VCG

Shaping your NEXT

Technology and IT Services Overview

Vision

Shaping your NEXT

Our vision is to help organisations thrive by simplifying technology choices, transformation journeys, and digital resilience.

We aim to support you in your next stage of growth, next marketplace or IT challenge, with solutions and services that help you optimise your growth.

Re-imagine your workplace, protect your most valuable assets and evolve infrastructure with **VCG's Managed Services and IT solutions** that keep your workforce secure and get your business ready for the future.

Solving Together

VCG

Business and IT Challenges

Business continuity

We play a critical role in ensuring your data and applications are always on, with security, data backup and disaster recovery services

Cyber security

Implement comprehensive threat protection, malware and round-the-clock ransomware mitigation across devices and locations, for complete peace of mind.

Digital transformation

Make business and IT transformation happen and ensure your workspace, workload and workflows are becoming more robust and digitally resilient.

Cost optimisation

Simplify technology changes by evolving and unifying IT infrastructure; implement cost efficiencies and a flexible approach to CAPEX and OPEX consumption.

Data management

Reduce applications clutter and secure data across technology silos with the latest tools and platforms to make recovery simple and less resource intensive.

How we help our customers

Integrate cutting edge technologies

Managed IT services

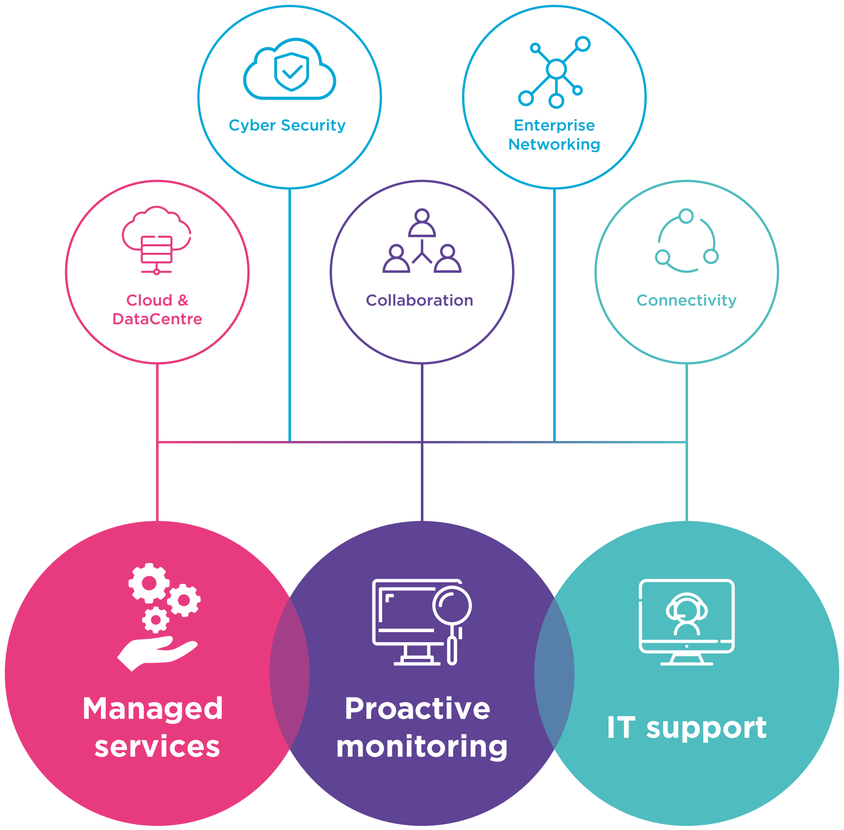
Our market leading managed IT Services are always available to manage the users, infrastructure, and processes at the heart of your organisation, giving you peace of mind and efficiency.

Proactive monitoring

We proactively monitor your infrastructure's availability, performance, and health, to resolve issues before they happen, and maximise uptime.

IT support

Expert IT Support, wherever, whenever – retain control of your in-house operations and bridge skill shortages with our expert service desk



Consultancy and advisory

Professional services

IT Project Management

Our Services

VCG

Managed Services

- Connectivity
- Cybersecurity
- Data and applications
- Cloud
- Unified Communications

IT project management

- Datacentre migration
- Cloud migration and optimisation
- New solution implementation

Consulting and advisory

- IT Assessments
- Digital transformation
- Risk management
- Business and IT growth

Professional services

- Enterprise networking
- Infrastructure modernisation
- Cost optimisation
- Collaboration
- Cloud and data security

ITIL approach

Design

Transition

Operations

Continuous improvement

Certifications

bsi. ISO/IEC 27001 Information Security Management

bsi. ISO 9001 Quality Management

bsi. ISO/IEC 20000-1 Information Technology Service Management

PCI Security Standards Council

ITIL®

PRINCE2®

VCG Managed Support

VCG Offering

Services

- Managed Thread Detection
- Monitoring & Support
- Backup and disaster recovery
- Unified Communications (UCaaS)
- Cloud Telephony and integration services
- Call recording and call reporting
- Cloud adoption and optimisation
- Professional Services
- IT Assessments

Solutions

Connectivity

- Enterprise networking
- SD-WAN
- MPLS, 5G
- Full fibre

Collaboration

- Microsoft Teams Direct Routing
- Webex Call integrations
- Contact Centre
- SIP trunking

Security

- SASE
- SOC/SIEM
- Firewalls and Application Security
- Network and Cloud Security

Data and applications

- Data Management
- Data backup
- Data Protect

Cloud

- Public Cloud
- Hybrid Cloud
- Data centre solutions

Infrastructure

vmware · Hewlett Packard Enterprise · cisco · Azure · Microsoft · Meraki · FORTINET

VCG expertise

Connectivity · Security · Networking · Unified Communications · Datacentre

Consulting and advisory, Project Management and Managed Support services

Consulting and advisory services

Certified professionals, working closely with your teams to understand business needs

VCG takes the ITIL approach to transformation so that your people, process and technology are aligned to your business needs and requirements for future growth.

With more than the average industry certifications for security and service delivery, we use proven methodologies and best-practice assessments for risk management and service innovation.

- IT Assessments
- Risk management
- Business and IT growth
- Digital transformation

IT Project Management

Removing the pain of implementation

No matter the size or complexity of an organisation's implementation, VCG will smooth the process by combining methodologies and implementation frameworks which include provision of:

- A dedicated project sponsor and project manager
- A project initiation document – based on a 'scope agreement'
- Project milestones with agreed sign-off stage gates
- A carefully managed pilot process
- Rollout management – based on engineering instructions.

- New solution delivery
- Technology implementation
- Cloud adoption and migration
- Datacentre migration

Professional Services

The experts to guide your growth journey

VCG has a committed team of experts and professional services consultants connecting customers to the very best delivery expertise and talent.

We invest heavily in our teams and their training, to ensure we have the best accredited technical engineers and consultants, ready to deliver across every IT infrastructure, from consultancy, design and support to our portfolio of managed services.

With over 300 sales, technical and vendor accreditations, we pride ourselves on being the best, and pushing the boundaries of IT knowledge.

- Enterprise networking
- Infrastructure modernisation
- Cloud and data security
- Cost optimisation
- Collaboration

VCG Care - Managed IT Support

Expert IT Support, whenever and wherever you need it

Our leading Service desk allows you to access a wealth of expertise and resource that will complement and collaborate with your own internal teams, enabling you to bridge skill gaps within your organisation.

We will work with you to diagnose and resolve faults quickly, getting those critical services back up and running.

Our NOC and SOC teams are closely aligned to all the key IT vendors ensuring you receive seamless maintenance management control from one single point of contact.

- 24 x 7 proactive monitoring and alerting
- NOC and SOC first line service desk
- Maintenance management
- Incident and problem management
- Automated reporting
- Vendor support
- Hardware updates and replacement

Engagement models

Commercial flexibility and agility to fit your business need

Fixed project

Allow VCG to scope and deliver a solution to fit your unique business challenge.

As-a-Service

Delivers a pay-as-you-go option so you're always on top of your monthly costs.

Tiered

Tiered pricing for proactive monitoring and support packages to suit your size and type of business

Bundles

Flexible commercial packages for bundles that fit your business needs.

Working with VCG

Increase efficiency

Improve service delivery back into your business, and enhance staff productivity.

Peace of mind

With defined SLAs and a dedicated customer success manager you'll know exactly what service you'll receive, and we'll ensure it's delivered.

Reduce overheads

We continually invest in the latest technology, tools, and training, so you don't have to.

Confident IT

Actions speak louder than words, that's why we hold the required accreditations that surpass industry standards and deliver the highest calibre of service.

Always-on 24x7x365 support

For businesses that can't afford to switch off, our teams are always on and ready to help you.

In-house NOC & SOC

VCG take complete responsibility for YOUR service, and don't outsource this critical element to external companies.

A non-siloed approach to IT

One stop shop for Cyber Security, Data, Cloud, Connectivity and Unified Communications services.

Access cutting edge technology

VCG partner with industry leading vendors meaning you'll have a direct feed into the latest technologies and tools available.

Our Success

VCG

Why VCG

- Technical know-how
- Managed Support
- Commercial flexibility
- Network agility
- Applications-driven
- Service innovation

Hermes the parcel people
Admiral
Poundland
Jewers
Hampshire Trust Bank
SPAR
KOHLER
£ pound stretcher every penny counts...
Kingspan
GOWLING WLG
KwikFit
WELCOMEBREAK
ecclesiastical
Gloucestershire COUNTY COUNCIL
SXS

Stronger together

Accreditations and key vendor partnerships

- CISCO Gold Partner
- Meraki Master
- CISCO Customer experience advanced partner
- Microsoft Gold partner
- Fortinet Advanced Partner
- Fortinet SD-WAN Specialist

VCG

Key Certifications

- Cisco CCIE Routing and Switching
- Cisco CCIE Security
- Cisco CCIE Collaboration
- Cisco CCIE Service Provider
- Cisco CCNP Enterprise
- Cisco CCNP Security
- Cisco CCNP Data Centre
- Cisco CCNP Collaboration
- Cisco CCNA
- Cisco CCDA
- Cisco DevNet Associate
- Fortinet NSE 1-7

bsi. ISO/IEC 27001 Information Security Management

bsi. ISO 9001 Quality Management

bsi. ISO/IEC 20000-1 Information Technology Service Management

PCI Security Standards Council

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PRINCE2

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Contact us today

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