



**Simplify IT – Connect, secure and
grow your business and your people**

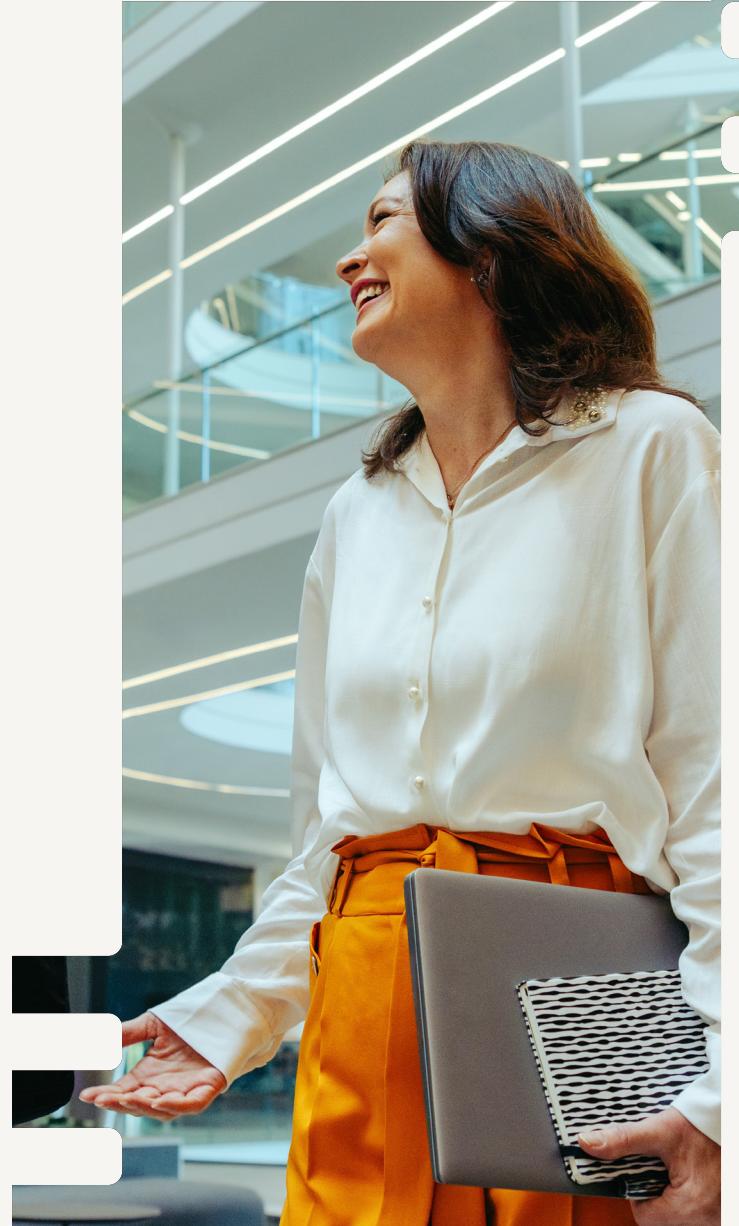
simplybackbone.co.uk

Simplify IT - Connect, secure and grow your business and your people

In today's fast-paced, digitally-driven world, businesses must stay connected, secure, and adaptable to thrive. At Backbone, we provide comprehensive IT services designed to enhance productivity, secure vital assets, and ensure seamless operations across your organisation.

Whether you're a small or medium-sized enterprise looking to modernise your IT infrastructure or scale your operations securely, our services offer the flexibility, security, and expertise you need to succeed.

We believe that technology should empower your business, not complicate it. Our mission is to simplify IT, allowing you to focus on what matters most—growing your business, enhancing collaboration, and unlocking new opportunities.



Our services at a glance

We provide a wide range of IT services that enhance both security and productivity, ensuring that your business is future-ready:

 Secure productivity solutions	 Secure infrastructure	 Advisory and cloud services
<p>Keep your teams safe and productive wherever they with using Microsoft 365 Security.</p> <ul style="list-style-type: none">➤ Secure modern workplace: Our fully managed Microsoft 365 service providing proactive threat defence, compliance management, and security best practices.➤ Managed Microsoft 365 services: Fundamental to the Secure Modern Workplace strategy, enabling businesses to optimise their investment in Microsoft 365.➤ Managed XDR: Protect your business with extended detection and response services, monitoring your entire IT environment for threats.➤ AI & Copilot-ready workplaces: Securely integrate AI to boost productivity and streamline operations.	<p>Tailored, high-performance network solutions that ensure secure connectivity and scalable operations.</p> <ul style="list-style-type: none">➤ Secure managed network: Secure reliable wired, wireless access for your office protected by next generation firewalls managed by Backbone.➤ Secure business internet service: Fast, reliable, and secure connectivity with enterprise-grade performance and built-in cyber security to protect your business.➤ Secure SD-WAN: Agile, high-performance network connectivity with advanced security, intelligent routing, and seamless scalability to meet evolving business needs.	<p>We specialise in digital transformation, providing solutions that drive business growth. Our services include technology, security, and compliance advisory, as well as Azure cloud solutions to enhance agility, security, and cost savings.</p> <ul style="list-style-type: none">➤ Technology and security advisory services: We specialise in cloud transformation advisory, focusing on security and compliance to ensure seamless transitions and optimized business growth.➤ Cloud services: Our comprehensive cloud solutions enable smooth migrations and secure, compliant environments, enhancing operational efficiency and disaster recovery.➤ Colocation services: We offer secure and scalable colocation solutions in advanced data centres, providing robust support and stringent security for your infrastructure.

Secure productivity solutions



Empowering safe and efficient teams

Backbone provides a secure, scalable foundation built on Microsoft 365 to ensure that your business data, devices, and users are protected against cyber threats, while also maintaining operational efficiency. We help you streamline IT costs, secure your assets, and position your business for future growth.

Key features:

- **Cost efficiency:** By consolidating IT expenses into a single, predictable monthly bill, you gain greater financial control and budgeting certainty. This streamlined billing model removes the complexity of managing multiple vendors and helps your business remain agile, even during periods of growth or disruption.
- **Scalability:** Our solutions enable you to scale your network quickly and efficiently, without the need for additional technical staff. Whether you're expanding locally or globally, our infrastructure grows with you, ensuring that your systems are ready for increased workloads.
- **Security-first approach:** Built into the core of our services, security protects your data from emerging threats. We monitor for vulnerabilities, ensuring your operations remain resilient while maintaining a frictionless user experience.
- **Prepared for innovation:** With our approach, your business is well-positioned to leverage new technologies like AI. We provide the security and infrastructure needed to incorporate advanced tools, so your teams can focus on creative and productive work without worrying about security risks.

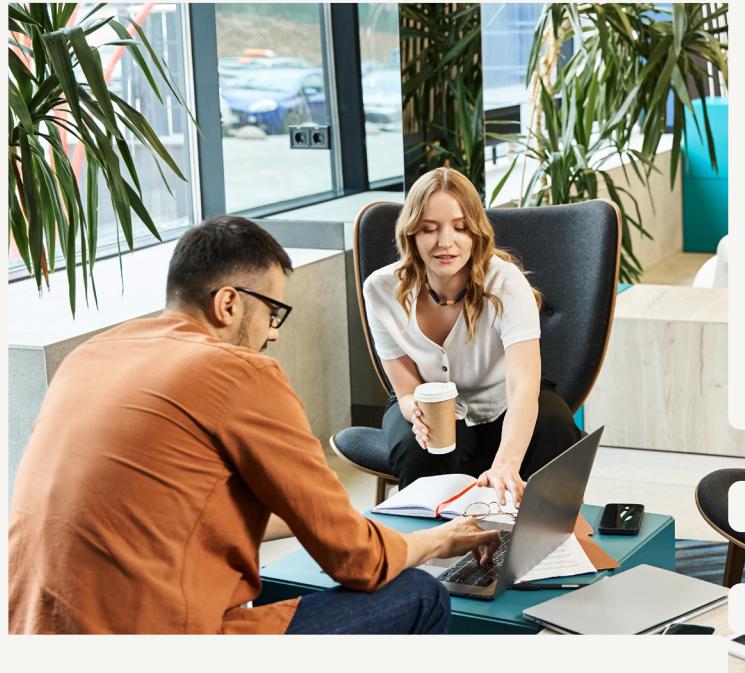
Secure modern workplace

Maximising the value of Microsoft 365 for SMEs

Our Secure Modern Workplace service enhances the security and functionality of Microsoft 365, helping businesses implement best practices for identity protection, threat detection, device compliance, and data security. We deploy security policies that not only protect but also simplify IT management, enabling your teams to work confidently and efficiently.

Key features:

- **Secure foundations:** Our service incorporates essential security tools like Microsoft Entra for identity management, Intune for device compliance, Defender for advanced threat detection, and Purview for data governance. These tools work together to provide a layered security approach, ensuring that every facet of your Microsoft 365 environment is protected.
- **Proactive threat defence:** We continuously monitor your systems with Managed Extended Detection and Response (XDR) services. By identifying vulnerabilities early, we respond proactively to potential threats, minimising downtime and safeguarding your business from data breaches and other security incidents.
- **Simplified compliance:** We help you navigate the complexities of industry regulations, ensuring your systems meet standards like ISO 27001, NIST, and NCSC. Our continuous compliance services also include automated reporting, helping you maintain certifications with ease.
- **User experience optimisation:** Security doesn't have to slow you down. Our policies are designed to reduce complexity, streamlining your operations while enhancing protection. This allows your teams to focus on productivity without being hindered by overly complicated security measures.



“Both operatives were great and made every effort to ensure the job was done to the fullest extent.”

Broadcom Inc

Managed Microsoft 365 services

Optimising Microsoft 365 for your business growth

Backbone's Managed Microsoft 365 Services provide end-to-end support, monitoring, and optimisation of your Microsoft 365 environment. We help businesses make the most of their Microsoft 365 investment by ensuring that all tools are being used efficiently, securely, and in compliance with regulatory requirements.

Key features:

- **Performance monitoring:** We continuously monitor your Microsoft 365 environment to ensure optimal performance. Our team identifies potential issues before they impact productivity, ensuring minimal downtime and maximum efficiency.
- **Security and compliance:** We simplify the process of staying compliant with industry standards such as ISO 27001, CE+, and NCSC. This includes automated compliance checks, reporting, and updates to ensure that your business stays aligned with the latest security protocols.
- **Regular reporting and reviews:** Our team conducts regular reviews of your Microsoft 365 setup, providing detailed insights into your security posture, user activity, and system performance. This proactive approach helps you stay ahead of potential risks and continuously improve your security.
- **Cost efficiency:** By managing your Microsoft 365 environment, we reduce the need for costly in-house IT resources. This includes handling updates, troubleshooting, and user management, allowing your internal teams to focus on core business activities without the distraction of IT issues.



Managed XDR (extended detection and response)

Comprehensive threat detection across your IT environment

Backbone's Managed XDR services extend protection beyond the traditional endpoint, covering multiple layers such as cloud, network, servers, and endpoints. This service provides a unified threat management solution that actively monitors for potential vulnerabilities and responds to attacks before they escalate into major issues.

Key features:

- **Multi-layered security:** Managed XDR goes beyond basic endpoint protection. It integrates threat detection and response capabilities across your entire infrastructure—whether on-site, in the cloud, or across your network. This creates a seamless security environment that adapts to emerging threats, keeping your operations running smoothly.
- **Real-time threat hunting:** Our team constantly analyses system activity for signs of malicious behaviour, using advanced machine learning and AI-driven tools to identify threats before they become critical. This proactive approach ensures threats are mitigated before they can disrupt your business.
- **Unified management:** With Managed XDR, you benefit from centralised management of your security infrastructure. All security alerts and responses are handled through a single interface, reducing complexity and allowing for quick, informed decision-making.
- **Cost efficiency:** Instead of maintaining multiple standalone tools, Managed XDR offers an all-in-one solution that streamlines your security costs. This service eliminates the need for in-house security teams and expensive third-party tools, offering a budget-friendly alternative for comprehensive protection.

“Professionalism, knowledge, and understanding of the issue.”

Swiss Finance Corporation Ltd.



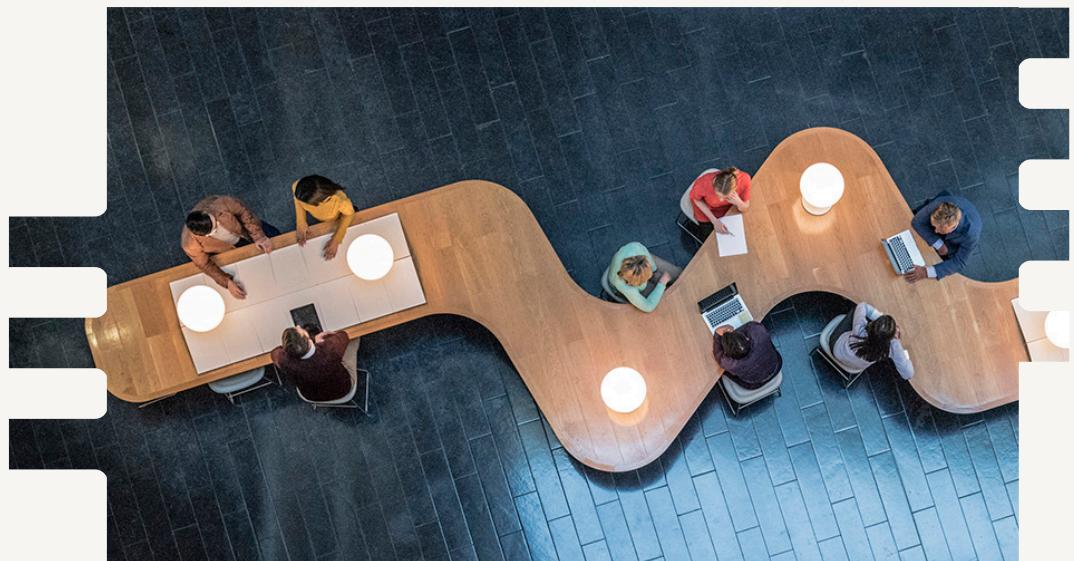
AI & Copilot-ready workplaces

Securely integrating AI into your workplace

As artificial intelligence (AI) becomes integral to modern business, Backbone ensures that your AI-powered tools—like Microsoft 365 Copilot—are deployed securely. We create a framework that allows your teams to harness AI's potential to automate repetitive tasks, improve efficiency, and make better decisions, all while maintaining strict data security standards.

Key features:

- **Secure AI deployment:** We take a security-first approach when integrating AI into your workflows. This includes comprehensive monitoring for potential data leaks, ensuring that AI tools are used responsibly and within the guidelines of your security policies.
- **Enhanced collaboration:** By integrating Microsoft Copilot with other tools in the Microsoft ecosystem, your teams can collaborate more efficiently and securely. With real-time insights, automated workflows, and enhanced reporting, AI tools improve decision-making and reduce time spent on routine tasks.
- **Compliance and governance:** AI tools, when not properly governed, can expose your business to risks. We ensure that all AI-driven activities are compliant with Microsoft's security frameworks, giving you confidence that your use of AI is both secure and ethical.
- **Data-driven insights:** By using AI to analyse large sets of data, businesses can uncover actionable insights that help drive strategic decision-making. This allows you to identify opportunities, optimise operations, and enhance customer experiences in ways that would be impossible manually.



Secure infrastructure



Robust, secure, and scalable network solutions

A secure and high-performing network is the backbone of modern business operations. Backbone provides enterprise-grade connectivity solutions designed to protect your network, enable remote work, and support your cloud infrastructure. Our services ensure that your teams are always connected and productive, no matter where they are.

Key features:

- **Customisable network solutions:** We design, implement, and manage secure wired, wireless, and remote access networks tailored to your specific business needs. Our solutions use industry-leading technologies from Cisco Meraki and Fortinet to ensure your network is both reliable and scalable.
- **High availability:** Our managed network services guarantee uninterrupted connectivity, ensuring that your teams and systems remain productive. We offer proactive network monitoring and management to detect and resolve issues before they impact performance.
- **Security built-in:** We integrate security into every layer of your network, ensuring that data is protected from threats whether in transit or at rest. Our secure WAN and LAN solutions offer strong encryption and access controls, keeping your business safe from cyber threats.
- **Expert support:** Our team of network specialists provides ongoing support, from initial setup to continuous management. This means you can focus on your core business activities while we ensure your network remains secure and operational.

Secure business internet service

In today's fast-paced digital environment, businesses need an internet service that is not only fast and reliable but also secure. Backbone's Secure Business Internet Service delivers cutting-edge, enterprise-grade connectivity tailored to meet the demands of modern organisations. Built with advanced security features and proactive monitoring, our service ensures that your operations remain seamless while keeping your data and network safe from evolving cyber threats. Whether you need rapid installation, constant uptime, or integrated cyber security, our solution is designed to support your business's productivity and security.

Key features:

- **Rapid & frictionless installation:** Experience quick connectivity with our pre-installed fibre infrastructure in enterprise buildings. This streamlined setup process eliminates delays, allowing your business to get online and operational without the typical hassles associated with installation.
- **Enterprise-grade connectivity:** Benefit from dedicated bandwidth that ensures optimal performance tailored to your needs. With symmetrical speeds for both uploads and downloads, fixed IP addresses for reliable access, and high uptime guarantees, you can count on consistent and dependable connectivity for all your operations.
- **24/7 Proactive monitoring:** Our network is monitored around the clock to quickly identify and resolve potential issues before they disrupt your business. This proactive approach minimises downtime and ensures that your operations run smoothly, providing peace of mind that your connectivity is always maintained.
- **Integrated cyber security:** We prioritise your network's security with built-in DDoS protection, continuous vulnerability scanning, and access to global threat intelligence. These comprehensive measures work together to safeguard your data and infrastructure against cyber threats, ensuring your operations remain secure.
- **Complimentary cyber security assessment:** Take advantage of our expert-led cyber security assessment at no cost. This evaluation helps identify vulnerabilities in your current security posture and provides actionable recommendations to enhance your business's overall cyber security strategy, ensuring you stay ahead of potential threats.

“The advantage of Backbone was that they could offer the same access to their excellent customer service for both us and our tenants. We knew if we were going to move towards offering our clients an ‘On Demand’ approach to building connectivity, it had to be with a company that excelled at customer service.”

APAM

Secure software-defined wide area network (SD-WAN)

Backbone's SD-WAN solutions provide a modern, adaptable approach to wide-area network (WAN) connectivity. Designed for agility and efficiency, our SD-WAN services offer secure, high-performance connections across multiple business locations, ensuring optimal network performance and easy scalability as your enterprise evolves.

Our SD-WAN offerings incorporate AI capabilities and advanced technologies from industry leaders like Fortinet and Cisco Meraki. We design, implement, and manage SD-WAN solutions that align with your business's strategic goals, ensuring that your network can scale effortlessly and remain secure while keeping costs under control. Our dedicated service team ensures that your network infrastructure operates at peak performance, leaving you free to focus on core business activities.

Key features:

- **Enhanced security:** Protect your WAN with cutting-edge security features that safeguard your data and applications at every location, whether in the office or accessed remotely. Our Secure SD-WAN includes end-to-end encryption, secure gateways, and threat detection capabilities, ensuring that sensitive information remains confidential and resilient against cyber threats.
- **Optimised network performance:** Benefit from intelligent routing and load balancing that optimise traffic flow across your network. This technology prioritises critical applications, ensuring they receive the necessary bandwidth for fast and reliable connections. By dynamically managing traffic, our solution minimises latency and enhances the overall user experience, making sure your business operations run smoothly.
- **Cost efficiency:** Significantly reduce your network expenses by minimising your dependence on costly MPLS circuits. With our Secure SD-WAN, you can utilise more economical internet-based connections while still enjoying robust security and high performance. This shift not only lowers operational costs but also allows for greater financial flexibility in allocating resources elsewhere in your organisation.
- **Simplified network management:** Streamline your network operations with a centralised management platform that allows for easy monitoring, configuration, and troubleshooting across all your business locations. This unified approach saves time and resources, enabling your IT team to efficiently manage the network, implement changes swiftly, and respond to issues proactively, thereby improving overall productivity.
- **Scalability and flexibility:** Adapt your network seamlessly as your business evolves. Our Secure SD-WAN solution provides the scalability you need to expand your network without the complexities typically associated with traditional WAN setups. Whether you're adding new locations, increasing bandwidth, or adjusting configurations, our flexible architecture allows you to respond to changing demands with ease, ensuring your network grows alongside your business.

Advisory and cloud services



Technology and Security Advisory Services

As businesses increasingly adopt cloud-first strategies, Backbone offers specialised advisory services tailored to technology transformation, security, and compliance. Our comprehensive approach ensures seamless transitions and maximises the benefits of cloud computing while prioritising security and minimising disruptions.

Key features:

- **Cost Efficiency:** Transitioning to the cloud reduces reliance on costly physical infrastructure and lowers maintenance expenses. We conduct thorough assessments to identify cost-saving opportunities, optimising your budget for maximum efficiency.
- **Scalability:** Our cloud services provide flexible scaling options, enabling you to adjust resources according to your evolving business needs. This agility is crucial during peak periods or growth phases, ensuring your infrastructure continually supports your operations.
- **Disaster Recovery:** Leveraging robust cloud solutions, we equip your business to swiftly recover from data loss, system failures, or emergencies. Our disaster recovery plans minimise downtime and preserve data integrity, safeguarding your business continuity.
- **Security and Compliance:** We prioritise the security and regulatory compliance of your cloud environment. Through rigorous security controls, encryption measures, and continuous monitoring, we protect your data against threats and ensure adherence to industry standards.

Cloud services

Backbone offers a comprehensive suite of cloud services designed to transform your IT infrastructure while ensuring security, compliance, and scalability. Our cloud solutions enable businesses to transition seamlessly to the cloud, leveraging the latest technologies and infrastructure to optimise operations.

Key features:

- **Facilitate transformation:** We guide organisations through every step of the cloud adoption journey, ensuring smooth migrations and empowering you to achieve your strategic transformation goals. Whether you're moving to the cloud for the first time or optimising an existing infrastructure, our expertise ensures minimal disruption and maximum efficiency.
- **Ensure compliance:** With the increasing need for data security and regulatory adherence, we implement secure and compliant cloud environments. We use best-in-class security measures, encryption protocols, and monitoring systems to ensure that your cloud infrastructure adheres to all relevant regulations, protecting your business from risks while maintaining optimal performance.
- **Disaster recovery:** Our cloud services include robust disaster recovery solutions to ensure business continuity. We provide a strategic approach to safeguard your data, enabling fast recovery from data loss, system failures, or other disasters, minimising downtime and preserving data integrity.



Colocation Services

Backbone's colocation services complement our cloud offerings, providing secure, scalable hosting solutions in state-of-the-art data centres across the UK. Our colocation services enable businesses to leverage the benefits of physical infrastructure while retaining control over their hardware, with the flexibility to scale as needed.

Key features:

- **Scalability:** Our colocation solutions are designed to grow with your business. Whether you need a single unit (1u) or an entire rack, or even a private cage for dedicated space, we offer flexible infrastructure options that can be tailored to meet your specific requirements. This scalability allows you to start small and expand as your needs change, ensuring you only pay for what you use while maintaining the capacity to scale efficiently.
- **Resilient infrastructure:** Our high-performance data centres are built to provide unparalleled reliability. Equipped with redundant power supplies and advanced cooling systems, we ensure your servers remain operational and cool, even under heavy loads. Additionally, our resilient network connectivity guarantees 24/7 availability, allowing you to rely on exceptional performance for your critical applications and minimising downtime.
- **Holistic support:** We offer comprehensive support throughout the entire lifecycle of your infrastructure. From the initial migration and installation to ongoing management and troubleshooting, our experienced team is here to assist you. Our remote hands support ensures that any issues can be addressed quickly and efficiently, allowing you to focus on your core business operations while we take care of your colocation environment.
- **Security and compliance:** Security is our top priority. We implement strict access controls, ensuring that only authorized personnel can access your infrastructure. With 24/7 monitoring and surveillance, we actively protect your data from potential threats. Furthermore, our facilities adhere to industry standards and regulations, helping you maintain compliance and ensuring that your infrastructure remains secure against evolving cyber threats.

“Quickly dealt with, well communicated. Good work.”

Talking Tables Ltd.

Why Backbone?

Expertise you can trust

With over a decade of experience, Backbone has built a reputation as a trusted IT service provider for businesses across a range of sectors, including commercial real estate, private equity, and growth-focused SMEs. Our team of certified professionals ensures your IT systems are secure, efficient, and scalable.

Customer-centric approach

We prioritise the unique needs of each client, offering personalised services that adapt to your business goals. From implementing robust cyber security measures to optimising your cloud infrastructure, our solutions are tailored to meet the specific challenges your business faces.

Proven results

Our clients rely on us to protect their data, secure their networks, and enable smooth business operations. We consistently deliver, helping businesses unlock innovation while staying compliant with industry regulations and ahead of emerging threats.

How we work with you

At Backbone, our approach is simple: We start with an in-depth understanding of your business needs. From there, we design IT solutions that align with your goals, leveraging industry-leading technologies to ensure security, compliance, and scalability. As your trusted IT partner, we provide ongoing support and monitoring to help your business stay ahead of emerging threats while maintaining operational excellence.

A partnership for the future

At Backbone, we don't just provide IT services; we build long-term partnerships with our clients. Our goal is to be a trusted extension of your business, offering innovative solutions that evolve with you. Let us handle your IT needs, so you can focus on driving your business forward with confidence.

Our key partners and certifications

We work with industry-leading technology providers and maintain rigorous certifications to deliver the best IT solutions for our clients:

Microsoft
Partner

FORTINET[®]





Contact us

Ready to secure your business and unlock new opportunities?

Discover how Backbone can help transform your IT operations, ensuring secure, seamless, and scalable solutions that support your business growth. Our team of experts is ready to guide you every step of the way, from initial consultation to implementation and beyond.

Contact us today to schedule a consultation and see how we can tailor our services to meet your specific business needs.

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