



Backup &
Disaster
Recovery



24
24/7/365
Monitoring



IT Support

twentyfour



Private
& Public
Cloud



Cyber
Security



Microsoft
Azure

Why twentyfour?

Our "Know Your Business" Approach

At TwentyFour, we feel that **knowing your business** is about understanding how you work **at a granular level**. Every organisation needs its technology to operate in today's world. However, it should be technology that aligns with, and actively assists you to achieve your goals. *But without costing the farm.*

We will actively work with you to help you grow. A significant engine of our growth is the growth of our clients.

Our vCIO (Virtual Chief Information Officer) service offers highly knowledgeable people who can talk strategically at board level, enabling you to review your 3-5 year plans with the benefit of **board level technical input**. Our vCIOs are NOT salesmen and do not have targets (except for maintaining delighted clients). Therefore you can be confident that they are targeted to think solely in your best interests.

We have evolved a Proven Process:

Discover. Align. Deploy. Protect. Support. Evolve. Repeat.

At TwentyFour we Guarantee:

Reduced Risk, Rapid Response, Dependable Service, Continuously High Levels of Customer Satisfaction, and Truly 24/7/365 Support.

About twentyfour

We are a South Yorkshire-based Managed Service Provider, delivering; Fully Managed and Co-Managed IT Support, Cyber Security, Microsoft Services, Public and Private Cloud Hosted Solutions, Backup and Disaster Recovery, Networking and Infrastructure, AI Powered Solutions, and much more.

We have three offices, servicing clients in **19 countries** around the world, providing **24/7 Support, Monitoring, and Cyber Security Solutions** to ensure that businesses have best in class support available when and where they need it.

Our team of trained and certified IT Support and Cyber Security professionals are here to not only support businesses with their day to day requirements, but to also provide proactive support and preventative maintenance to ensure that your business runs smoothly all year round. Throughout 2025 we provided our clients with an industry-leading **99.6%** average **Customer Satisfaction (CSAT)** score, more than **29% higher** than the 70% industry average.

How can TwentyFour Support Your Business?

-  IT Support
-  Cyber Security
-  vCIO Services
-  Azure Solutions
-  Disaster Recovery
-  AI & Automation
-  Microsoft Services

IT Support

IT Support is more than just about fixing issues as they affect your business users, it is about **enabling your business to succeed**.

At the core of our business is our promise to work with all businesses to achieve their goals. From our very first meeting with clients, we work to understand their business;

What is important to your business?

What are some of the pain points within your business?

What would you like to change or improve?

What are your growth goals?

Where would you like to see your business in 6 months, 1 year, 3 years, and beyond?

We work with businesses to not only support their day-to-day activities, but to help them achieve their objectives through **regular account and strategic business planning meetings**. These sessions help us identify common challenges and implement processes or solutions to address them **proactively**. We also work with clients to assess their **growth plans** and **recommend strategies that drive continued success**. Our approach focuses on technology and digital transformation to ensure businesses are equipped for the future. Remember, Our Clients' success leads to Our success.



Proactive
Preventative
Maintenance



NEO Support
Chat Bot



Continuity
Planning



24
24/7/365
Monitoring

99%

Customer
Satisfaction



IT Support



Lifecycle
Management



Endpoint &
Infrastructure
Management



Account
Reviews



Microsoft
Support



1H
Quick
Responses

Real Estate Agency

4,500+ Users, 300+ Offices

In 2019, a UK based Real Estate Agency with approximately 1,900 users, approached us asking about our **IT Support services**. We noted that they were specifically looking to grow and expand over the coming years and were looking to partner with a business that could **help them to achieve those goals**.

What did we do?

We began with assessing their existing solutions and infrastructure, recommending alterations that would help them **save money without impacting on their day-to-day operations**, whilst also recommending new solutions that would allow them to scale with their planned business growth.

Due to the size and nature of their business, we assigned a **dedicated account management team** who's sole responsibility is to manage their account and have weekly meetings regarding **tickets, projects, and future growth**.

We liaise with them as part of their **acquisition strategies**, providing **technical due-diligence** on their potential acquisitions to ensure that they can be integrated into the wider group seamlessly. When opening our Southern Office we positioned ourselves in close proximity to their head office, allowing us to provide fast boots on the ground support with quick availability to the bulk of their Real Estate Offices (as well as other clients in the region).

Additionally, we also support with 24/7/365 Cyber Security, Microsoft 365, Microsoft Azure, Virtualisation, Device Lifecycle Management, and much more. **In 2025, heavily influenced by our strategic growth support and outstanding technical support, they chose to renew for a second consecutive 3 year term, with plans to expand their user base by 1,000+ in 2026.**



"Nothing is ever too much trouble, the team are always happy and helpful, resolving any issues in a timely manner, whilst keeping us informed."

Derek M

vCIO Services

Where do you see your business in 3-5 years? What is your mid/long term business strategy? And, do you have the solutions in place to help you achieve those goals?

These are the questions that many business owners and senior executives often ask themselves, but might lack the technical knowledge to understand how they can ensure their technology, services and stack to help them to achieve these goals.

Whilst many Managed Service Providers (MSP) will provide ongoing support for your business technology, many do not take the time to understand your business, what is important to you, and what your goals are.

Our **vCIO Service** (Virtual Chief Information Officer) ensures that your business has access to a technical expert who is dedicated to helping your business make the most out of its technology. Our vCIO operates as your strategic technology partner, providing board level IT leadership, direction and insight in line with your business growth strategy. They take steps to understand the inner workings of your business and its vision, identifying gaps, and helping you to develop a technology roadmap to ensure your business has the tools and resources to achieve its goals.

Beyond IT Strategic Development, our vCIO supports your business with **IT Budgeting & Vendor Management, Cyber Security & Compliance Oversight, IT Policies & Governance, Future Proofing & Innovation and much more.**

Our vCIO works to understand your business's vision, to help you achieve your goals.



IT Strategy Development



Understands Your Business



Board Level Oversight



Policy Management



Compliance Oversight



Virtual Chief Information Officer



Strategic Growth Alignment



Vendor Management



Technology Alignment



Cyber Security Strategy

Warehousing

400+ Users, 10 Warehouses


In 2021 a Warehousing firm based in Manchester approached us as they were looking to start a **growth through acquisition journey**. At the time they had 5 Warehouses and around 250 team members throughout the UK. However, they were looking to try and **scale efficiently and effectively**, whilst also trying to keep costs throughout the group as low as possible as they grew. One of the primary drivers of their growth process was to ensure that they could **seamlessly integrate new locations into their client support base** in strategic locations.

What did we do?

Our vCIO sat down with the client to **understand the scope** of what they were wanting to achieve, gain an **understanding of their growth goals** and the time frame that they were looking to complete within. The client's aim was to grow from 5 to 8 locations within 3 years, ensuring that each new location could be incorporated into their wider infrastructure across their standard technology stack.

By involving TwentyFour from the beginning of their journey, their vCIO accompanied them when visiting potential acquisitions ensuring that **appropriate questions were asked around the infrastructure**. Thus, the Technology Alignment of these businesses within our client's wider **IT and Growth Strategy** was accounted for. We then highlighted areas of concern and additional budget considerations to bring businesses **in line with their wider strategy**.

Strategically involving our vCIO from the start of their acquisition process allowed the business to **effectively scale and integrate a further 5 locations** into their portfolio **within 3 years** whilst still keeping costs to manageable levels to support their long term growth. This involved a wider review of all of the business's software licensing across their phone system, Microsoft 365, Adobe, Sage, AutoDesk and others.



“We could not have grown to where we are without the support of the vCIO service that TwentyFour offer. His advice & guidance throughout has been invaluable.”

Malcolm W

Cyber Security

The past few years have seen **Cyber Attacks on UK businesses increase drastically**, with figures showing that between 2022 and 2024 the number of attacks more than tripled, **from 2.39 million to 8.58 million**.

Despite this drastic increase, those same figures show that only **15% of UK businesses** have undertaken Cyber Security Audits or Health Checks to assess if they are vulnerable to modern cyber threats. This led to 50% of UK Businesses experiencing attacks in 2025.

Whilst the majority of UK businesses may use traditional signature-based anti-virus solutions, these can only protect businesses from between **30-50% of modern cyber security threats**, our reporting has shown that this can be much lower.

Unfortunately traditional signature-based Anti-Virus only recognises malware with known signatures. However, many modern threats use **polymorphic** and **metamorphic algorithms**, meaning that each new attack contains unique untraceable signatures. **Modern Cyber Security defence now requires a more holistic approach**, solutions such as Managed Endpoint Detection & Response, and Application & Device Ringfencing, use Artificial Intelligence and Machine Learning to assess the intent of a file. These tools are able to identify if a file is attempting to perform actions, or access parts of your systems, that it should not need to. By assessing for **unusual, suspicious and malicious** activity, our modern '**Next-Gen**' solutions can protect against more than **97% of threats**.

But, what about that other 3%? That is where our **Cyber Security Operations Centre** comes in, our team of experts actively hunt out potential threats and vulnerabilities **24/7/365**, keeping businesses protected from threats they may not know are out there.



**Web Gateway
Security**



Firewalls



**Password
Policies**



**Dark Web
Monitoring**



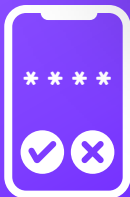
**Next-Gen
Security**



**Security
Operations
Centre**



**Security
Training**



**Multi-Factor
Authentication**



**24
24/7/365
Monitoring**



**Patch
Management**



**Email
Security**

Manufacturing

90+ Users, 2 Offices

In November 2020, a manufacturing business (37 employees), operating 24/7, approached us to discuss their IT and Cyber Security needs. We visited their sites, **running a full Cyber Security Assessment and Network Audit**, which identified several key **high-priority vulnerabilities**. We quoted them in early December of the same year; however, the business questioned their need for Cyber Security as they believed they were not big enough to be targeted in a cyber attack. Despite our best advice, they chose to wait until January and review the quote with all decision-makers.

What happened next?

Imagine this, it's **3am on Christmas morning**, our out-of-hours line receives a panicked call from one of the senior executives who had been working the night shift, preparing their business for its annual shutdown. The call indicated that they were experiencing a cyber security emergency, they were locked out of their server, data was completely inaccessible, and all their online devices were infected. **They were experiencing a ransomware attack.**

Our **Cyber Security Operations Centre** acted quickly to be able to mitigate the effects of the attack, isolating affected systems, and installing tools to be able to attempt to restore business data. Even with it being Christmas Day, our **CSOC** and **24/7 IT Support Desk** were able to work with the business to be able to recover and restore critical operations over a period of 5 days. We were then able to restore non-essential business systems over a further 7 days. Then ensuring that they had new systems and solutions in place to be able to prevent further attacks.

As of 2026 their team now exceeds 90 users and we continue to support them through digital transformation and automation projects **to achieve their growth goals.**



“Even though we were not a client of TwentyFour, they pulled out all the stops to help us mitigate and recover from a cyber attack.”

Roy P

Cyber Security Health Check



EDR/MDR

Do you use traditional anti-virus?
Can your security block a rubber ducky?
Does your security utilise AI?



Email Security

Do you receive phishing emails?
Are you fed up of useless spam?
Do you receive malicious attachments?



Patch Management

Are all your devices up to date?
Do you install security patches?
What about 3rd party software?



Identity Access

Do you use complex passwords?
Do you know who has access to what?
Do you follow Least Privileged Access?



MFA

Do you use Multi-Factor Authentication?
Are your accounts biometrically locked?
Did you know SMS auth is not secure?



Dark Web Monitoring

Do you know what the Dark Web is?
Do you know if any of your data is there?
Do you check for new leaks daily?

What's your Cyber Score?

12

Tick all that apply to your business cyber defence.



Backup Policies

- Do you follow the 3,2,1 Backup rule?
- Do you know how frequently you backup?
- Are your backups secure from attack?



Web Gateway Security

- Are you able to spot fake websites?
- Can you block your data being stolen?
- Do you monitor for malicious downloads?



Security Training

- Does your team take regular training?
- Can they spot phishing emails?
- Do they know what ransomware does?



Mobile Device Security

- Are your mobile devices protected?
- Do you know what they can access?
- Are they being used for authentication?



Firewalls & SASE

- Do you know if your firewall is up-to-date?
- Are your remote workers protected?
- Is your cloud infrastructure secure?



Zero Trust

- Do you trust all devices on your network?
- What can you access from your device?
- Do you know who can access your data?

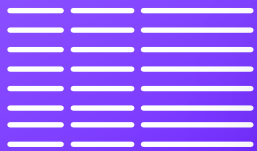
Azure Cloud Solutions

Traditionally, businesses around the world have hosted all of their data, services and software via on-site solutions such as physical **Servers** and **Network Attached Storage (NAS)**. However, for many businesses, the cost to upgrade, as well as the running of these on-site solutions can be significant and complex. From high energy consumption and cooling costs, to upgrades or replacements, if your business outgrows its specification, or when your equipment is no longer fit for purpose, or even just needing maintenance when parts fail... **What do you do?**

Cloud hosted solutions, such as **Microsoft Azure**, allow you to replace this costly physical infrastructure with a scalable solution that will grow with your business. There is no need for energy and cooling costs, no need to over specify your requirements for future growth, no need to worry about hardware becoming outdated, just **pay for what you need** and **scale as your business grows**.

The core of Cloud Hosted Solutions, whether that be data or file storage, virtualisation, database management (and more), is **Security**. Whether that be protecting your data from malicious third parties attempting to access it, or abiding by the Principle of Least Privileged Access. We are able to ensure businesses comply by providing solutions such as Microsoft Entra, Azure PIM, and Azure Sentinel. These can combine with other industry leading tools to protect your business data from internal and external threats or misuse.

We work with businesses around the world to provide tailored business transformation strategies to help them to transition to the cloud. **We provide recommendations to keep costs down whilst planning for your future and your security.**



**Database
Management**



**Next-Gen
Security**



**Load
Balancing**



Virtualisation



**Scalable
Solutions**



**Microsoft
Azure**



**Managed
Migration**



**High
Availability**



**Built In
Redundancy**



**Identity
Access
Mgmt**



**Active
Directory**

 **Microsoft**
Solutions Partner

Infrastructure
Azure

Construction


1,200+ Users, Offices in 16 Countries

In 2022, a global construction group approached us to take a look at their IT and Cyber Security landscape. With the potential to take over their existing support, as well as **improve on their global infrastructure and data management**. Their infrastructure had not been evaluated in the past five years, and they were experiencing **continuous issues and down time** across all sites. After performing an in-depth audit of their infrastructure we identified a number of key areas of improvement, notably migrating away from costly outdated physical servers and network storage which had experienced multiple hardware failures that had not been addressed. They had also not been updated with the latest security patches, had users who could access data they should not be able to, and were overall **no longer fit for purpose** as their business continued to grow.

What did we do?

As part of the wider audit of their IT infrastructure and solutions, we identified that their physical servers and network storage would be better suited as a cloud hosted solution within **Microsoft Azure** and **Sharepoint**. This would allow the business to **improve overall performance** by cost-effectively scaling resources to match their requirements. Allowing them to easily centrally manage all of their infrastructure, link with Active Directory to **manage data access more securely**, and effectively reduce costs of maintaining physical infrastructure around the world. This reduced tickets associated with the poor performance of legacy infrastructure, making their employees more productive.

Additionally, by utilising Microsoft Azure data centres they were able to localise some of their infrastructure to specific global regions, by extension complying with local **data protection** and **security regulations**, whilst also reducing latency.



"Our business had outgrown our legacy servers, experiencing constant issues. Switching to cloud hosted has reduced these to zero."

Joseph E

Microsoft Services

Used by millions of businesses around the world, Microsoft's 365 suite of web and desktop productivity applications, as well as file storage and email services, have become the **de facto solution for many**. Whether that be day-to-day office solutions such as Word, Excel & Powerpoint, or team collaboration and communication via Microsoft Teams, as well as Power Apps and Productivity tools such as **Power BI, Power Automate, Project, Bookings, Planner**, and much more. Microsoft's tools enable businesses to be able to effectively perform their daily tasks and keep their data secure.

Our team of certified Microsoft Professionals have worked with hundreds of businesses around the world to ensure that they are making the most of their **Microsoft 365** solutions. We help businesses to ensure that users only have access to the files and data they require to perform their roles effectively. We support businesses with common and complex issues, whilst also ensuring they are not paying for services that they do not need or use, **saving money that can be reinvested into their business**.

Our solution goes beyond simple support. We work with businesses to enhance their productivity, advising them on implementing **AI services** such as **Microsoft CoPilot**. Allowing them to improve user efficiency, enhancing businesses with up to hundreds of hours of additional productivity. Studies have shown that AI tools can make employees around 1 hour more productive every day. Just think, how much extra time gained would that be over your entire business every year?

Whether it's ensuring that you aren't over spending, making the most out of your existing solution, improving productivity in your business, or securing & storing your business data, **we are here to help you make the most of your Microsoft services**.



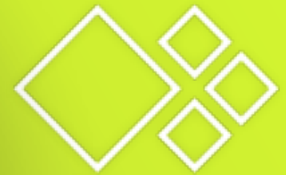
Email Security



Copilot AI Support



Email Signature Management



Power Apps



Certified Support



Microsoft 365 Services



Active Directory



Cloud Storage



Identity Access Mgmt



Mobile Device Management



Microsoft Copilot



Accounting

500 Users, 60 Offices

In 2024, an accountancy firm who has a London-based head office, as well as regional satellite offices throughout the UK, approached us regarding taking over their IT Support, Services and Cyber Security as **they did not feel adequately supported** by their existing provider.

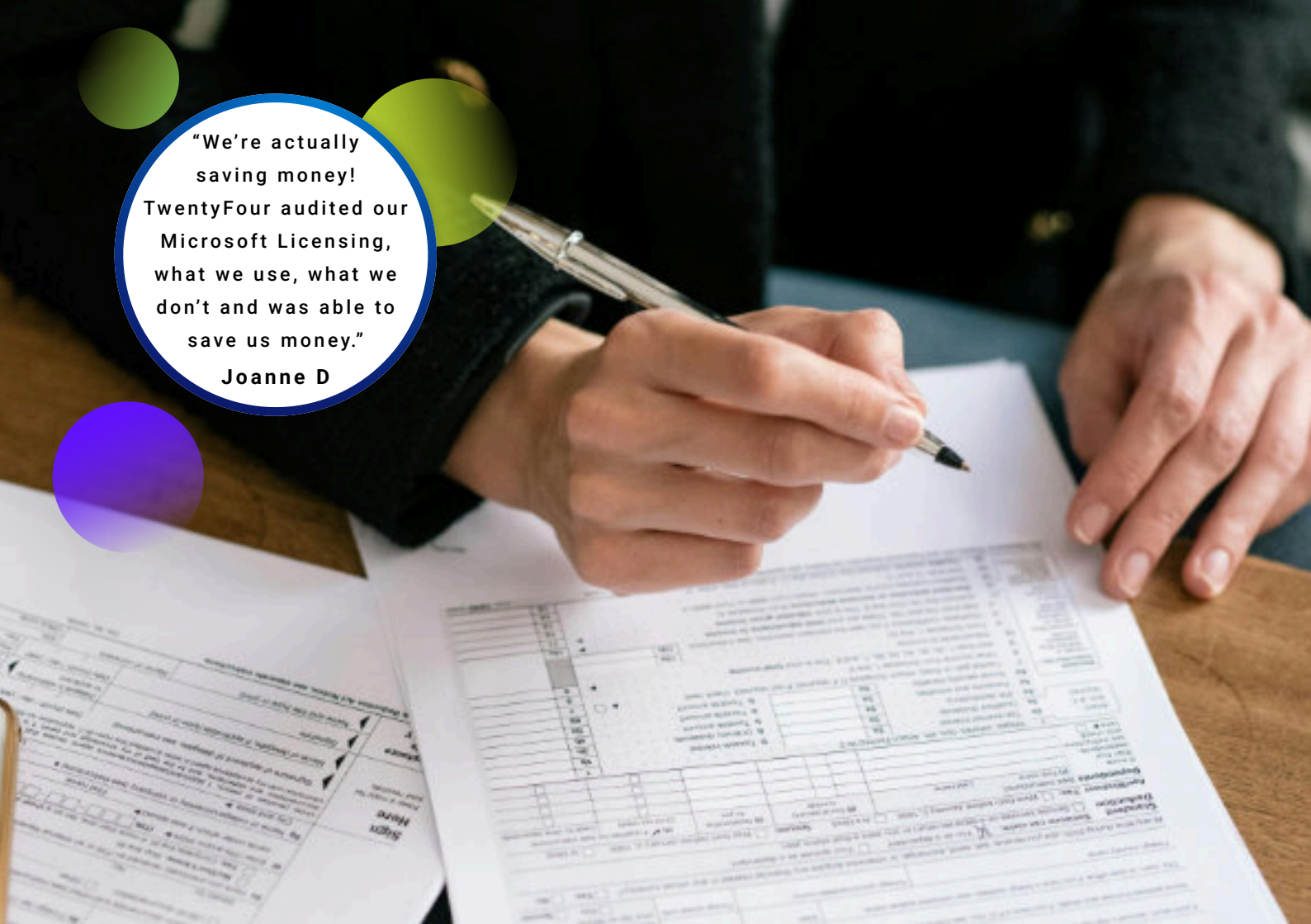
What did we do?

As with all prospective clients, we sat down with them initially to understand more about their business. This included details about their infrastructure, how they work, what their pain points were, what their **business goals** were over the next 12 months to 5 years, and more. From that initial discussion it allowed us to be able to do a complete audit of their business IT Infrastructure, including Services and Cyber Security, to **highlight a number of key points** for further discussion. This included an **in-depth review** of their Microsoft licence structure.

Through this analysis, we discovered that they were significantly over paying for their business requirements, their licences included access to tools and services that they were not using or did not need. We found that in many cases their employees only required access to the basic suite of Microsoft 365 tools with the exception of certain members of their management team who required additional **Power Apps**.

This allowed us to save the business thousands of pounds annually, allowing them to reinvest and support their business growth.

Their Managing Director said to us *"It's funny that a professional accountancy firm had to speak to IT specialists to be able to find ways of saving money."*

A person wearing a dark suit jacket is seated at a wooden desk, holding a silver pen over an open document. The document contains a complex form with various fields and checkboxes. A circular callout with a blue border and white background is overlaid on the image, containing a testimonial. The background is slightly blurred, showing the person's hands and the desk surface. There are three decorative circles: a green one at the top left, a yellow one at the top center, and a purple one at the bottom left.

**"We're actually
saving money!
TwentyFour audited our
Microsoft Licensing,
what we use, what we
don't and was able to
save us money."**

Joanne D

Disaster Recovery

If your business suffered from a cyber attack, experienced a catastrophic hardware failure, or other natural disaster, could you easily recover all of your business data?

It is estimated that only **26%** of business owners believe they could fully restore their data and documents in the event of an emergency.

Whilst many businesses may have backup solutions in place, this may not include all business data, such as; files and folders, databases, cloud stored data, financial data, or locally stored user data. Similarly, the frequency and location of those backups may not be in line with their business or regulatory requirements.

Ensuring that your business data is backed up regularly is an essential part of any business disaster recovery strategy, whether that be through daily or hourly backups, or real-time replication to high availability backup infrastructure. Where some businesses may find that 60 minutes of data loss is acceptable, others in fields such as Manufacturing may find that even **5 minutes of lost data could cost thousands** in lost time and materials.

It's similarly essential that businesses ensure that their data is held in a secure location. The **3,2,1 Backup Strategy** dictates that at least one backup should be held in a secure off-site location that can be accessed or recovered from in the event of a natural disaster.

We work with businesses globally to create and implement **Disaster Recovery** and **Incident Response strategies** in line with their business requirements.



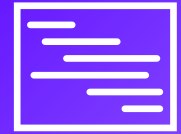
**Real Time
Replication**



**Dedicated
Response
Teams**



**High
Availability**



**Incident
Response
Planning**



**Continuity
Planning**



**Backup &
Disaster
Recovery**



**Cloud
Backups**



**24
Out Of Hours
Monitoring**



**Cloud Failover
Servers**



**Security
Operations
Centre**



**Immutable
Backups**

Logistics

80 Users, 3 Warehouses


In late 2023, many areas of the UK were affected by **extensive flooding**, causing damage to hundreds of homes & businesses. This included some of our own customers. On one of these Saturday mornings, we received a panicked call to our out-of-hours emergency line from a logistics customer who had been affected by this flooding at two of their sites. The impact of this leaving much of their warehouse inventory, as well as their IT equipment under water.

What did we do?

Our out-of-hours team quickly jumped into action, working with the business to deliver their **Incident Response Plan**. Our Head of Technical, as well as some of our engineers attended site to assess the damage. They took inventory of equipment effected by the flooding, understanding what could be recovered, and how we could get them back up and running in a timely manner.

Thankfully, the business had nightly full backups of their critical infrastructure, combined with **incremental backups** of changed data every 15 minutes within business hours. As the flooding had occurred in the early hours of the morning, it meant that they had a full backup at our secure off-site data centre. From this, our team was able to **'spin up'** a cloud replication of their server that could be accessed from undamaged devices. Whilst our suppliers could not deliver on a Sunday we were able to source replacement and loan equipment for their 'business critical' team. This allowed them back up and running, with access to their business data, the same day. **We were also able to restore the rest of the business to full functionality over a 48-hour period.**

Throughout the following week we set up a **dedicated team** to assist with support queries whilst we continued to replace and restore their on-site infrastructure to full functionality.



“Responding to a crisis situation on a weekend, working with us round the clock to get us up and running by Monday morning. Thank you TwentyFour!”

Stephen S

AI & Automation

Do you find yourself, or members of your team, repeating similar tasks on a regular basis? Do you find yourself spending hours (or days) creating and analysing reports?

At TwentyFour we have a general rule "*If you regularly repeat the same task 3 or more times a week... it can be automated.*", this has led to us seeing a drastic increase in productivity throughout all departments over the past 5 years and the development of our own tools to support our IT service desk with common "Line Zero" service requests.

However, it does not stop with internal tools to support our team and our clients. In 2023 we opened our own AI & Automation department to support businesses in adopting their own solutions that are custom built to suit their unique needs. This has included **automated email handling, lead discovery tools, accountancy analytics, predictive stock management** solutions, and much more.

It is important to consider that **Artificial Intelligence** and **Automation** tools are not a "one size fits all" solution and that common consumer tools may not be built (or even exist) to suit your unique business requirements. It is important to partner with a business who takes the time to understand your business, how it operates, what your pain points are, and what your team spends the most time on. By doing this we can ensure that AI & Automation tools empower your team to be more productive.

By developing our own solutions, we ensure that data security throughout your business is prioritised throughout the AI & Automation process, ensuring people *only* have access to the data they need to do their role effectively. So that data can not be accessed by malicious third party's, we offer thorough CREST Certified Penetration Testing.



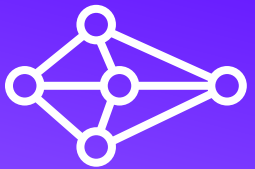
Analytics



API Integration



Tailored Solutions



Predictive Algorithms



Automation



Artificial Intelligence



Reduce Repetitive Tasks



Reporting



Email Handling & Analysis



Dashboards

Transport

300+ Users, 12 Locations

In 2024 a national transport company approached us regarding a data project that they were working on to analyse data across their business which existed in multiple programmes and locations. After in depth internal analysis of the scope of work for the project they had calculated that it would take multiple people at least 1 month to manually complete. Much of the information that needed analysing included **highly sensitive data** that the team members involved would not usually be allowed access to. They required a solution to be able to speed up the process without impacting daily operations.

What did we do?

Our vCIO and CTO sat down with Business Leaders and Team Members involved in the project, working to **understand what the business wanted to achieve**, what they needed the end result to look like. We also discussed with them how the data produced from the analysis would be used by the business, and if this was part of a larger project with other objectives.

By doing so, this allowed us to create a **process map** for the project, understand the scope of data and systems that were to be analysed, who required access to what data as part of the analysis, and develop an implementation plan.

The result? With less than a days work programming, creating links into multiple systems and data sets, tailoring reporting so that it could be used by the business for future analytics, as well as designing the system so that it could be built upon for future requirements, we were able to produce **actionable results that did not require manual intervention** from any members of their team.

By automating the process, time to completion was reduced from a month to 3 days, including meetings to discuss requirements, providing data in a secure and desired format.



"A task that would
have taken *weeks and
weeks* to complete was
delivered to us within
half a day. Providing us
with real insight that
allowed us to optimise
our business"

Kevin L

twentyfour

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CONTACT US TO LEARN MORE



@twentyfourit



99%

**Tickets
Resolved
in 1 hour**

80%

**Tickets
Resolved
on 1st Contact**

99.6%

**Customer
Satisfaction**

Compared to 70% Industry Standard

**Supporting
Businesses in**

19

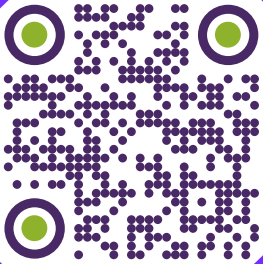
Countries

97%

**Customer
Retention**

Compared to 90% Industry Standard

CONTACT US



**Endpoint &
Infrastructure
Management**



**Security
Operations
Centre**



**Continuity
Planning**



**Email
Security**



**AI Powered
Solutions**



**Microsoft
365 Services**