

A man in a grey button-down shirt and an orange lanyard with 'STAFF' written on it is pointing at a large screen. The screen displays a blue button with the text 'Log Out'. The background is dark and out of focus.

littlefish
managed IT services

**DISCOVER THE
LITTLEFISH
DIFFERENCE**

Welcome to our world of service excellence



**WORLD-CLASS, AWARD
WINNING **MANAGED IT
AND CYBER SECURITY
SERVICES.** DELIVERED
ONLY FROM OUR **24/7**
UK SERVICE CENTRES**

Offering a truly tailored, user-centric approach that achieves tangible value for our customers.

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HELLO AND WELCOME TO LITTLEFISH

An introduction from our Chief Executive Officer, Steve Robinson

Littlefish have challenged the managed IT services market since 2010 by offering a more than credible alternative to the usual suspect, multi-billion behemoth enterprises. In doing so, we shifted the focus of managed IT to the end-user experience, delivering services in a personalised, people-centric, and authentic way.

Today we're proud to provide an independently verifiable, world class service to many different organisations – both in the public and private sectors – and, along with utilising our varied industry knowledge, we're pleased to service the growing requirements of these increasingly digital, increasingly agile, organisations.

We know how vital a tailored IT environment is to your organisation's success, and we're here to help you navigate the ever-evolving digital landscape, always in close collaboration with your teams.

The Littlefish approach is simple: we put people first. We ensure our people are happy as we believe that when our own people are happy, they will, in turn, make sure your end users are happy by delivering consistent service excellence.

In this document, we aim to demonstrate how we will add value to your organisation, as your partner of choice and as a true, people oriented, managed service provider.

We would very much look forward to working with you.

Best wishes,



Steve Robinson
CEO of Littlefish

"We believe in doing things a little differently"



"I'm more than happy to recommend Littlefish because they do a great job. We found working with Littlefish that they have really good day-to-day IT capability to support our infrastructure. I trust our partnership and the service that we have received is adaptive and adds real value."

Paul Johnson, Pib Group, CIO/COO



"Throughout the tender process it really did become obvious that Littlefish put customer service at the heart of their approach and were willing to get to know the Canal & River Trust as an organisation. Since go live the positive feedback has been overwhelmingly unanimous from across the organisation which reinforces the belief we have chosen the right partner."

James Myhill, Canal & River Trust, Head of IT

DIGITAL TRANSFORMATION ACHIEVED THROUGH COLLABORATION

Here at Littlefish, we work as your right hand, an extension of your team. We have local teams placed in key UK locations and are proud to work alongside over 100,000 users worldwide.



"Innovation is about helping organisations to be better - better in what they do, and better in how they do it. It's about solving problems, from reducing inefficiencies to improving processes"

Mark Petty, Sales and Marketing Director, Littlefish

We believe collaboration and agility are vital when it comes to the service ecosystem and we're proud to have transformed the user experience for many of our customers whilst still offering responsive, innovative, and cutting-edge services.



The capabilities delivered through this dynamic partnership include:

1. Single source of service, support and accountability across the user base
2. A highly skilled, professional service that is flexible, agile, and consistent
3. A proactive, collaborative, integrated, and mutually beneficial partnership approach
4. Best practice approach and continuous service performance improvement
5. True partnership that offers flexibility, stability, and capacity to grow the service scope
6. Thought leadership provision for technological and operational enhancements
7. Powerful remote-control capabilities that drive user productivity
8. Augmented reality technology to see the device environment, reducing MTTR
9. Game effective in-house measurement, enhancing client Net Promoter Scores
10. Rapid response from technically accredited and consistent 'teams within teams'
11. Guaranteed 70% First Contact Resolution with CSI and shift left innovation to increase it
12. Customer satisfaction greater than 95%

Your business growth is our mission and improving your business performance is at the heart of everything we do.

We tailor our IT strategy to the level of IT experience held by employees across your organisation; this helps to ensure an optimal user experience, leading to better performance, improved confidence, and higher service uptake.

Our managed IT services specialists are on-hand 24/7/365. It's our job to strip the stress away from your end-users, allowing them to focus solely on their work and achieving your business goals.

Alongside our commitment to service excellence and our technical expertise, what really sets us apart when it comes to Managed IT is the integrated, flexible nature of our offering. We're proud to deliver exceptional support and we stand by our commitment to nurture a supportive, inclusive environment for ourselves and those we work with.



"Littlefish have proved to be a great IT partner. they are responsive, flexible, honest and genuinely focused on improving our IT service. We have also been impressed with their comprehensive, tailored KPI reporting pack."

Paul Dryden, Farrow & Ball, Head of IT

CROYDON
www.croydon.gov.uk

"We ran a full procurement exercise to choose a supplier for our service desk and end user computing, and Littlefish were the clear winners. What came across was the culture of Littlefish aligning with what we wanted to be able to do with the Croydon Digital Service."

Dave Briggs, London Borough of Croydon, Head of Digital Operations

LITTLEFISH MANAGED IT SERVICES



Service Desk

Our flexible, scalable, and people-centric IT service desk offers exceptional user experience with added value for continual improvement where you need it most.

Our highly-skilled experts work in 'Pods' – small, dedicated teams of service desk engineers with knowledge of your industry who will be there to support your organisation and work alongside you right from the start.

Modern Workplace

Littlefish's modern workplace services are designed to support the demands of today's workforce, allowing your team to get the job done whenever, wherever.

We'll design a Modern Workplace strategy to maximise your employees' potential whilst addressing your organisation's needs, goals, and budget requirements. We'll also ensure the transition to new technology goes smoothly for you, managing the process from start to finish.

Infrastructure Management

Our infrastructure management service ensures all your systems and applications, whether onsite, hosted, or cloud-based, are configured for the best possible performance.

Our infrastructure management team are on hand 24/7/365 to monitor your infrastructure's availability, performance, and health. Should an issue be detected, we'll respond immediately to minimise (or prevent entirely) any downtime.

Robotic Process Automation (RPA)

Robotic process automation is a useful and efficient way to automate common and repetitive IT-underpinned tasks.

Littlefish's RPA can help you reduce operational overheads whilst improving quality and productivity. As a vendor agnostic MSP we are able to integrate with any application, improving organisational integration by acting as the 'glue' between systems.

Service Integration and Management (SIAM)

Supplier sprawl usually happens when organisations attempt to juggle too many IT solutions, vendors, and services at once. Not only does this compromise efficiency, but it also means dedicating a lot of resource just to keep things ticking.

Our SIAM solution frees you of responsibility for managing resources and suppliers, offering single contact accountability, and ensuring all your suppliers work together seamlessly.



IT Service Desk



Modern Workplace



Infrastructure Management



Robotic Process Automation



Service Integration and Management

**BESPOKE, TAILOR-MADE SOLUTIONS,
NOT ONE-SIZE-FITS ALL METHODS**

LITTLEFISH CYBER SERVICES

Effective cyber protection requires expert knowledge, contemporary understanding of the threat landscape and best practice remediation measures.

Cyber Security Operations Centre (CSOC) Managed XDR

Designed to extend your internal IT team and offer state of the art defence against cyber threats, our CSOC service offers organisations peace of mind and an expert team on-hand 24/7.

Leveraging intelligence from across our customer base and other threat monitoring activities, we will continuously observe your IT infrastructure and data centres for irregularities and provide rapid response to any breaches observed via our Critical Hour Framework service.

Littlefish's managed XDR service provides peace of mind that your IT infrastructure is protected from all major attack vectors, keeping your data and infrastructure as safe as possible from compromise or theft. Our highly qualified, UK-based support teams, housed within our CREST-accredited managed SOC (Cyber Security Operations Centre), offer powerful monitoring and response capabilities to mitigate and contain threats, allowing you to maintain focus on other core business activities.



49% OF BUSINESSES
experience cyber attacks at
least once a month

Cyber Assessments

Our comprehensive cyber assessments are designed to identify areas of vulnerability in your IT infrastructure – from technology, processes and controls, to policies, standards and employee education programs.

Once complete, we'll share strategic advice and guidance with your IT department, collaboratively implementing change to mitigate risk and increase awareness levels across the board.

Virtual Chief Information Security Officer (vCISO)

Acting as a seamless extension of your business, our vCISO service is designed to enhance your cyber maturity in an instant by providing you with expert risk mitigation tactics as well as executive communication and reporting capabilities.

Once established, your vCISO will always be on hand to share strategic insights, meet your compliance requirements, and manage your cyber policies, processes, and controls.

MDR

Designed to keep your business ahead of the curve, protect your data from new and even emerging threats, and ensure a rapid and efficient response to high-end cyber threats, MDR from Littlefish combines over 100 years' experience in cyber-defense.

Offering full visibility incident analysis and real time threat intelligence, we will work alongside your organisation, offering a tailored and in-depth analyses of your core infrastructure, applications, and user behaviours.

User Education and Awareness

To ensure employees never become complacent about information security and are kept up to date with the latest cyber threats, Littlefish offer a three-pronged approach to creating a cyber security culture.

This includes continual enhancement of knowledge via user education programs, regular distribution of engaging awareness materials covering the latest security topics, and simulated phishing attacks designed to uncover and overcome vulnerabilities.

Vulnerability Management

Littlefish's vulnerability scanning service is designed to continuously examine your entire network, identifying hidden vulnerabilities and acting fast to mitigate risk.

Using advanced vulnerability scanning tools and intelligence from our vast customer base to interrogate your software, devices, network and standard user behaviours, the Littlefish approach to vulnerability is proactive and highly collaborative.



LITTLEFISH CLOUD SOLUTIONS

Littlefish Cloud Services deliver increased organisational security and resilience while achieving greater agility, innovation and the ability to rapidly scale infrastructure in the cloud.



Professional Services

By leveraging our enterprise-grade professional services expertise, Littlefish can provide tailored cloud solutions that focus specifically on your organisation's needs and goals.

What's more, we make cloud migration simple and pain-free, and will ensure your resources and assets are protected with state of the art cyber security systems and technology both during and after the transition.



Cloud Platforms

Our cloud consulting service will help you identify the right digital tools to support the specific needs, goals, and structure of your organisation, making your digital transformation goals a reality.

Utilising a vendor-agnostic approach (meaning we can source the best solution for you, regardless of who the seller is), our cloud experts can advise you on many cloud platforms covering compute services, unified communications, security, and more.



Cloud Security & Backup

As security threats continue to increase in scale and velocity and the increasingly digital world makes the potential impact of attacks deeper, Littlefish are on-hand to identify your attack surface area, protect your data, assets and technology, and ensure you are fully cyber-prepared.

Our cloud security and back-up consultation services are built upon our substantial security knowledge and understanding of the current threat landscape, ensuring we can advise a security and back-up solution that is tailor made for your organisation.



LITTLEFISH CONSULTANCY SERVICES

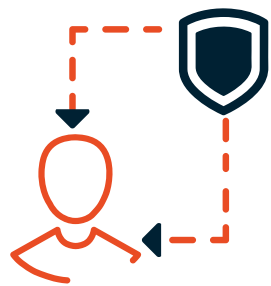
From strategy, planning and technological readiness, through to standalone project engagements, our Littlefish team of IT consultants are available to utilise as a genuine extension of your own teams.



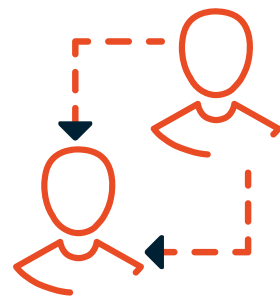
Strategic Consulting

Strategic consultancy from Littlefish can help align your IT strategy with business outcomes, ensuring you are ready to embrace transformation and meet your strategic goals.

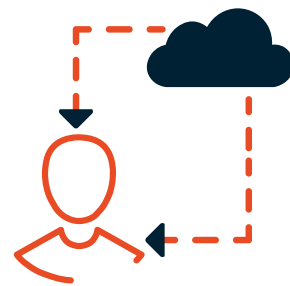
We'll respond supportively to drive organisational change in collaboration with you, sharing our wealth of knowledge, expertise, and experience at every step of the way, from concept to delivery.



Cyber Security Consulting



Strategic IT Consultancy



Cloud Consulting

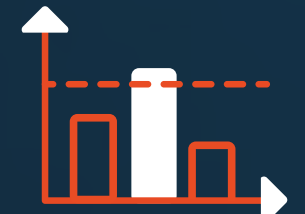
LITTLEFISH PROMISE TO...



Bring our unrivalled experience, skills, knowledge, professional relationships, as well as our proven operations to the partnership to provide you with the **service that you need and want.**



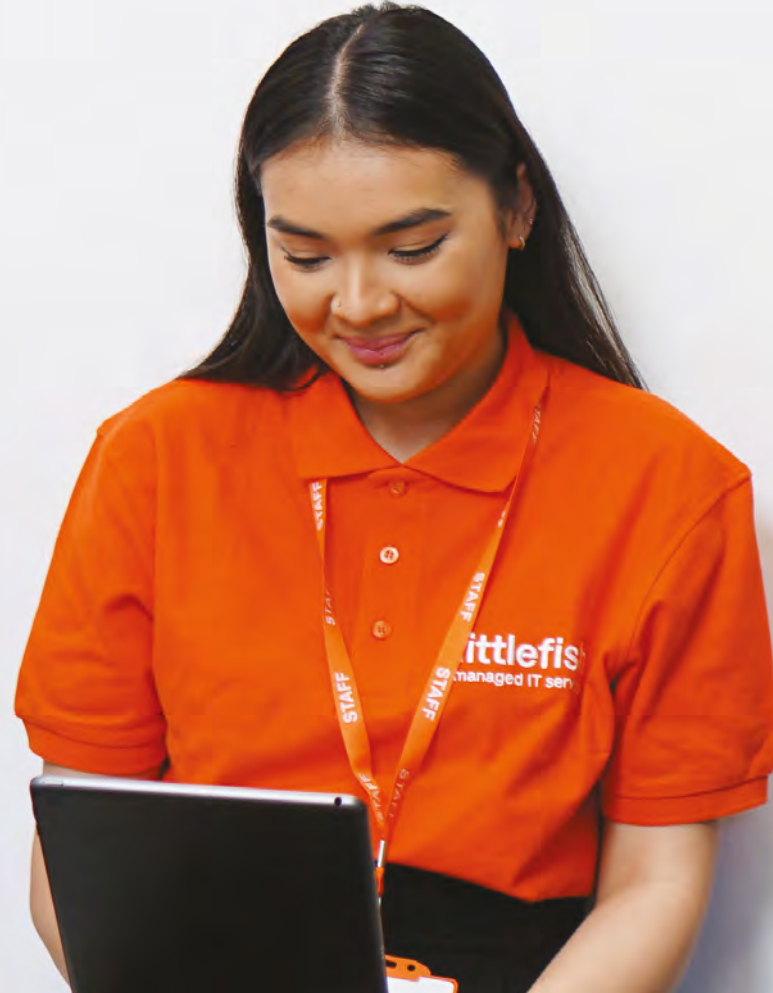
Work with you to drive cost-efficiencies, mitigate risk to your business, and help you grow without removing the control you need over **your IT environment.**



Work alongside your team as a trusted partner and advisor and provide a service to the business that improves each year, frees your time to focus on strategic initiatives, and helps you to **deliver operational and commercial benefits.**



#PeopleMatter



LITTLEFISH BIG ADDED VALUE



Our managed IT experts always look for what's best for your business and we tailor our services to suit your requirements, goals and objectives.

littlefish
managed IT services

PARTNERING FOR TODAY AND TOMORROW

Littlefish delivers a number of technical services and solutions to its clients to supplement our managed service offering.

From security to software, anti-virus to automation, cloud technology to vCISO, we have the capability to assist confidently with your service requirements in the immediate and long term.

A DEDICATED TEAM FOCUSED ON USER EXPERIENCE

Our service desks are sub-divided into small, customer-focused 'Pods' – a team within a team that will support your organisation from the very beginning. In fact, we aim that more than 85% of contact will be facilitated via your Pod, your home away from home for all things IT.

We operate from UK-only service centres of excellence. The team aligned with your organisation will consist of technically accredited engineers, managed by a Pod lead, a team lead, and supported by our service desk management and a dedicated service delivery manager. Each one of these personnel are 100% focused on maintaining the SLA performance offered and achieving KPIs based on response time and first contact resolution.

SMOOTH TRANSITION MANAGEMENT

Littlefish will be there to support your organisation fully during the transition phase. From initial design, to orchestration, through to back-up and keeping your information secure.

We offer a single point of accountability for all stages of transition, making it easy for your users to stay in the know. We'll also be on hand to collaborate with your team throughout each transition phase; seeking to explore further opportunities for digital innovation as the process evolves and always working alongside your team and in respect of the organisation's needs.

SUPERIOR END USER MANAGEMENT

Littlefish is highly experienced in the delivery of end-to-end services covering user support, enablement, and management.

Across our customer estate, we are responsible for delivering end user services to 100,000+ users, distributed across many and varied industries, and all having diverse organisational makeups, geographic distributions, technical capabilities and complexities – as well as different desired business outcomes.

We are proud that our broad breadth of experience and capabilities, and our pragmatic commercial approach in the EUC space, provides significant benefit to each and every one of our customers.



WINNER
MSP of the Year



Winner Mid-Market Business of the Year



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**A LITTLEFISH
WITH A BIG DIFFERENCE**

To find out more about how Littlefish can help
transform your business contact us on the below:

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