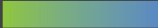




Outstanding IT

for Exceptional
Businesses





A Bit About Us

Dufeu IT Solutions was established in 2010 to be a leading IT services provider to local businesses across the UK.

Here at Dufeu our team of professionals offer a range of services from Managed Onsite and Remote IT Support Packages, Backup and Disaster Recovery Solutions to VoIP Telephony Systems.

With our qualified technicians and proven track record as an ISO 9001, ISO 27001 and Cyber Essentials PLUS certified IT Solutions provider, we are proficient in utilizing preventative maintenance techniques. We develop great working relationships with our clients and their team and help them evolve with innovating technology.

The reason our clients come to us and stay with us is for our prompt response, our great communication, patience and a proactive approach to maintaining their business IT infrastructure.



Identify Your Next IT Partner

Your 10-step checklist



Score 1 – 10

	Dufeu IT.	Existing Provider	Other ITSP
1. Define Your Needs: Does the service plan offered align with your business goals			
2. Value: Can they add value to your business as oppose to simply offering basic IT Support?			
3. Research & Referrals: Check out their reviews on Google. Look at their existing customers, are many long-standing?			
4. Check Credentials: Verify the company's qualifications, certifications, and reputation through client testimonials.			
5. Service Level Agreements (SLAs): How good are the response times, issue resolution, and uptime guarantees they are committing to?			
6. Stability: Have they been profitable over the last few years?			
7. Security Measures: Do they have strong cybersecurity expertise and protocols in place? Do they have certifications like Cyber Essentials Plus and ISO 27001?			
8. Organisational Structure: How many employees do they have? Are they skilled? A small inexperienced team could struggle to deliver the reliability and fast response times needed.			
9. Reporting: How do they report on service? To ensure dedication to delivering high-quality IT support, a good ISP will have a strong incident response process.			
Total score out of 100			

Award winning IT support for your business

Dufeu IT Solutions deliver a complete range of expert IT and cyber security services for businesses. Our team will support all of your IT needs – from strategic projects to day-to-day management and maintenance. We've got all of your IT needs covered, leaving you to focus on the growth of your business. From our Wellingborough office we can offer IT support in Northamptonshire, Bedfordshire, London and Nationwide.

Our Managed IT Solution

Our fully managed IT service 'Ultimate Care' is the perfect solution for exceptional businesses looking for

an out-sourced IT solution with all the benefits of an in-house IT department.

The fixed monthly cost gives you unlimited access to our team of skilled specialists, meaning all of your IT needs are covered in one simple monthly bill, perfect for budgeting your IT spend.

If you are ready to focus on growing your business, allow us to focus on managing your IT with our Ultimate Care fully managed IT service.

Our Co-managed IT Solution

If you are an IT Manager or Director struggling to keep up with day-to-day user requests, then our co-managed IT solution may be the perfect answer.

We'll work in partnership with you and assist in any way you see fit. We have listed some of the services we provide our co-managed IT customers below:

- First line IT support
- Third line IT support
- Out of hours IT support
- Technical and business consultancy
- Compliance and process consultancy
- Backup and business continuity

We are here to help and work with you to make your life easier, your users happy and your IT infrastructure solid and secure.


Why us?

From our humble beginnings in 2010, we hand-picked our team to not only have the technical know-how for the job but also be friendly, personable and able to have

MANAGED IT

a commercial conversation about technology without all of that 'technical jargon'. This sets us apart from our competition, this and our proactive approach to IT and super-fast response times!

We regularly provide training to keep our motivated workforce up-to-date with all the latest certifications and give them the opportunity to thrive. The wellbeing and success of our team is of utmost importance to us. This translates in the quality of service our clients receive.



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Providing Managed IT Services to Bhangals

Bhangals Construction Consultants, a leading consultancy firm in the construction industry, were experiencing dissatisfaction with their existing IT service provider. They needed a reliable and proactive IT partner to support their growing business needs. Bhangals Construction Consultants chose to partner with Dufeu IT Solutions Ltd for comprehensive managed IT services.

Challenges

Inadequate IT Support

Bhangals were not satisfied with the responsiveness and quality of service from their previous provider.

Critical Server Maintenance

Ensuring the high performance and uptime of critical business servers.

Data Protection

The necessity for a robust cloud backup and disaster recovery system.

Staff IT Support

Providing reliable and prompt IT support for all employees.

Complex Email Setup

Ongoing management and maintenance of a complex Microsoft 365 email setup.

Strategic IT Guidance

Regular reviews to align technology with business goals.

What We Did

Proactive Maintenance and Monitoring of Critical Business Servers

Dufeu IT Solutions provides proactive maintenance and continuous monitoring for Bhangals' critical business servers. This service ensures that potential issues are identified and resolved swiftly, maintaining high performance and minimizing downtime.

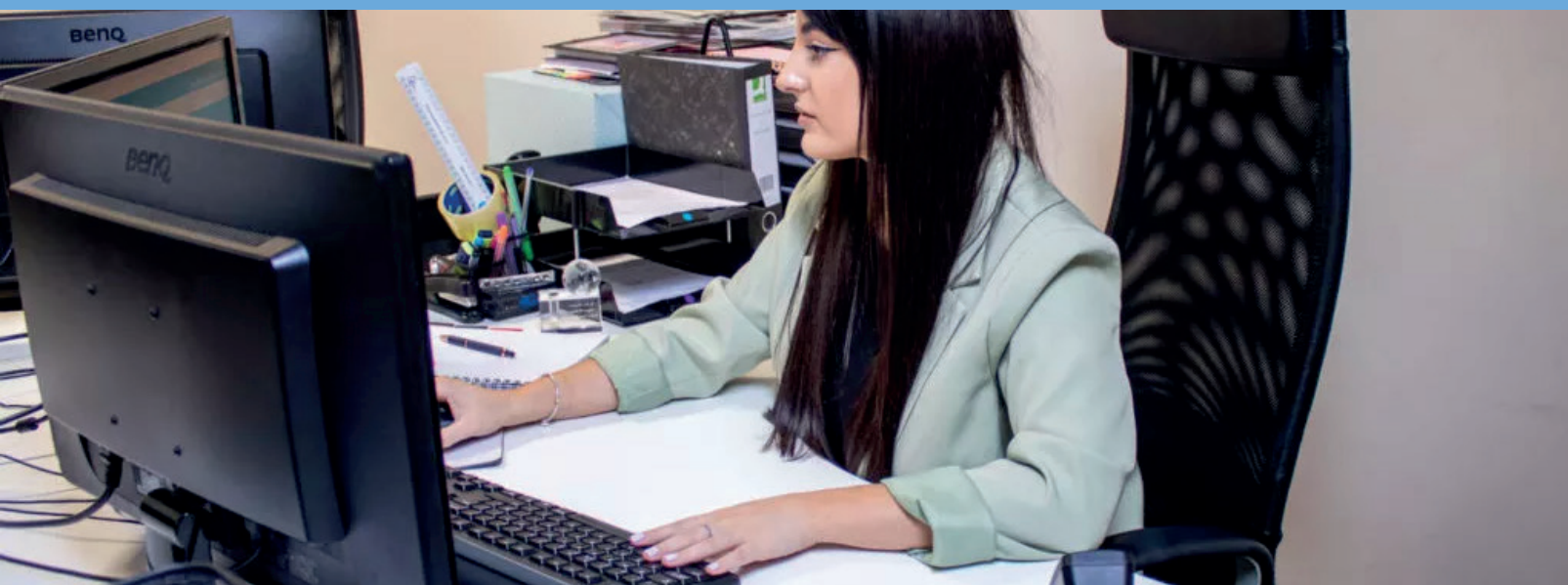
Setup and Maintenance of Cloud Backup and Disaster Recovery System

Dufeu implements and maintains a comprehensive cloud backup and disaster recovery system. This solution ensures that Bhangals' data is securely backed up and can be rapidly restored in the event of a disaster, providing peace of mind and business continuity.

IT Support for All Staff

Dufeu offers responsive and reliable IT support for all Bhangals employees. This support ensures that any IT issues are addressed quickly, allowing staff to focus on their core responsibilities without prolonged disruptions.

Ongoing Management and Maintenance of Microsoft 365 Email Setup



CASE STUDY

Dufeu manages and maintains Bhangals' complex Microsoft 365 email setup. This service ensures secure, efficient, and uninterrupted email communication, crucial for business operations.

Regular Technology and Business Reviews

Dufeu conducts regular technology and business reviews with Bhangals. These reviews help align IT strategy with business objectives, ensuring that technology investments support growth and operational efficiency.

Results

Improved IT Support

Bhangals Construction Consultants experience a significant improvement in IT support quality and responsiveness. This has led to increased staff satisfaction and productivity.

Enhanced Server Reliability

Proactive maintenance and monitoring have ensured high server uptime and performance, critical for business operations.

Robust Data Protection


The cloud backup and disaster recovery system provides comprehensive data protection, ensuring business continuity.

Reliable Email Communication

The ongoing management of the Microsoft 365 email setup ensures secure and efficient communication, minimizing disruptions and enhancing productivity.

Strategic IT Alignment

Regular reviews ensure that IT strategies align with business goals, supporting Bhangals' growth and operational efficiency.



"Switching to Dufeu IT Solutions has been a game-changer for us. Their proactive approach and reliable IT support have minimized disruptions and allowed us to focus on growing our business. The regular reviews ensure our technology is always aligned with our business goals. We have a strong, collaborative relationship with Dufeu, and their service has significantly improved our operational efficiency."

— Parm Bhangal, Managing Director, Bhangals Construction Consultants





A common misconception is that cyber attacks only happen to larger organizations.

Experts in Cyber Security

When it comes to protecting your business data, we go the extra mile. Our team of IT specialists are experts in cyber security, you can expect the most comprehensive approach the industry offers. You can also depend on our team to proactively track cyber threat trends and legislation changes, ensuring that we're ready for any new potential threats, it's all part of the service.

Why is cyber security so important?

Sadly, most businesses only become aware of a breach when it is too late. It is a common misconception that cyber attacks only happen to larger organizations. Although larger businesses are more likely to attract cyber criminals, SMEs are certainly not immune with 39% of small businesses reporting a breach or attack in the past year and four in ten

CYBER SECURITY

businesses overall (39%) reported some kind of cyber security breach or attack in 2023.

Businesses faced many challenges during the COVID-19 pandemic and cyber security is not exempt from this. With more employees working from home, ensuring staff are following agreed policies and processes is crucial.

A cyber security breach or attack can result in loss of revenue or data and seriously impact your business's reputation.

Layered Protection

For over a decade now, we have been protecting businesses against spam, malware, ransomware, impersonation attacks and phishing attacks. There are a multitude of ways a cyber criminal can breach your systems, so it goes without saying that one type of defense cannot provide enough protection against these malicious attacks. For the strongest protection against cyber attacks, we recommend a layered protection strategy.

Cyber Risk Assessment

Risk assessment is the best way for businesses to identify areas they could be exposed to a cyber attack. Whether you have an internal IT department or you outsource. An annual risk assessment is key to protecting your business.



Managed Cyber Security

Managed Anti-virus, anti-spam, web protection, security patching and updates. These are all included in our managed IT package.



User Awareness Training

Our user awareness training educates employees about how malware, ransomware and viruses are delivered through fake emails, websites and documents and how they can protect themselves against these attacks.



Backup and Recovery

The first line of defence is by implementing a layered IT security strategy. In the event of an attack, we can get your business back on track quickly and securely.

Enhancing Cybersecurity for EB Designs Ltd

EB Designs Ltd, a renowned Retail Design and Project Management firm, had previously experienced a 'man in the middle' cyber attack, which highlighted the critical need for robust cybersecurity measures. Recognizing the importance of protecting their business and client data, EB Designs partnered with Dufeu IT Solutions Ltd to adopt and implement the 'Ultimate Cybersecurity' package.

Challenges

Previous Cyber Attack

Having suffered a significant cyber attack in the past, EB Designs needed comprehensive security measures to prevent future incidents.

Comprehensive Protection

The requirement for a multi-layered security approach to protect against diverse cyber threats.

Employee Awareness

Ensuring staff were well-trained to recognize and respond to cyber threats.

What We Did

Dufeu IT Solutions implemented their 'Ultimate Cybersecurity' package for EB Designs, which encompasses 11 layers of advanced security features. This holistic approach provided numerous benefits, including:

- **24/7 Threat Monitoring and Response:** Continuous monitoring and rapid response to potential threats ensured real-time protection and mitigation.
- **Enhanced Email Security:** Advanced anti-spam and email protection features safeguarded against phishing, malware, and impersonation attacks, ensuring secure communication.
- **Comprehensive Data Backup and Recovery:** Secure backups and a robust disaster recovery plan



CASE STUDY

guaranteed data integrity and quick restoration in case of data loss or cyber incidents.

- **Proactive Vulnerability Management:** Regular internal vulnerability scanning and patch management kept systems up-to-date and resilient against known exploits.
- **DNS Filtering and Dark Web Monitoring:** Blocking access to malicious sites and monitoring for compromised credentials helped prevent data breaches and identity theft.
- **Employee Training and Phishing Simulations:** Ongoing cybersecurity awareness training and simulated phishing attacks educated staff and reinforced best practices, significantly reducing the risk of human error.

Results

Enhanced Cybersecurity Posture

The multi-layered security approach significantly improved EB Designs' protection against cyber threats.

24x7 Threat Monitoring

Continuous monitoring and quick response to potential threats by the SOC ensured timely mitigation.

Increased Employee Awareness

Regular training and phishing simulations improved staff ability to recognize and respond to cyber threats.

Robust Data Protection

Comprehensive backup solutions and vulnerability management ensured data integrity and availability.

Peace of Mind

EB Designs now operates with confidence, knowing their business is well-protected against cyber threats.

"Dufeu IT Solutions have been instrumental in transforming our cybersecurity posture. Their Ultimate Cybersecurity package provides us with comprehensive protection and peace of mind. The continuous monitoring, employee training, and robust security measures have made a significant difference in how we protect our business and client data. We highly recommend Dufeu for their expertise and exceptional service."

—Joe Giammalva, Head of Operations, EB Designs Ltd



Future- Proof Your Business with Dufeu IT

Embrace the Cloud for Business Continuity

At Dufeu IT, we understand that your business's success depends on more than just the here and now. It's about planning for the future, ensuring that your operations remain resilient, even in the face of unexpected challenges. That's where our expertise in Business Continuity and Cloud Technology comes in.

The Cloud: Your Pathway to Future-Proofing

In today's fast-paced business environment, embracing cloud technology has become indispensable. It's not just about data storage; it's about securing your business's future and ensuring uninterrupted operations. Here's how Dufeu IT can help you achieve this:

- 1. Seamless Data Accessibility:**
With the cloud, your critical data is accessible from anywhere, at any time. No more worries about being tied to a physical office location. Work remotely, stay agile, and ensure your business keeps running, no matter the circumstances.
- 2. Enhanced Security:**
Dufeu IT leverages the latest cloud security protocols, safeguarding your data against threats and breaches. Our team ensures that your business data is protected, so you can focus on growth, not security concerns.
- 3. Cost-Efficiency:**
Traditional IT infrastructure can be costly to maintain. The cloud allows you to scale your resources as needed, reducing expenses while increasing efficiency. Dufeu IT helps you find the right cloud solutions to fit your budget and needs.
- 4. Disaster Recovery:**
In the unfortunate event of a disaster, having your data in the cloud ensures rapid recovery. Dufeu IT offers robust disaster recovery plans to minimize downtime and protect your business continuity.
- 5. Scalability:**
Whether your business grows rapidly or faces challenges, the cloud allows for quick adjustments. Dufeu IT can adapt your cloud infrastructure to meet changing demands, ensuring your business remains agile and adaptable.

BUSINESS CONTINUITY


Why Choose Dufeu IT for Your Cloud Solutions?

At Dufeu IT, we have a track record of delivering cutting-edge cloud solutions tailored to our clients' unique needs. With years of experience and a deep understanding of cloud technology, we're committed to helping you future-proof your business. Our dedicated team will work closely with you to:

- Identify the right cloud solutions for your business.
- Implement a seamless transition to the cloud.
- Ensure the security and integrity of your data.
- Provide ongoing support and optimization.

Don't leave your business's future to chance. Embrace the cloud with Dufeu IT, and together, we'll ensure your business remains resilient, adaptable, and ready for whatever the future holds.

In today's fast-paced business environment, embracing cloud technology has become indispensable.



Enhancing Emplas's IT Infrastructure & Security

Emplas Group, a leading manufacturer of windows and doors in Wellingborough with sites across the UK, required reliable and advanced IT support to ensure their critical business operations ran smoothly. Given the importance of IT in their production and management processes, Emplas Group partnered with Dufeu IT Solutions Ltd to enhance their IT infrastructure and security.

Challenges

Critical Server Maintenance

Emplas Group's business relies on continuous server uptime and performance.

Data Protection

The need for a robust cloud backup and disaster recovery system to safeguard against data loss.

Security Threat

Ensuring comprehensive protection against evolving cyber threats.

Email Security

Implementing advanced email filtering to prevent phishing and other email-based attacks.

Patch Management

Regular and reliable patch management for Windows servers.

Resource Management

Additional expertise and support for infrastructure projects.

What We Did

Proactive Maintenance and Monitoring of Critical Business Servers:

Dufeu IT Solutions provided proactive maintenance and 24/7 monitoring for Emplas Group's critical business servers. This service ensured that potential issues were identified and resolved before they could impact operations, maintaining high performance and uptime.

Setup and Maintenance of Cloud Backup and Disaster Recovery System:

Dufeu implemented a comprehensive cloud backup and disaster recovery system with active failover capabilities. This solution enabled rapid recovery in the event of a disaster, ensuring minimal downtime and data loss, thereby protecting Emplas Group's vital information and operations.

Infrastructure Project Assistance:

Dufeu's specialists collaborated with Emplas Group's internal IT team to plan, execute, and manage significant IT projects. This included system upgrades, network enhancements, and the deployment of new technologies, ensuring projects were completed efficiently and effectively.



CASE STUDY

Sentinel One EDR on All Servers:

To enhance security, Dufeu deployed Sentinel One Endpoint Detection and Response (EDR) on all servers. This advanced security solution provided real-time threat detection and automated response, safeguarding the servers against cyber threats.

Mimecast Advanced Email Filtering for All Mailboxes:

Dufeu implemented Mimecast's advanced email filtering for all Emplas Group mailboxes. This solution protected against phishing, spam, and malware, ensuring secure and reliable email communication.

Windows Patch Management for Servers:

Dufeu managed the regular deployment of Windows updates and patches for Emplas Group's servers. This ensured that all systems were up-to-date with the latest security patches and performance enhancements, reducing vulnerabilities and improving server reliability.

Results

Improved Server Reliability

Proactive maintenance, monitoring, and patch management resulted in high server uptime and performance, ensuring smooth business operations.

Enhanced Data Protection

The cloud backup and disaster recovery system provided robust data protection, enabling quick recovery from any data loss incidents.

Strengthened Security

The deployment of Sentinel One EDR and Mimecast advanced email filtering significantly reduced vulnerabilities and protected against cyber threats.

Successful Project Execution

Infrastructure projects were completed efficiently, enhancing the Group's IT capabilities and efficiency.



“Dufeu IT Solutions has significantly improved our IT infrastructure and security. Their proactive approach and expertise in handling critical servers, data protection, and cyber security have been invaluable. The seamless execution of infrastructure projects has greatly enhanced our operational efficiency.”

— Quang Dinh, Head of IT, Emplas Group



Unleash the Power of Microsoft 365

Are you ready to take your business to the next level? Discover how Microsoft 365, in collaboration with Dufeu IT, can revolutionize your organization's productivity and efficiency.

Why Choose Dufeu IT to Manage Your Microsoft 365?

To manage your Microsoft 365 in our managed IT package.

Dufeu IT is your trusted partner for Microsoft 365 applications. As Microsoft-certified experts, we have the knowledge and experience to ensure your business leverages these applications to their full potential. Here's why you should partner with us:

1. **Expertise:** Our Microsoft-certified team has years of experience in IT solutions, guiding businesses through successful Microsoft 365 application implementation.

2. **Customization:** We understand that each business is unique. Our solutions are customized to ensure you get the most value from Microsoft 365 applications.
3. **Ongoing Support:** Our commitment to your success doesn't end with implementation. We provide continuous support and training to maximize the benefits of Microsoft 365 for your team.
4. **Proven Track Record:** Dufeu IT has a proven track record of helping businesses of all sizes and industries thrive with Microsoft 365 applications. Our satisfied clients speak to our dedication and results.

Don't miss out on the opportunity to revolutionize your business. Contact Dufeu IT today, and let's embark on this exciting journey together.

MICROSOFT 365

Empower Your Business with Microsoft 365 Applications

Microsoft 365 is more than just software; it's a comprehensive suite of applications that can transform the way your business operates. Here's a look at some key Microsoft 365 applications and how they can benefit your organization:

Microsoft Word, Excel, and PowerPoint:

Create, edit, and collaborate on documents, spreadsheets, and presentations with ease. Enhance productivity and streamline your communication.



Microsoft Teams:

Foster seamless teamwork with real-time chat, online meetings, and file sharing. Keep your team connected and engaged, whether they're in the office or working remotely.



Outlook:

Manage your emails, calendars, and contacts efficiently. Stay organized and never miss an important appointment or communication.



OneDrive and SharePoint:

Store, share, and access your files securely from anywhere, on any device. Ensure your data is always accessible and protected.



Power Automate:

Power Automate is a workflow automation platform by Microsoft that enables users to create, automate, and optimize business processes and tasks. It allows you to connect various apps and services, automate repetitive tasks, and streamline workflows, saving time and increasing productivity.



Power BI:

Power BI is a powerful business intelligence tool that allows users to visualize and analyze data from various sources. With interactive dashboards, reports, and data exploration capabilities, Power BI helps organizations make data-driven decisions and gain valuable insights into their operations.



Stream:

Microsoft Stream is a video-sharing and collaboration platform integrated with Microsoft 365. It enables organizations to securely upload, share, and discover videos, making it easier to communicate through video content within the workplace.



CoPilot 365:

Copilot is integrated into Microsoft 365 in two ways. It works alongside you, embedded in the Microsoft 365 apps you use every day—Word, Excel, PowerPoint, Outlook, Teams, and more—to unleash creativity, unlock productivity, and uplevel skills.




Planner:

Planner is a task management and planning tool that simplifies teamwork and project management. It offers a visual way to create, assign, and track tasks, making it easy for teams to stay organized and on top of their work.



Lists:

Lists is a flexible and customizable app in Microsoft 365 that allows users to create and manage lists, track information, and collaborate with others. It can be used for tasks like inventory management, issue tracking, and more, providing a structured way to organize data and workflows.

A close-up photograph of a laptop screen. The screen displays a blue square with the words "Microsoft" and "Azure" in white, stacked vertically. The laptop's keyboard is visible at the bottom of the frame.

Microsoft
Azure

Unlocking Business Excellence with Microsoft Azure

At Dufeu IT, we understand that the modern business landscape demands flexibility, scalability, and efficiency. That's why we're thrilled to introduce you to Microsoft Azure, a cloud computing platform that can revolutionize the way you do business.



MICROSOFT AZURE

Why Microsoft Azure for Your Business?

In an era of digital transformation, businesses must adapt swiftly to changing market demands and technology advancements. Microsoft Azure offers a comprehensive solution to address the unique challenges and opportunities your business faces:



Scalability:

Microsoft Azure allows your business to scale up or down as needed, ensuring you never overpay for resources you don't use. Whether you're a startup or a global enterprise, Azure adapts to your requirements.



Reliability:

Azure offers industry-leading uptime and reliability, ensuring your critical applications and data are always available when you need them. Say goodbye to downtime-related losses!



Security:

Protect your data and applications with Azure's robust security features. Benefit from cutting-edge encryption, threat detection, and compliance certifications to keep your business safe from cyber threats.



Cost Savings:

With Azure, you pay only for what you use, reducing infrastructure costs and optimizing your IT budget. Enjoy cost savings without compromising on performance.



Innovation:

Azure's extensive suite of services, including AI and machine learning, enables you to innovate faster and stay ahead of the competition.

How Dufeu IT Can Help

At Dufeu IT, we're not just IT experts; we're your partners in business transformation. Our dedicated team is committed to helping you harness the full potential of Microsoft Azure. Here's how we can assist you:

1. **Azure Consultation:** We'll begin by gaining a deep understanding of your business needs and goals. Our experts will then recommend the Azure services that align perfectly with your objectives.
2. **Migration and Implementation:** Leave the technicalities to us. We'll manage the migration of your applications and data to Azure, ensuring a seamless transition with minimal disruption to your operations.
3. **Optimization:** Azure's capabilities are vast, and we'll continually optimize your Azure environment to maximize performance and minimize costs. Your infrastructure will always be in peak condition.
4. **Security:** Security is paramount. Dufeu IT will implement rigorous security measures to protect your Azure infrastructure and data, keeping your business safe from evolving threats.
5. **Support and Maintenance:** Our dedicated support team is available 24/7 to address any concerns or issues. We'll ensure your Azure-based systems run smoothly, so you can focus on what matters most—growing.

Don't miss out on the opportunity to transform your business with Microsoft Azure. Contact Dufeu IT today and embark on a journey to greater efficiency, innovation, and success.




BUSINESS COMMS

Elevate Your Business Comms

Your Path to Next-
Level Telecom
Solutions

*Our experts
are committed
to designing,
implementing, and
supporting VoIP
systems.*

In the digital age, seamless and efficient communication is non-negotiable for business success. Dufeu IT presents two cutting-edge solutions that will transform your business communications: 3CX and Teams Phone Systems. Dive into the world of enhanced productivity, collaboration, and connectivity, tailored just for you.



Why Dufeu IT?

Dufeu IT is your trusted partner for telecoms solutions that propel your business forward. Our experts are committed to designing, implementing, and supporting phone systems tailored to your unique requirements.

We offer 3CX and Microsoft Teams Phone Systems for your business. See the list of benefits for each below to determine which is right for your business.

Why Choose 3CX?



Enhanced Productivity:

3CX is your gateway to a more productive workspace. With advanced features like video conferencing, chat, and CRM integration, your team can collaborate effortlessly, no matter where they are.



Cost-Efficiency:

Say goodbye to traditional phone bills! 3CX harnesses VoIP technology to reduce communication costs significantly, freeing up your budget for other crucial investments.



Scalability and Flexibility:

Whether you're a startup on the rise or a well-established enterprise, 3CX grows with you. Scale your communication infrastructure seamlessly without breaking the bank.



Mobile Freedom:

Keep your business in the palm of your hand with the 3CX mobile app. Access your calls and messages on the go, ensuring you never miss a beat.

Why Microsoft Teams Phone Systems?



Seamless Integration:

Teams Phone Systems seamlessly integrates with Microsoft 365, creating a centralized hub for all your communication and collaboration needs. Streamline your workflow effortlessly.



Effortless Collaboration:

Share files, schedule meetings, and collaborate in real-time, all from within Teams. Enhance teamwork and achieve your business goals with unparalleled ease.



Reliability and Security:

Rest easy knowing that your business communications are fortified by Microsoft's world-class security infrastructure. Your data stays safe and your operations secure.



Scalability and Future-Proofing:

Teams Phone Systems adapt to your business's growth and evolving needs, keeping you at the forefront of modern communication technology.

Implementing a 3CX Phone System for Apex

Apex Timber Engineering, based in Wellingborough, is a growing business in the timber engineering and manufacturing sector. They needed a scalable and cost-effective phone system to support their expanding operations. They required a feature-rich system that would enable their staff to stay connected and productive, even while roaming their manufacturing facility. Dufeu IT Solutions Ltd was selected to deliver a 3CX VoIP Phone System to meet these needs.

Challenges

Scalability

The need for a phone system that could grow with the business.

Cost-Effective Solution

Minimizing the cost of ownership while providing robust functionality.

Feature-Rich System

Ensuring the system included essential features such as call recording, voicemail to email, conference calling, and a mobile app.

Mobility

Enabling staff to use the phone system from a mobile app while roaming the manufacturing facility.

What We Did

Scalable 3CX VoIP Phone System Implementation:

Dufeu IT Solutions delivered a scalable 3CX VoIP Phone System, allowing Apex Timber Engineering to easily add new users and extensions as the business grows.

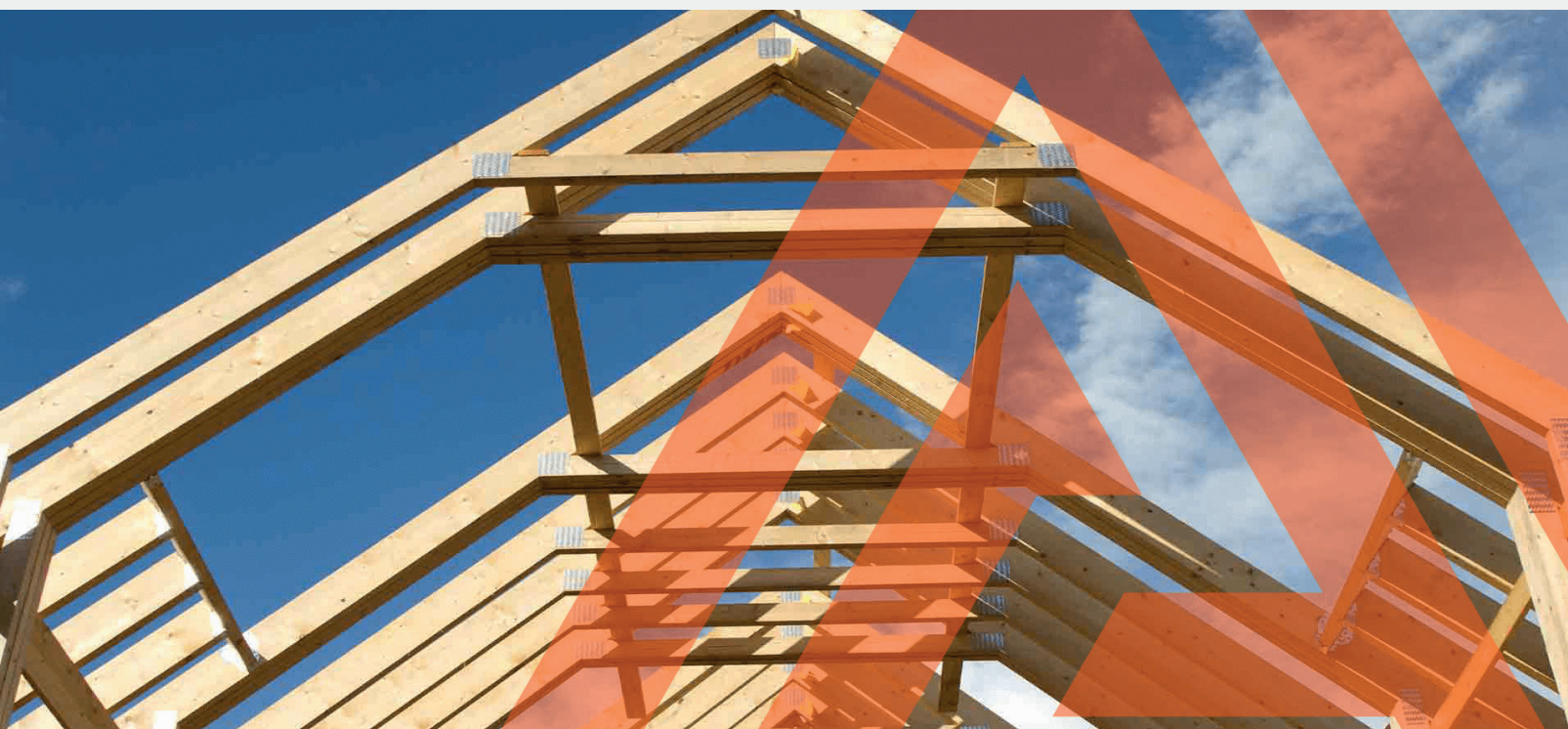
Cost-Effective Ownership:

The 3CX system provided a low-cost solution with minimal maintenance and operational costs, ensuring long-term affordability.

Feature-Rich Capabilities:

The 3CX VoIP Phone System included a range of features essential for modern business communication:

- **Call Recording:** To keep records of important conversations.
- **Voicemail to Email:** Ensuring voicemails are easily accessible and never missed.
- **Conference Calling:** Facilitating efficient team meetings and collaboration.



CASE STUDY

- **Mobile App:** Allowing staff to make and receive calls from their mobile devices.

Mobility and Flexibility:

The mobile app enabled staff to stay connected and communicate effectively while roaming the manufacturing facility. This flexibility enhanced productivity and ensured seamless communication across the site.

Results

Enhanced Scalability

The new 3CX VoIP Phone System scales easily with Apex Timber Engineering's growth, allowing for quick and effortless expansion.

Reduced Costs


The system's low cost of ownership minimized ongoing expenses, providing a cost-effective communication solution.

Improved Communication

Feature-rich capabilities such as call recording, voicemail to email, and conference calling improved overall communication efficiency.


Increased Mobility

The mobile app empowered staff to stay connected (even while on the move) within the manufacturing facility, boosting productivity.



"Dufeu IT Solutions delivered a fantastic 3CX VoIP Phone System that perfectly matches our needs. The system is not only scalable and cost-effective but also packed with features that enhance our communication. The mobile app has been a game-changer for our staff, allowing them to stay connected while roaming our facility. The implementation was smooth, and the results have exceeded our expectations.."

— Mat Harbour, Managing Director, Apex Timber Engineering



CONNECTIVITY

Next-Gen Internet Solutions

In the digital age, a robust internet connection is the lifeline of any successful business. Our mission is work with you to find the best fit for your business, keeping you connected at all times. We offer a variety of styles and solutions for excellent connectivity.

Explore Our Business Internet Options

FTTC

Fibre to the Cabinet (sometimes known as Superfast broadband) services deliver affordable, fast, asynchronous download and upload speeds for businesses*.

FTTP

FTTP can deliver gigabit-speed internet, allowing for much faster uploads and downloads compared to traditional broadband solutions. This is crucial for businesses that transfer large files, engage in video conferencing, or use cloud-based applications..

Satellite

Designed for businesses without access to standard broadband services or those that are far away from a telephone exchange in rural areas, satellite broadband is a cost-effective way to achieve faster broadband speed.

Fibre Leased Line

A super-fast dedicated broadband connection. Fibre leased line offers up to 1Gbps of bandwidth usually with a guaranteed 99.9% uptime. A popular solution, perfect for businesses with high internet use and dependency.

MPLS

Multi-Protocol Labelled Switching services offer the very best in speed, uptime, connectivity and security. Designed to work from a leased line connection MPLS, creating a permanent secure connection between sites, perfect for multi-offices.

Service must be available in your area.

Dufeu WiFi Solutions

- **Flawless WiFi, Everywhere:**
Experience the future of seamless connectivity. No more dead zones. No more lagging. Just pure, high-speed internet wherever you are.
- **Expert Installation:**
Our seasoned technicians ensure that your WiFi is set up for optimal performance. With precise placement and professional handling, your network will be up and running in no time.
- **Tailored For Your Business:**
Every space is unique. We customize our WiFi solutions to fit the specifics of your location, ensuring maximum range and speed. Whether it's a small office or a sprawling campus, we've got you covered.
- **Rock-Solid Security:**
In an era of cyber threats, keeping your data safe is our top priority. With Dufeu IT Solutions, you're not just getting WiFi; you're getting state-of-the-

art security measures to protect your business.

- **Effortless Management:**
Our comprehensive management services mean you never have to worry about updates, patches, or downtimes. We handle the backend, so you can focus on what you do best.
- **24/7 Support:**
Got a question? Facing an issue? Our dedicated support team is available around the clock to ensure your connectivity stays smooth and uninterrupted.
- **Affordable Packages:**
Quality doesn't always mean expensive. Our competitive pricing ensures you get the best bang for your buck. Choose from a variety of packages designed for businesses of all sizes.

Fast, reliable and strong internet is no longer a choice, its essential.

How We Helped Tool Temp Recover From a Ransomware Attack

Tool Temp Ltd is a leader in industrial temperature control equipment, with headquarters in Wellingborough, Northamptonshire and state-of-the-art manufacturing and R & D facilities in Sulgen, Switzerland. Tool Temp fell victim to a severe ransomware attack that encrypted critical business data, bringing operations to a standstill. With their business continuity at risk, Tool Temp needed a swift and effective response to recover their data and restore normal operations. Dufeu IT Solutions Ltd was engaged to manage the recovery process and secure their IT infrastructure against future attacks.

Challenges

Data Encryption

Critical business data was encrypted, rendering essential systems and files inaccessible.

Business Continuity

The ransomware attack brought Tool Temp's operations to a halt, risking significant financial losses.

Security Vulnerabilities

Identifying and mitigating the security vulnerabilities that allowed the ransomware attack to occur.

Rapid Recovery

Ensuring a swift recovery to minimize downtime and restore business operations as quickly as possible.

What We Did

Immediate Response and Assessment

Dufeu IT Solutions initiated an immediate response, conducting a thorough assessment of the ransomware attack to understand its scope and impact on Tool Temp's systems.

Data Restoration from Backup

Dufeu successfully restored Tool Temp's critical business data from their backups. This process was executed swiftly to minimize downtime and restore access to essential systems, ensuring business continuity.

Identifying Security Breaches

During the assessment, Dufeu identified that the previous IT service provider had left a remote access port (3389) open on the firewall, which was exploited by the attackers. This critical vulnerability was addressed immediately.



CASE STUDY

Infrastructure Restoration

Dufeu worked diligently to restore Tool Temp's IT infrastructure, ensuring that all systems were fully operational and secure. This included rebuilding affected systems and verifying data integrity.

Enhanced Security Measures

To prevent future attacks, Dufeu implemented robust security measures, including:

- **Advanced Threat Detection:** Utilizing sophisticated tools to detect and respond to potential threats in real-time.
- **Regular Security Audits:** Conducting periodic security audits to identify and address vulnerabilities.
- **Patch Management:** Ensuring all systems are up-to-date with the latest security patches to protect against known vulnerabilities.

Results

Successful Data Recovery

Dufeu successfully restored Tool Temp's critical business data from backups, allowing operations to resume quickly.

Minimal Downtime

The swift response and efficient recovery process minimized downtime, reducing the financial impact of the ransomware attack.

Strengthened Security Posture

Enhanced security measures and regular audits significantly reduced the risk of future attacks.

Ongoing Monitoring

Continuous monitoring of Tool Temp's IT infrastructure ensures proactive identification and mitigation of potential threats.

Increased Cybersecurity Awareness

Comprehensive user training improved overall cybersecurity awareness among Tool Temp's staff.



"Dufeu IT Solutions were exceptional in our time of crisis. Their swift response and expertise in handling the ransomware attack were crucial in recovering our data and restoring our operations with minimal downtime. They identified the security vulnerability left by our previous IT provider and addressed it immediately. The enhanced security measures, including advanced threat detection and patch management, have given us peace of mind. We are grateful for their professional and effective service."

— Craig Robb, Director, Tool Temp Ltd

IT Planning and Support

Maximise the ROI on your new project

Are you thinking about upgrading your I.T systems or infrastructure? Perhaps you're planning an office move or considering switching to Cloud-based systems?

Regardless of the objective, making the decision to invest in your I.T systems is a crucial step and will help your business become more efficient and promote growth. From large-scale projects to smaller essential upgrades we'll work in partnership with you and your team to ensure that you gain maximum benefits and ROI on your I.T investment.

Taking a structured approach to planning and implementing I.T projects guarantees the best results.

5 Steps to Success

1. **Identify the objectives and produce a full project plan identifying key deliverables, costs and timescales.**
2. **The project begins: Set timescales and source relevant software and hardware.**
3. **Review and track progress: Measure against the project plan, discuss and resolve any potential challenges.**
4. **Project completion: Deliver the project to completion ensuring it has met the key deliverables.**
5. **Ongoing support: Available via our support packages.**

We're highly experienced in managing I.T projects both large-scale and small.



IT PROJECTS & CONSULTANCY

**We Can
Work with
You on a
Wide Range
of Projects**



Server Migration



*Microsoft 365
Migration*



Office Moves



Software upgrades



Cloud Migration



*Networking and
Cabling*

***We're highly
experienced in
managing I.T
projects both
large-scale and
small.***

Contact us for more information on
01933 426162

Providing Co-Managed IT Services to the Grosvenor Group

The Grosvenor Group, based in Kettering, is the UK's largest privately-owned contract hire and fleet management specialist. They have been serving companies with car and light commercial vehicle fleets since 1981. With a strong commitment to operational excellence, Grosvenor Group required reliable and scalable IT support to ensure seamless management of their extensive fleet services. To meet these needs, they partnered with Dufeu IT Solutions Ltd.

Challenges

Complex IT Infrastructure

Grosvenor Group's extensive IT infrastructure required expert management and support to ensure uninterrupted services.

Security Concerns

As a leader in fleet management, safeguarding sensitive data and ensuring system integrity was critical, necessitating robust cyber security measures.

Certification Needs

The Group aimed to achieve Cyber Essentials Plus certification to demonstrate their commitment to cybersecurity best practices and meet key stakeholder requirements.

Resource Augmentation

The internal IT department needed additional resources and support for advanced IT issues and infrastructure projects.

What We Did

Enhanced Third Line Support for the IT Department

Dufeu IT Solutions provided supplementary third line support, collaborating seamlessly with Grosvenor's internal IT team. This partnership allowed the internal team to leverage Dufeu's specialized expertise for resolving complex issues efficiently, ensuring quick problem resolution and uninterrupted operations. This collaborative approach enhanced the overall IT support structure, optimizing response times and resource utilization.

Infrastructure Project Assistance:

The collaboration extended to infrastructure project assistance, where Dufeu's specialists worked alongside Grosvenor's IT team to plan, execute, and manage significant IT projects. This included system upgrades, network enhancements, and deployment of new technologies, ensuring projects were completed on time and within budget.



CASE STUDY

Cyber Security Services:

Recognizing the importance of cyber security, Dufeu implemented comprehensive security measures. This included the deployment of advanced security solutions such as Mimecast Advanced Email Protection, and Dark Web Monitoring to protect the Group's data and IT infrastructure from cyber threats.

Cyber Essentials Plus Certification:

Dufeu IT Solutions assisted in achieving Cyber Essentials Plus certification. This involved a thorough review of the Group's IT systems, implementing necessary improvements, and ensuring compliance with the certification requirements. The certification not only enhanced their security framework but also instilled confidence among stakeholders regarding their commitment to data protection.

Results

Enhanced IT Collaboration

The partnership fostered a collaborative environment where the IT department and Dufeu's team worked together seamlessly, improving efficiency and response times for complex issues.

Successful Project Execution

Infrastructure projects were successfully completed, enhancing the Group's IT capabilities and efficiency.

Strengthened Cyber Security

Implementation of robust security measures reduced vulnerabilities and safeguarded sensitive information.

Achieved Certification

Grosvenor Group proudly achieved Cyber Essentials Plus certification, underscoring their dedication to maintaining high cyber security standards.

"Partnering with Dufeu IT Solutions has been transformative for us. Their expertise in third-line support and project management has greatly enhanced our IT operations. Achieving Cyber Essentials certification with their guidance is a testament to their commitment to our security and success."

— Steven Gall, Group IT Manager, Grosvenor Group



Your vCISO

Your Trusted vCISO Partner

Unlocking Cybersecurity Excellence with Dufeu IT

Are you finding it challenging to protect your organization from the constantly changing threat landscape? Worried about the increasing complexities of cybersecurity? Your solution is here! Dufeu IT, your trusted Virtual Chief Information Security Officer (vCISO), is prepared to strengthen your digital defenses.

Never heard of a vCISO? A vCISO, or Virtual Chief Information Security Officer, is your organization's cybersecurity guardian in the digital realm. Unlike a traditional CISO, a vCISO operates remotely, providing expert guidance, strategic planning, and risk management tailored to your unique needs. This dynamic role is a cost-effective solution to bolster your

cybersecurity defenses while staying agile in an ever-evolving threat landscape.

Why Choose Dufeu IT as Your vCISO?

- **Expertise:** Our seasoned cybersecurity pros keep you ahead of threats.
- **Tailored Strategies:** Unique security plans—setting trends, not following them.
- **Cost-Effective:** Top-tier expertise, no full-time costs, premium results.
- **24/7 Protection:** We protect round the clock, like threats do.
- **Compliance Made Easy:** We simplify complex compliance, ensuring you meet standards effortlessly.
- **Proactive Security:** We hunt threats, keeping you safe from emerging dangers.

Our Services:

- **Security Risk Assessment:** Identify and fix vulnerabilities.
- **Policy Development:** Tailored policies for your needs.
- **Incident Response:** Swift breach resolution.
- **Security Training:** Empower your team to defend.
- **Vendor Risk Management:** Secure third-party relationships.
- **Strategic Planning:** Cybersecurity aligned with business goals.

Partner with Dufeu IT, your trusted vCISO, to build a secure digital future.

Your vCTO

Your Trusted vCTO Partner

Elevate your Tech Strategy

In today's fast-paced tech world, nailing your technology game is a must. But not everyone has an in-house tech wizard to make it happen. That's where Dufeu IT steps in as your Virtual Chief Technology Officer (vCTO).

A vCTO? Think of them as your tech guru on-demand. They're the brains behind your tech strategy, without the office desk.

Why Dufeu IT?

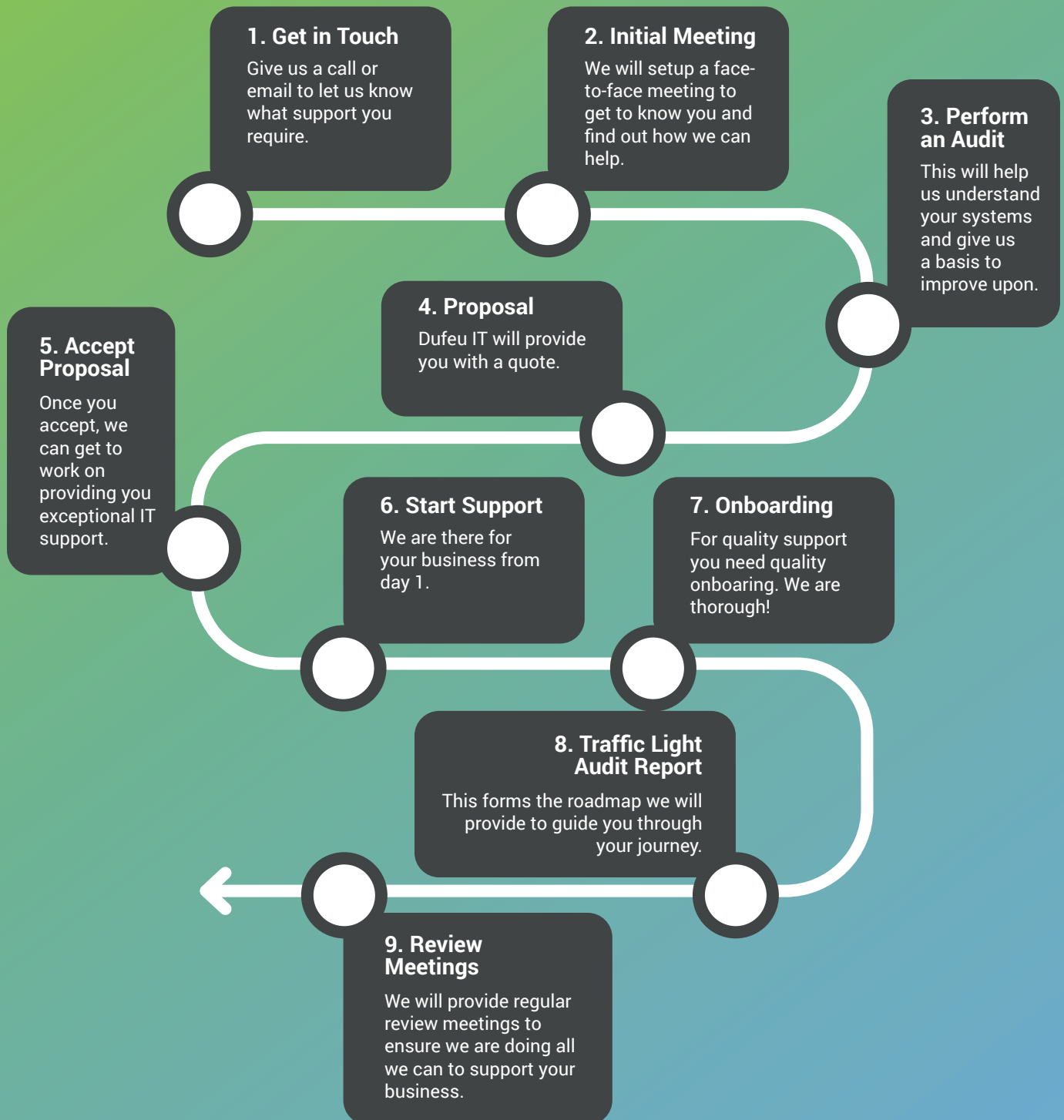
- **1. Innovation on Tap:**
Our tech pros live and breathe innovation. With Dufeu IT as your vCTO, you get access to tech brilliance that keeps you ahead of the curve.
- **2. Tailored Tech Roadmaps:**
We'll cook up a custom tech plan that fits your business like a glove. Say goodbye to tech headaches and hello to strategic IT roadmaps.
- **3. Budget-Friendly Solutions:**
Who doesn't love saving money? We'll optimize your tech spend and boost efficiency, so you can do more with less.
- **4. Vendor Hassle? No More!:**
Managing tech vendors can be a pain. Relax, we've got it covered. We'll make sure you're getting the best deals and service.
- **5. Fort Knox Security:**
Your data's safety is our top priority. We build robust security strategies to keep the digital bad guys at bay.
- **6. Scalability on Point:**
As you grow, so do your tech needs. We'll scale your tech strategy to fit your expanding empire.
- **7. Tech Leadership, No Jargon:**
Our vCTOs are tech leaders who speak your language. We're here to lead the way without the tech mumbo-jumbo.

Don't let tech roadblocks slow you down. With Dufeu IT as your vCTO, you can focus on your strengths, and we'll handle the tech side. Together, we'll create a tech strategy that propels your business forward..



Your Step-by-Step Guide to working with us

Our 9 step timeline, taking you from zero to hero!



Risk Assessment

8 Step Cyber Security Risk Assessment

A detailed overview
of your cybersecurity
landscape.

In our 8 Step Cyber Security Risk Assessment we will:

- Identify any internal and external network vulnerabilities that may put your business at risk.
- Scan the Internet and Dark Web for any breached or leaked credentials, allowing you to secure those accounts before they are used in a future attack.

- Review your internal IT and security policies, and recommend additions and changes to improve your cybersecurity.
- Conduct a thorough security audit of your Microsoft 365 environment and give you your 'Secure Score' as well as ways to increase it.
- Physically assess your network environment to look for access and security risks.
- Give you a detailed breakdown on who has access to critical data within your business.
- Establish your readiness to achieve the Cyber Essentials/Cyber Essentials Plus certification, and understand what gaps you have in the framework.
- Run a one time Phishing Simulation to all users on the domain to recognise those employees who are at risk to your cybersecurity and require additional training.

We will also:

- Provide you with an easy to understand report detailing all of the findings from the CRSA, and give recommendations on how to improve cybersecurity within your business.
- Talk you and any other Directors, Shareholders and decision makers through this report to make sure you fully understand the findings and any risks we may uncover in our audit.





Get in Touch



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