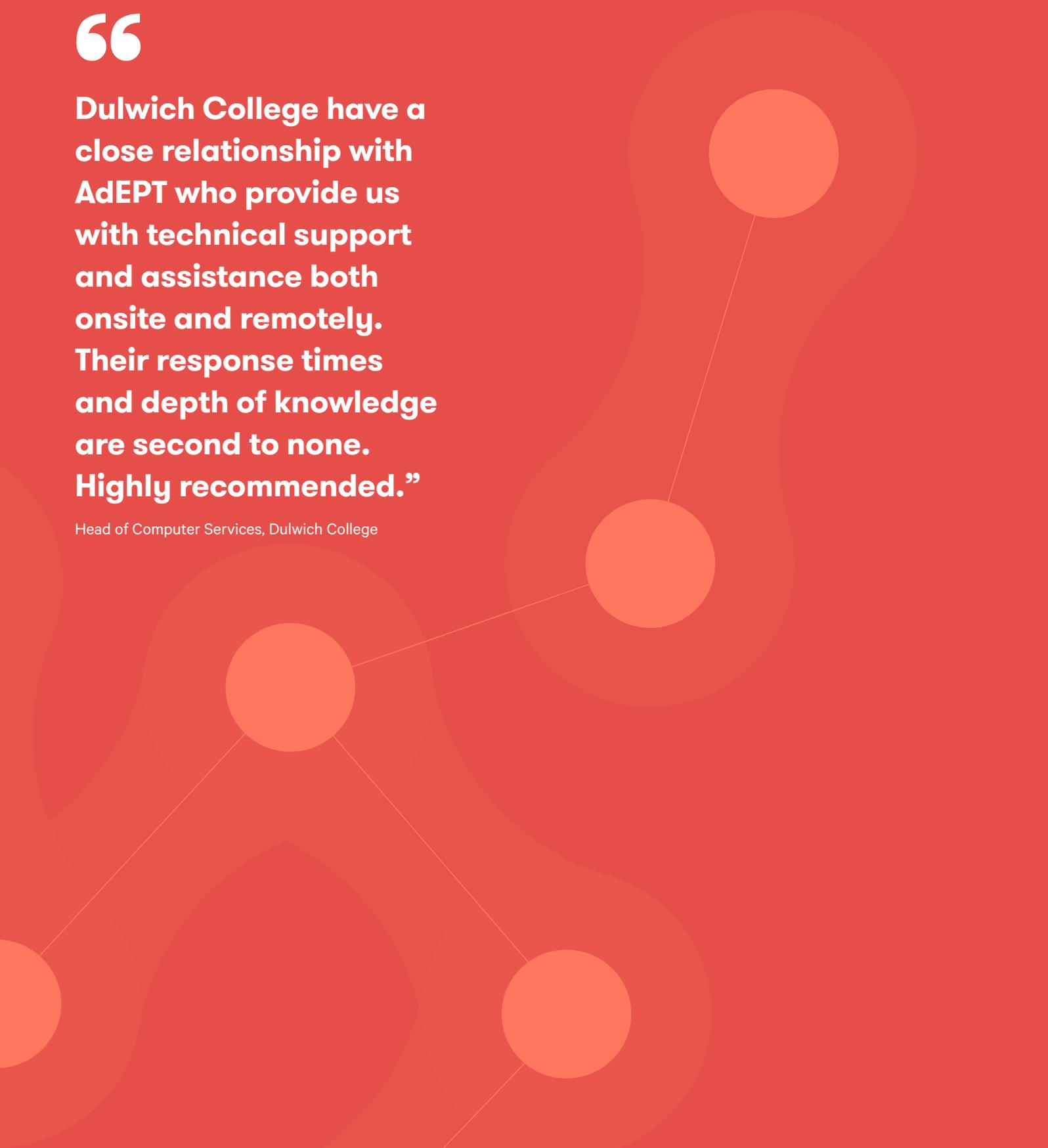


**AdEPT**  
part of the **Wavenet Group**

“

**Dulwich College have a close relationship with AdEPT who provide us with technical support and assistance both onsite and remotely. Their response times and depth of knowledge are second to none. Highly recommended.”**

Head of Computer Services, Dulwich College





**Our mission is one of ‘uniting technology, inspiring people’. I’ve been immensely proud to see the talented AdEPT team harness a multitude of technology to help organisations achieve success.**

The world of technology is increasingly complex, with a storm of innovation and a multitude of options now available to organisations.

This world is also converging, with networking, communication and technology all combining into seamless solutions able to deliver fortune-changing power.

However, this rapid pace of change can at times become bewildering. The Internet of Things, 5g, Artificial Intelligence, Unified Communications and of course the Cloud all provide massive capability.

So our aim is to demystify this ever changing world, and in our pragmatic way achieve our mission of uniting technology and inspiring people.

We have proven our ability to do this time and again, delivering for over 12,000 customers throughout our 15-year life.

AdEPT is now a powerful business of over 300 talented individuals, focused on delivering success in a personal and committed way. It’s how we’ve attracted and retained customers across a multitude of industries, from legal firms, construction companies and retailers, to the NHS, Central & Local Government, and we’re proud to count some 3,500 schools as customers.

This personal approach is why we are achieving great customer satisfaction scores, but rest assured we won’t rest on our laurels.

I hope you enjoy this introduction to the larger, new look AdEPT, and that it encourages you to be curious.

We look forward to helping you in the future, and continuing to learn, adapt and evolve.

A handwritten signature in black ink that reads "Phil Race". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

**Phil Race**  
CEO of AdEPT Technology Group

# Uniting technology, inspiring people

## Cloud Services

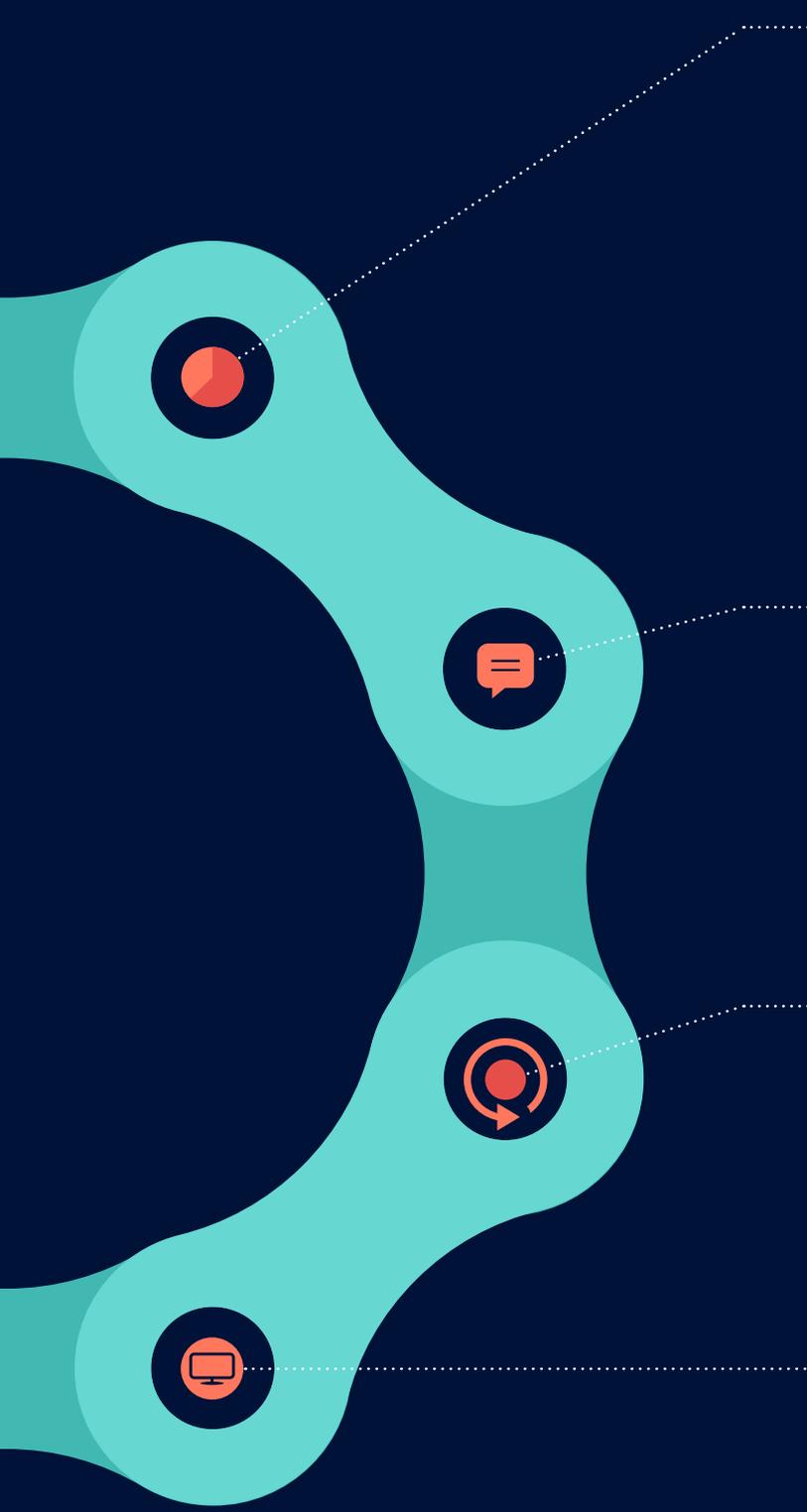
- Public Cloud Access
- Hybrid Cloud
- Private Cloud
- Public Cloud Applications
- Cloud Discovery & Cloud Migration Consulting

## Data Networking

- Multiprotocol Label Switching (MPLS) Networks
- Direct Internet
- Session Internet Protocol (SIP) / Voice over Internet Protocol (VoIP)
- Health and Social Care Network (HSCN) Solutions
- Public Subscriber Network (PSN) Connectivity
- Local Area Network (LAN) Solutions
- Managed WiFi

## Managed IT

- 'Virtual IT Director' Services
- End User & Infrastructure Patching
- Hosted Services
- Hosted Email
- Managed Support
- Office 365
- Platform as a Service (PaaS)



## Cyber Security

- Managed Firewall
- Internet Filtering
- Email Filtering
- Edge Security
- Antivirus
- Intrusion Detection / Intrusion Prevention Systems (IDS / IPS)
- Dual Factor Identification Solutions
- Threat Intelligence
- Post Breach Forensics

## Voice Services

- Unified Communications
- Cloud Telephony
- Microsoft Teams
- Avaya
- Ericsson LG
- 3CX

## Business Continuity

- Backup
- Disaster Recovery
- Mail Backup & Archiving
- Recovery Time / Recovery Point Planning (RTO / RPO)

## Professional Services

- Consultancy
- Cloud Readiness Assessment
- Design & Configuration
- Project Delivery & Management
- Vulnerability Assessment
- Cyber Essentials Assessment



## Confusion from choice

So many different applications in use for different or overlapping services, are you getting the right ones and using them to the full?

## Convergence

There are blurred boundaries between IT, telephony and networking. As technology converges make sure you're getting the benefits.

## The Cloud

Public? Private? Hybrid? Our head's in the Cloud but our feet are firmly on the ground. Know what works best.

## IT Problems, Concerns, Desires or Projects?

Don't worry about them. We will.



## halfords

“

**Reliable, fast and professional. They know what they are doing! It also helps to have a friendly, personable IT support team.”**

Gaynor Fletcher, Office Manager, NextPharma



“



**We faced the daunting task of changing email security providers after years of having setup bespoke rules and customisations on our previous product. AdEPT were the chosen provider and the whole migration process was smooth, trouble free and expertly managed by AdEPT, who skilfully implemented all customisations, and a few more. It's has reduced the number of support calls as compared with our previous email security product.”**

Allison Walsh, Head of Client Services, Serco

“

**They have successfully provided Oasis Travel with ‘the right answer to our specific telephony requirements’. At times our requests may have been challenging, but they have remained a solid, reliable supplier offering first class customer service, guidance and support. Through their support we have been able to offer greater support to our customers thereby strengthening our brand as ‘NI Independent Travel Agent of the Year’ - a winning combination!”**

Sandra Corkin, Managing Director, Oasis Travel



Who do we help?

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# It starts with a connection

We empower thousands of companies across  
the UK by applying unified technology.

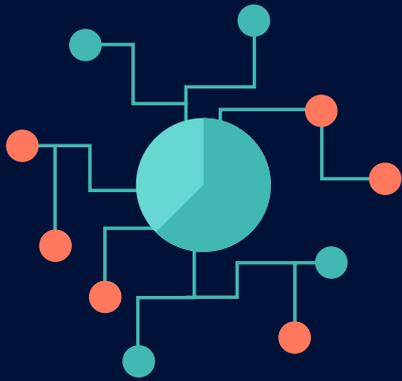
# 1 million

Office365 users supported -  
One of Europe's biggest single deployments



# 12,000+

Customers



# 27PetaB+

client data stored

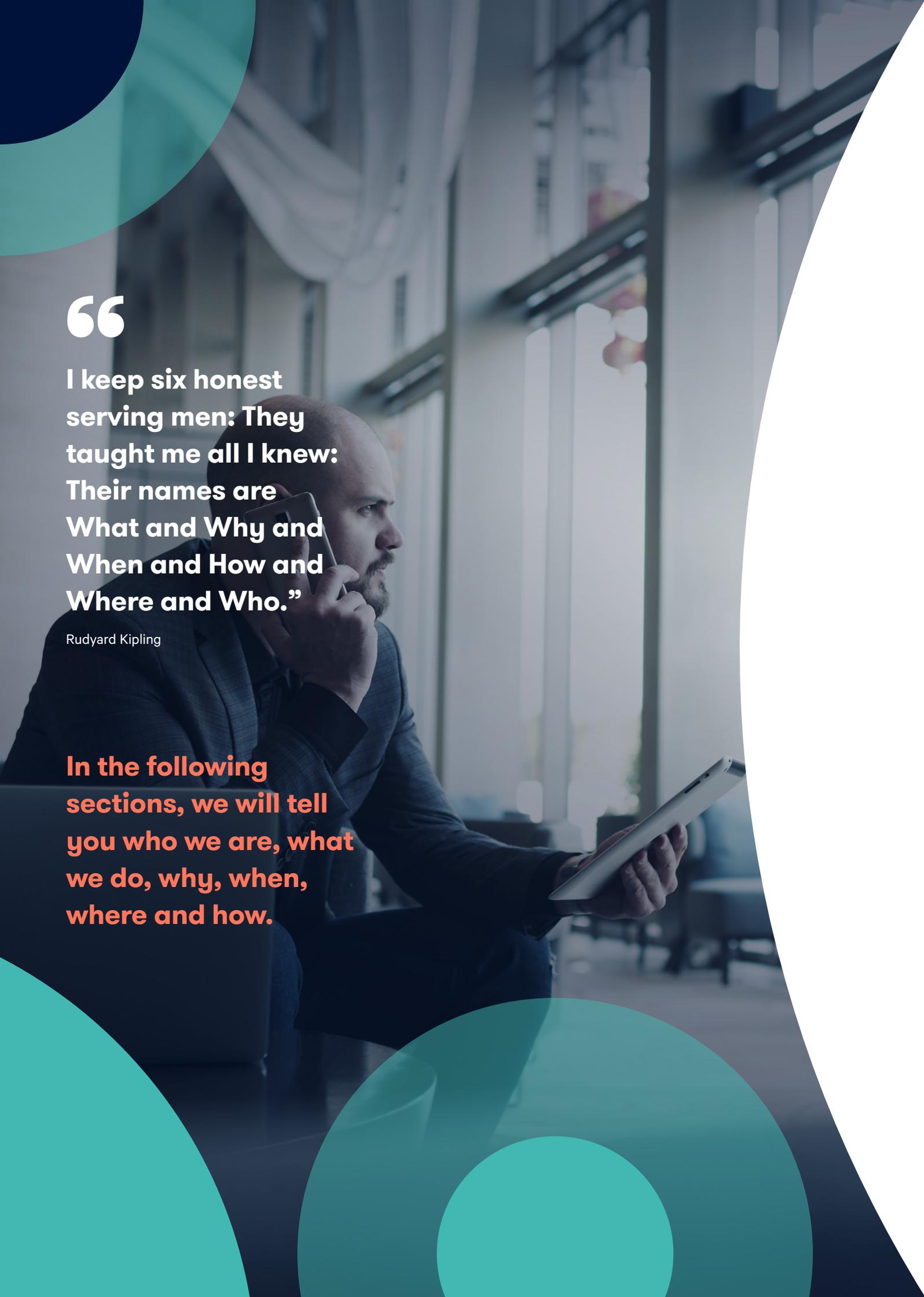
# Over 1 billion

access requests filtered by  
AdEPT WebScreen™ every day



# 2500+

servers backed up every day



“

I keep six honest  
serving men: They  
taught me all I knew:  
Their names are  
What and Why and  
When and How and  
Where and Who.”

Rudyard Kipling

**In the following  
sections, we will tell  
you who we are, what  
we do, why, when,  
where and how.**

## Who do we do it for? AdEPT Public Sector

We've a proven track-record in the public sector and have made purchasing AdEPT products and services as seamless as possible. Over a third of our customer community is now from the public sector including over 3,500 schools, 20 NHS Trusts, 20 universities, 100 colleges, 200 GP surgeries, over 100 local authorities, and a multitude of government departments.

Through various government frameworks, available to anyone in the public sector and not-for-profit organisations, we provide:

- Data connectivity
- Traditional calls and lines
- Broadband
- SIP
- IP
- Telephony
- Unified Communications

Frameworks include:

- RM3808 Network Services 2
- RM3804 Technology Services 2
- RM3825 HSCN Services
- RM6103 Education Technology
- JANET
- Crescent Purchasing Consortium
- Kent Commercial Services
- RM1557 G-Cloud 11

### Spotlight: Public Sector

Crown  
Commercial  
Service  
*Supplier*

**KCS**<sup>®</sup>

P R O F E S S I O N A L  
S E R V I C E S



HM Government  
**G-Cloud**  
Supplier



Crescent Purchasing Consortium

“

**Serving Parliament and  
The Cabinet Office, and  
over 100 councils.**



## Who do we do it for? **AdEPT Health Sector**

We are very experienced in providing fully resilient unified communications solutions for hospitals, including integration with commonly used medical contact systems.

It's one reason why over 20 NHS Trusts nationwide, the entire Kent Health and Social Care Network - HSCN - with over 400 sites, and 70% of private hospitals in London use AdEPT services. As an example, Great Ormond Street Hospital is an AdEPT customer.

We are also Health and Social Care Network (HSCN) compliant (the modern replacement for N3). This allows the NHS connectivity to a peering environment to aid communication with other organisations around patient data.

Over 200 doctors surgeries use AdEPT delivered solutions, handling over 1 million patients. In an ever changing regulatory and healthcare environment, with Care Quality Commission oversight, AdEPT have delivered adaptable telephony solutions that record calls, route callers, reduce wait times, improve patient satisfaction, and deliver call reporting and wallboards to monitor performance.

“

**Thank you for all of you help and support with the set-up of the Urgent Care Centre at London Bridge! It couldn't have gone more smoothly!”**

Outpatient Business Manager, London Bridge Hospital

### Spotlight: Health



- Offers high bandwidth solutions at competitive costs
- Supports improved data sharing, clinical research analytics and remote medical diagnosis
- Expands the ecosystem among health and social care organisations and supporting sectors

## Big Numbers: AdEPT Education

# 3,500+

Schools served nationwide



# 200,000+

Microsoft Exchange users  
 (one of the largest in Europe)



# 1,000,000+

Office 365 users (one of the largest  
 single deployments globally)



# 2,000,000+

Users of our education apps

# 1,000,000,000+

web requests filtered daily



## Who do we do it for? AdEPT Education

AdEPT Education has been supplying ICT solutions to schools and the wider education sector for 30 years.

The AdEPT mission is to liberate teachers to teach by taking on the challenge of providing a safe, secure and adaptable IT enabled education environment whilst reducing costs to free funds for front line teaching.

Whether it's web or email filtering, texting services, CCTV or VoIP phone systems, AdEPT Education produce and support a whole host of dependable services for schools. Our team of 60 staff design, create and support over 50 products and services specifically geared for the UK education sector.

Every day we help schools save money and improve efficiency through our:

- Safeguarding tools
- Educational resources
- Communication tools
- Parental engagement services
- Help & support
- Cloud services
- Audio visual
- Broadband

For more information, see the AdEPT Education brochure or contact us direct. We would be more than happy to talk about how we can help your school.

**Voice Solutions**

**IT Technician Support**

**Managed Wifi**

**Backup**

**Connectivity**

**Network Infrastructure**





**Audio Visual**

**CCTV**

**Desktop Support**

**Hardware**

**“**

**I feel that the services and support that AdEPT provide are second to none and provide amazing value for the school.”**

Network & Services Manager, Eastbury Primary School

## Who do we do it for?

### AdEPT Commercial

AdEPT provides services to over 12,000 customers. Whether you have 10 staff or 10,000, we can unify your voice and data comms to help you focus on what you do best. Whether you're a single site or a national branch network, we have a solution for you.

We are proud to call perfumers (Jo Loves), construction firms (Ardmore, Volker), business centres (The Office Group, Second Home) and global technology firms (CITRIX) customers.

We help hotels (The Savoy, Holiday Inn), auctioneers (Sotheby's), radio stations (TalkSPORT), retailers (Halfords, ASOS), travel companies (Mark Warner), insurance companies (Sabre), cinemas (Picture House) and pub chains (Marston's) deliver for their customers.

On the back of a drinks can (Coca Cola no less) is a contact number powered by AdEPT.

# “

**We have been working with AdEPT for many years and they have helped to keep us at the forefront of communications technology promoting efficiencies and allowing us to communicate effectively with our clients and run a call centre operation.**

Richard Powell BSc (Hons) FRICS, Managing Director,  
Ryder & Dutton



## Who do we do it for?

### AdEPT Legal

Client to court digitization is an enduring theme in the legal world as innovation constantly challenges the status quo.

Compliance, efficiency, a mobile workforce, the demands of security, the need for privacy, the clamor for real-time visibility, the drive for collaboration, the introduction of electronic forms – these all create opportunity for change and an increasing demand on technology.

AdEPT recognizes the need to provide company wide solutions that are able to adapt to the working style of the individual within a practice. One size does not fit all.

AdEPT provide specialist telephony and managed services to solicitors and law firms across the UK.

Legal customers with AdEPT can rest assured that their supplier will understand their client's needs and supply relevant services accordingly.

Legal customers listed in the TOP 500 law firms in the UK:

- Boodle Hatfield
- Kingsley Napley
- Payne Hicks Beach
- Harbottle Lewis

# “

**AdEPT provide an excellent professional service. We cannot fault the way they have looked after us.”**

Graeme Miller, Solicitor Partner,  
Miller Stewart Solicitors

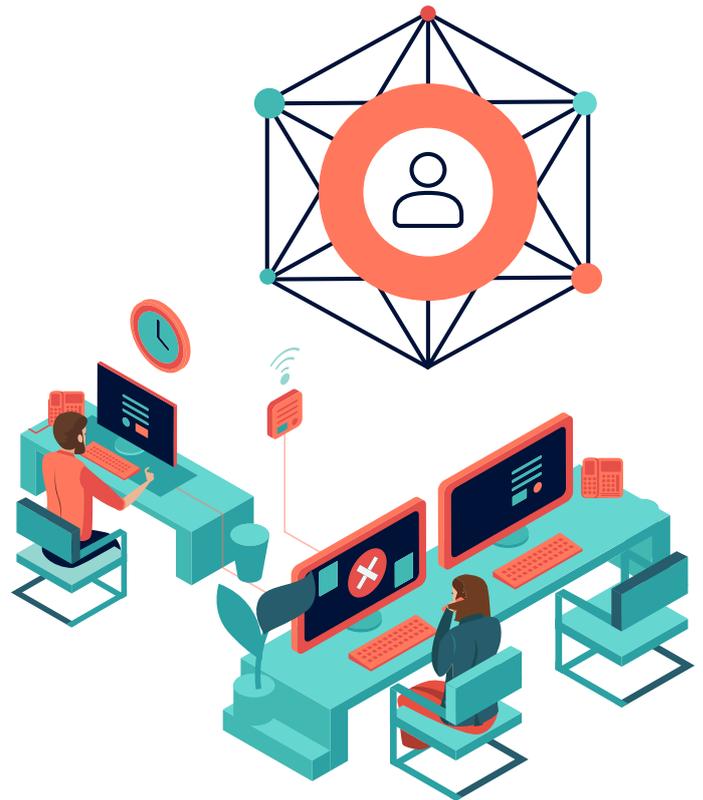


**From small to large, private to commercial, we work with strategic partners to offer a huge range of services, each tailored to your needs and ambitions.**

Some of our world-class partners include:



# Product Families Provided to Clients

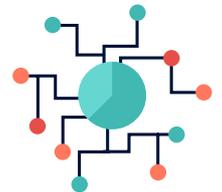


“

The AdEPT wireless system has answered our long-running wireless connectivity problem, and the improved reliability has encouraged more internet usage.”

School Business Manager, Nightingale Primary School

## Data Networking



We offer a wide range of options for private internet access.

Simply tell us your postcode of your site(s) and we'll check every major UK carrier to see what technology options are available in your area. You can then pick the best carrier for each site.

### What we offer?

- MPLS
- Direct Internet
- SIP
- HSCN
- PSN
- LAN
- Managed WiFi



# Cyber Security

## Could you really afford to lose all of your data?

We work with our customers to address and resolve security, remote access, and regulatory compliance issues. Our focus is always to ensure that information and communication systems can be accessed safely and securely, from anywhere in the world, at any time of the day.

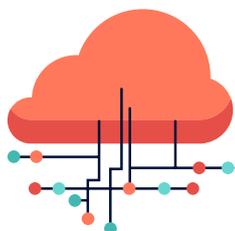
“

**Working with AdEPT has always meant that we can be sure of the best possible advice and consideration for our business.”**

Michael Leedham, Payne Hicks Beach

### What we offer?

- Managed Firewall
- Internet Filtering
- Email Filtering
- Edge Security
- Antivirus



# Cloud Services

**We’ve helped hundreds of organisations reduce their operating costs and improve their IT by adopting cloud services.**

Our consultancy team has in-depth knowledge of the latest cloud-based technologies that are used in a business environment, including public, private and hybrid cloud solutions, ensuring that you get added value from your ongoing cloud investment.

### Big Numbers: Cloud Services



**1,000,000+**

Office 365 users supported

**2,000+**

hosted desktop users



### What we offer?

- Public Cloud Access
- Hybrid Cloud
- Cloud Solutions
- Public Cloud Applications

# Business Continuity



We help businesses to protect their day-to-day operations from downtime and loss of data with our Business Continuity services.

Our aim is simple yet effective, we will get your entire network backup and running quickly and efficiently following a catastrophe.

## Big Numbers: Business Continuity

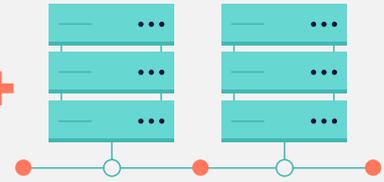


# 27PetaB+

client data stored

# 1000+

Servers backed up



### What we offer?

- Backup
- Disaster Recovery
- Mail Backup & Archiving

# “

**Flexible, helpful and efficient. I could not be more happy with the personal level of service we get from them.**

Ian Webster, Smiths of Smithfield



# Managed IT

Our award winning IT department provides a wide range of specialist technology solutions to complement our fully managed IT support service option.

We act as an outsourced IT department that supports your whole organisation – or supports your IT department while it does the same. We will advise on strategy, consider which technologies and solutions are best deployed to meet your short, medium or long term objectives, and we will complement what is already being delivered within IT.

### What we offer?

- Hosted Services
- Managed Support
- Platform as a Services (PaaS)
- Hosted Email
- Office 365



# Voice Services

From relatively simple IP-based on-premises telephony through to cloud-based off-premises managed IP telephony, incorporating unified communications and contact centers, we have over 20 years' experience and leading vendor partnerships to exceed even the most demanding requirements.

We can provide solutions for everything from a small business with 10 users up to multi-national organisations with 10,000 users and beyond.

We'll work to improve the way you communicate with your customers and your employees - helping your business to grow, to be competitive, and to increase profitability.

## Looking to switch?

Just give us a copy of your bill. We'll give you a detailed report on your current telecoms solution, with any recommendations for upgrades, opportunities or savings you could be making with AdEPT.

### What we offer?

- Unified Comms
- SIP
- Avaya
- VoIP
- Microsoft Teams
- Ericsson-LG

“

They add value to our business by providing an exceptional support service and ongoing expert advice to our management team.”

Gordon Spence, Mark Warner



# Professional Services

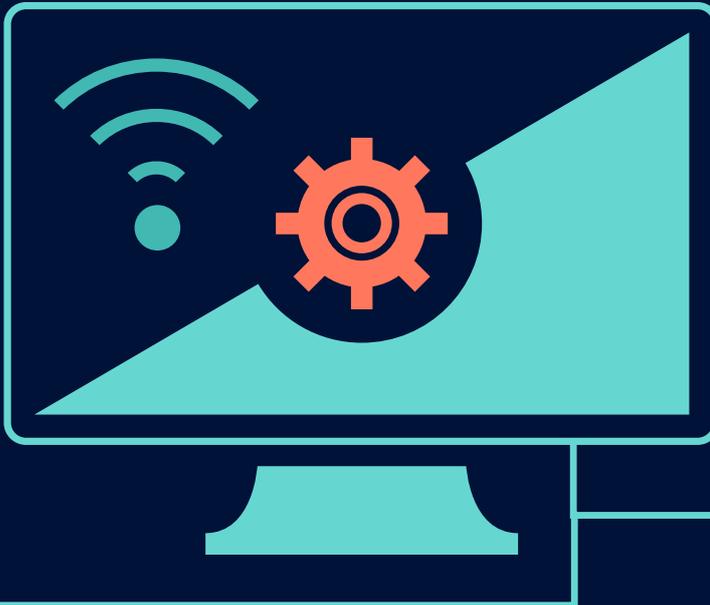
AdEPT offer a series of Professional Services designed to advise and inform on the best IT, networking and voice practice, strategy and performance.

With everything from Cloud Readiness Reviews to Vulnerability Assessments and full Project Management, we have the resource and the skill set to offer exceptional service.

### What we offer?

- Consultancy
- Design & Configuration
- Vulnerability Assessment
- Cloud Readiness Assessment
- Project Delivery & Management
- Cyber Essentials Assessment

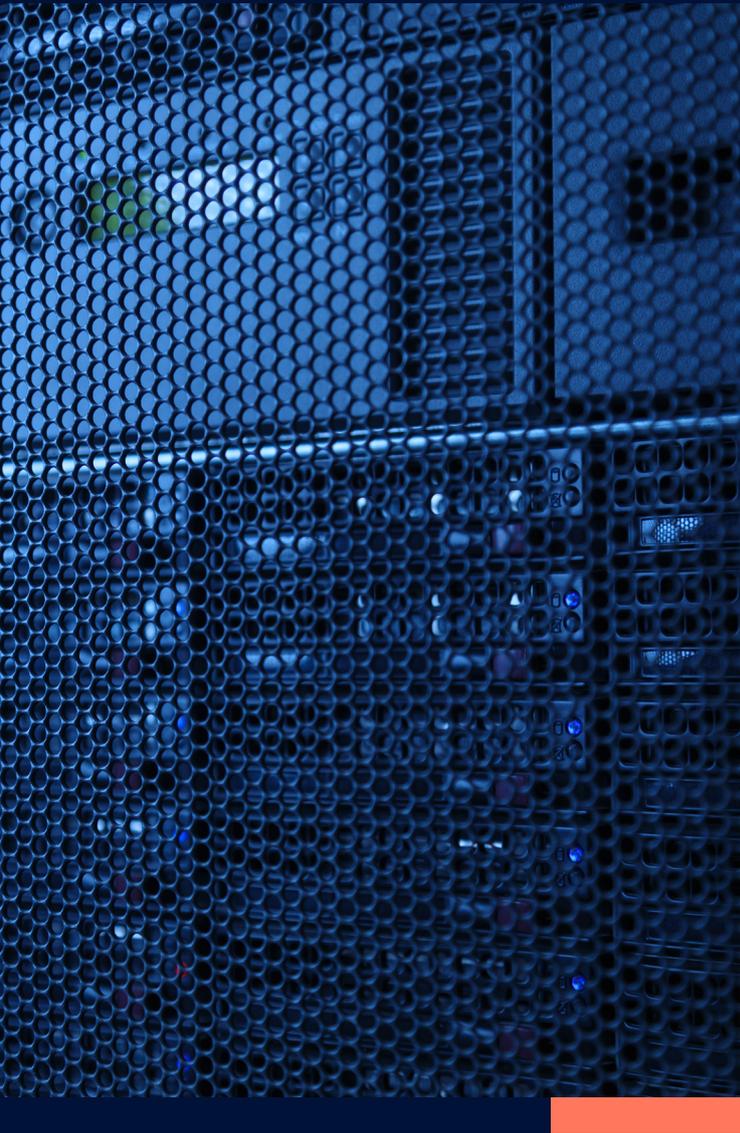
**By uniting  
some of our key  
services, we can  
offer you the   
most effective  
solution to your  
business needs.**



“

**We have been using AdEPT for over 5 years. They provide a number of services that we use at New Woodlands including VoIP, audio visual, remote backups, on-site technician support, internet filtering, server upgrades, CCTV and WiFi networks. We are extremely satisfied with them and have never encountered a problem. We have always found them to be professional and willing to help with any issues.”**

Jack Harper, School Business Manager, New Woodlands School



**Our all in one industry-leading connectivity, voice and data platform that can handle all of your technology requirements.**

AdEPT Nebula offers a diverse range of networking and communication solutions. Through our carrier-class MPLS network and a high availability IT infrastructure, you get a single provider so you can concentrate on your core business.

Our nationwide carrier class MPLS network offers:

- Multiple data centres providing scalability and resilience
- Diverse internet through multiple tier 1 carriers
- Peering with leading Cloud providers
- High availability SAN
- Multi-site VMware environment for voice and IT services

Via adaptive SLAs, we offer:

- Azure
- AWS
- Hosted desktop
- Storage
- Backup
- Business continuity
- Unified communications
- SIP
- Security and firewalls
- Internet access
- Connectivity
- Cloud hosted Voice solutions

For more information ask for the AdEPT Nebula brochure, head to our website or contact us direct.

# AVAYA

## A key Avaya strategic partner

Avaya delivers solutions that help companies transform their businesses to achieve marketplace advantage.

More than one million businesses worldwide use Avaya solutions for IP telephony, unified communications, contact centres and communications-enabled business processes. Avaya Global Services provide comprehensive service and support for companies, small to large.

AdEPT are a leading Avaya reseller and specialise in supporting businesses through transitions within their communications and technology environment. Our Avaya solutions serve businesses on an international scale; anything from 10 to 10,000 users, including HCA Healthcare, Coca Cola, The Office Group and Fidessa.

# 70%

Private Hospitals in London use Avaya

# 200

UK business centres use Avaya

# 95%

US Fortune 500 companies use Avaya

# 88%

AdEPT customers rate us Very Good or Excellent



The adoption of cloud services continues to grow rapidly amongst organisations who are looking to move away from on premise solutions, saving on cost and improving on flexibility to work smarter.

Infrastructure-as-a-Service (IaaS) is a market that is projected to reach \$53 billion this year.

AdEPT have developed a full Azure RDS environment at a fixed fee per month including:

- Microsoft Office 365 E3
- RemoteApp for business applications
- Windows File Server integrated with Azure information rights protection

AdEPT utilise the scalability power of Azure to deploy the minimum required resources at any time whilst still providing the full user experience.

**\$53b**

Projected IaaS market in 2019

To discuss Azure in more detail please get in touch.





## Where we do it? Our offices across the UK

Over 300 dedicated professionals  
working across the county.

### Doncaster

- IT for education and commercial
- Operations and technical team
- Unified communications
- Sales and engineering team

### Northampton

- Unified communications
- Sales and technical team

### Fleet, Hampshire

- Unified communications
- Data centre and technical team

## St Neots, Cambridge

- Commercial IT
- Operations and helpdesk

## Blackfriars, Central London

- Commercial IT
- Sales and technical team

## Chingford, East London

- Commercial IT
- Operations and helpdesk

## Orpington, Kent

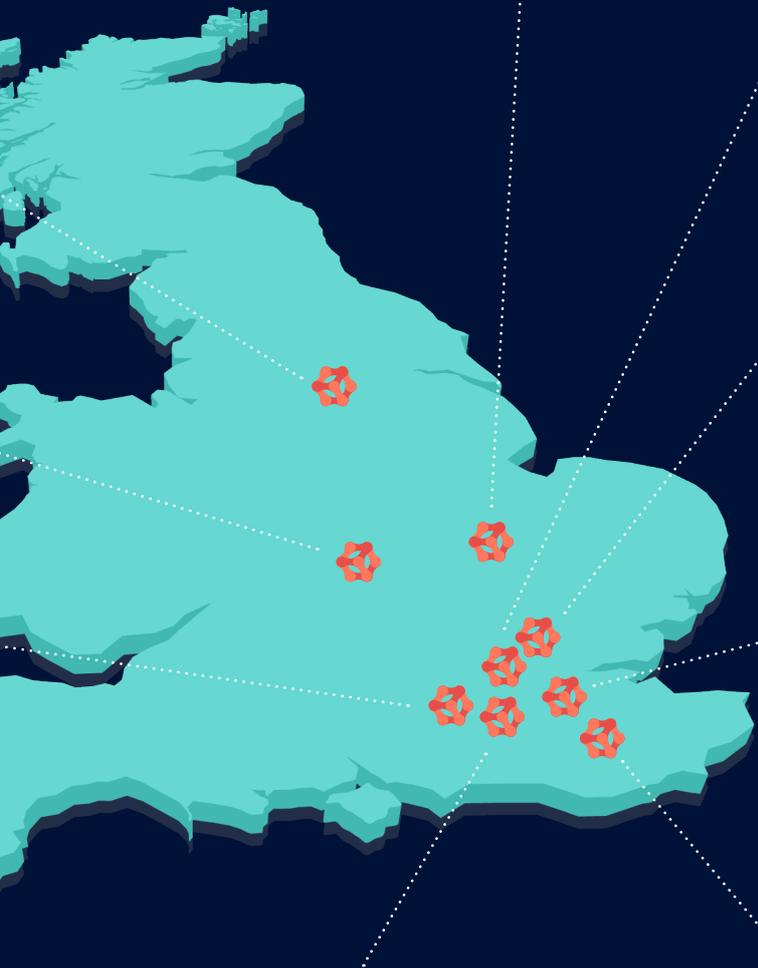
- IT for education
- Data centre and technical team

## Head office Tunbridge Wells, Kent

- Connectivity
- Call centre, sales and technical team

## Dorking, Surrey

- Commercial IT
- Data centre and technical team



Call AdEPT today  
to see how we can  
liberate your business.

#### Head office

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Tunbridge Wells,  
Kent, TN4 8BS

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