



Excellence through experience

Shaping information technology  
**to help you achieve more**





We base our service on the needs of our clients and listen carefully to their problems, their objectives and their ambitions; we don't really enjoy talking about ourselves, but here goes.

Quiss Technology is many different things to many different organisations, but has been delivering IT support services since we were founded in 1988; the early years of the information technology revolution.

Although we have grown and evolved to reflect the changing needs of our clients, our core vision remains the same today as it was then; to help organisations of all sizes and complexity to exploit technology and applications to gain or increase competitive advantage.

Our business holds true to the ethos of a customer-centric experience, believing the quality of our service ensures we will succeed and grow, only as we help our clients improve the performance of their organisations.

Importantly, our belief in the quality of our service is independently verified with our ISO 9001: 2008 and ISO 27001: 2013 certification, the internationally acclaimed standard for information security management, standing testament to the importance we attach to maintaining our exemplary service levels.

We have a team of dedicated professionals that work hard to understand the unique challenges faced by each organisation and the sector in which it operates. We tailor every solution to meet the specific needs and objectives of each client, with expertise shaped by experience of delivering pragmatic advice and practical support.

From our headquarters in Tamworth, Staffordshire and offices in Harrow, North West London, we offer a 24/7 national service, delivered locally, to clients spread throughout the UK. We are a Microsoft Gold Certified Partner, an HP Personal Computing Gold Specialist and have developed important relationships with leading technology partners, Citrix, VMWare, Cisco, Avaya, Alcatel-Lucent and Symantec.

If you want to know more, meet with us and ask some searching questions, we're confident our answers will impress, but our service will impress more, so please get in touch and **discover how Quiss can help.**

## Total peace of mind for every aspect of your IT infrastructure, ensuring it is an enabler for growth not a stumbling block

**Qworks** is our managed service solution. However well a system is put together, there is always likely to be something that causes you an issue and requires external support to resolve it.

All businesses are different which is why we offer a comprehensive range of support options to allow every organisation to select the one that best suits their needs.

**Flex** is our complete managed service solution and incorporates everything an organisation might require from an operational and strategic point of view. It is a fixed term, fixed cost partnership, based on the number of users.

**Flex** also provides unlimited access to our UK-based helpdesk and on-site engineer support for

hardware and software. With numerous modules to choose from, clients pick the elements that are most appropriate to their business and create a bespoke support solution.

**Support Plus** provides unlimited helpdesk support for software and unlimited cover for your hardware too such as servers, desktops, laptops, printers and all active networking equipment. You also receive on-site support from our team of engineers as required.

**Helpdesk Plus** is the most cost-effective way of providing your business with unlimited helpdesk support. It is a contract structured investment based on a monthly per user ratio. It also covers your server workstation operating systems plus most other mainstream user applications.



### Managed Support Services

- 24/7 Infrastructure Support
- UK Based Helpdesk
- Project Management
- Breakfix
- UK Wide
- Total IT Outsourcing
- Unlimited Contracts



### Specialist Consultancy

- HP
- Microsoft
- Cisco
- VM Ware
- Citrix



### Audio Visual

- CCTV
- Digital Signage
- Video Conferencing
- Interactive Projection



### Other Services

- IT Resale
- IT Finance Options
- Business Continuity
- Disaster Recovery
- Application Training
- Print Management

## We ensure the cloud you choose is shaped for the unique requirements of your organisation, now and in the future

Choosing a cloud partner is a critical decision for any organisation, regardless of its size and it's important to be aware that not all cloud service providers are the same. We were the first UK service provider to achieve ISO 27001: 2013 and combine technical expertise with a range of comprehensive, pragmatic solutions, shaped by our experience of helping clients make the choices that best meet their needs.

**Qcloud** offers flexible solutions, tailored to your unique needs; you could choose to completely outsource the administration to us; you might want to simply host your environment with us, but manage the solutions yourself; or your organisation might benefit from a combination of the two. We do as much or as little as you want, the decision is yours.

Our managed cloud solutions from **Qcloud** deliver business critical services from our privately owned, highly available UK datacentre. We work with organisations of all sizes and complexity, in professional services, corporate & commercial and public sectors, helping them achieve the right outcome, with solutions designed around their current and future needs.



### ISV Platforms

- Software as a Service
- Application Deployment Platform
- Solution White Labelling
- Self Service/ Management



### Data Centres

- Platform as a Service
- Bespoke Cloud
- Hardware re-utilisation
- Dedicated Hardware/ Environment
- On Premise Cloud Solutions



### Private Cloud

- UK Based Only
- Privately Owned by Quiss Technology
- Fully Managed/ Fully Resilient
- ISO 27001: 2013
- Replication Services



### Public Cloud

- Hosted Desktop
- Hosted Email
- Online Monitoring
- Office 365
- Microsoft Azure



# Qvoice

Converged telephony



# Qshare

Share, Organise, Discover, Build & Manage

## Working with you to tailor the latest converged telephony solutions to integrate your unique voice and data requirements

The business world is becoming ever more reliant on connected communications, with greater demands placed on your telephone system and how it integrates with and utilises your IT resources. Communications within your organisation and with your clients, needs to be immediate, responsive and fully integrated if it is to help you meet the challenges faced by businesses today. **Qvoice** can help.

We will help you decide if a converged communications strategy will deliver benefits for your business. Voice and data now need to be integrated seamlessly, given the continuing rise in the use of mobile devices like laptops, tablets and smartphones and their necessary integration with servers, desktop computers and phones.

We have developed partnerships with leading telephone application providers and deliver unrivalled expertise in optimising IT hardware, software, networks and systems. This ensures you have a single point of contact to deliver a fully integrated communications strategy for your business. A unified communications platform with **Qvoice** will deliver competitive advantage and ensure you are future-proofing your business for the challenges ahead.



### Telephony

- Hybrid Voice
- Hosted VOIP
- Unified Communications



### Connectivity

- ADSL & FTTC
- MPLS & EFM
- ISDN & SIP
- Least Cost Routing



### Call Management

- Call Recording
- Call Reporting
- Call Centres



### Mobility

- Softphones
- Tablets
- Flexible Contracts
- Mobile Phones

## Helping organisations collaborate more easily by sharing information and using in-depth search capabilities

SharePoint is a scalable information management platform that connects people and teams across organisations, helping them collaborate more easily and work more effectively.

The platform facilitates end-to-end collaboration by enabling the sharing of information and providing in-depth search capabilities to extract the useful data at the heart of your organisation. It also makes finding the relevant information far easier, by allowing users to customise and personalise both the content and layout.

Many organisations do not realise they already own the right to use SharePoint as certain Microsoft server licences include SharePoint Foundation.

Through **Qshare**, we offer a number of ready to plug-in modules that we can tailor to suit your system needs.



### Content Management

- Collaboration
- Search
- Auto Versioning
- Archive



### Intranet

- Holiday Forms
- Sickness / Self Certification Forms
- Blog
- Forums
- HR Docs



### Training Module

- Book a Course
- Self-learning
- Video Tutorials
- Your Training Plan



### Social

- Personal Document Storage
- My Sites
- Blog
- Newsfeed



### Business Intelligence

- Company Dashboards
- Sales Dashboards
- Client Dashboards



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