



Digital transformation experts.

annodata

A KYOCERA GROUP COMPANY

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Digital transformation experts.

At Annodata, we're proud to be one of the UK's leading providers of managed print services. However, managed print is only one of the many expert services we can provide to valued customers like you.

In recent years, we've been transforming our business into a managed service provider and technology leader. We can offer you a wide range of ICT solutions that can reduce your costs and unlock extra productivity throughout your organisation.

When working with Annodata, we put your needs at the heart of everything. We will work with you to identify the right solutions to your unique problems, meet your needs, exceed your expectations and empower your business to grow and thrive.

To do so, we'll use best-in-breed technology from market leaders like Microsoft and HPE. And, as full managed service providers, we can continue to monitor and manage your solution after implementation, so you can focus on what you do best whilst we make sure your systems run smoothly.

Not sure which parts of your organisation could benefit from Annodata's transformative technology and services? No problem. Speak to one of our friendly experts about your challenges, processes and goals and we'll identify potential solutions in consultation with you and your staff.



Why choose Annodata?

A customer-centric approach to ICT.

There's a few things about Annodata that make us stand out from the crowd. Our background in managed print services is one of them.

A consultative approach.

Over the years, we've developed an approach that recognises the uniqueness of each of our customers. Our journey to implementation consists of four stages: Discover, assess, design and deliver. And by adhering to this methodology, we create a bespoke solution that best fits each customer's needs.

We're bringing the same approach to our other services and solutions, because as no two businesses are the same, there can't be any 'one size fits all' package that'll suit each customer perfectly. For example, if you choose unified communications as a service (UCaaS) from Annodata, we'll look at how many employees you have, where they work, what your existing processes and technologies are, and what the challenges and needs of the business as a whole and individual departments are. It's based on that in-depth consultation that we'll draw up a plan that best suits you.

Round the clock service.

At Annodata, our customers are our first priority. That's why we offer our customers the support of our fully UK-based ICT service centre, where our experts are ready to help 24/7, 365 days a year. Most issues can be resolved remotely to minimise inconvenience to our customers, but when in-person support is essential, we'll go the extra mile to make sure you get it.

Our philosophy.

Our customer-centric, analytical, innovative approach is underpinned by another thing that makes us stand out: our philosophy. As part of Kyocera Group UK, we strive to "do what is right as a human being." That means delivering what's best for our customers. But in doing so, we also need to act responsibly towards our employees, society, and the environment. That's why our operations are carbon neutral. In addition, we're looking at ways to further reduce our environmental impact and to help our customers reduce theirs too.

Broad expertise.

Finally, we're a service provider that can offer a truly comprehensive set of solutions to your business. Don't struggle with multiple suppliers when Annodata, backed by a leading global technology company, have the expertise to protect your organisation against cybercrime, improve your processes, manage your cloud transition, revolutionise the way you communicate and more — all whilst offering you the option of going carbon neutral with your managed print services!





Managed Security.

The internet is everywhere, and businesses rely on it more and more with each passing year. While the benefits of are too many to mention, there are risks, too, in our reliance on connectivity.

A report in 2018 from The Center for Strategic and International Studies concluded that cybercrime cost the world economy almost \$600bn, almost 1% of world GDP at the time. It's very likely that the scale of cybercrime has only increased since then.

Cybercrime comes in many forms. Often, the goal is just to extract money from businesses by encrypting their critical data, known as ransomware. But it can also aim to disrupt an organisation's operation, steal or leak customer data, acquire corporate secrets, or even to cripple critical national infrastructure. Threats can originate from lone hackers, criminal gangs, scam artists, political extremists or even hostile states.

In a complex threat environment, it can be hard for your average business to stay safe. That's why Annodata offer fully managed security services that put your organisation under our protection.

Key solutions.

Managed Endpoint Detection & Response (M-EDR)

This managed cybersecurity service from Annodata protects your business with a combination of industry-leading software and human expertise.

Advanced threat-hunting AI defends all of your business's internet-enabled devices, or endpoints, from malicious activity that could compromise data on the endpoint itself or grant an attacker access to your wider network.

In addition, a team of UK cybersecurity experts are on hand to provide analysis and recommendations to improve your security and are available 24/7 to step in during a live incident.



Find out more

Scan the adjacent QR code to find out more about M-EDR or visit the below URL:

kyocera-annodata.co.uk/m-edr

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Managed Security

The cyberthreat environment is diverse and constantly evolving, and that's why there's a plethora of cybersecurity tools out there too. True cybersecurity professionals can be hard to come by, and many companies struggle to develop the skills necessary in-house to truly protect themselves.

Annodata can provide you a comprehensive, fully managed cybersecurity service that works for your business. Using best-in-breed technology, our team of experts will provide all the tools your business needs to safeguard it against cybercrime, from firewalls to virus scanning. We handle evaluation, solution design, implementation and ongoing management and improvement, giving you the peace of mind to focus on what your business does best.



Find out more

Scan the adjacent QR code to find out more about Managed Security or visit the below URL:

kyocera-annodata.co.uk/managed-security

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Collaboration.

The 2020 pandemic greatly accelerated an existing trend towards integrated communications and remote working.

Whereas once all our communications and collaboration methods; phones, email, instant messaging, file sharing etc., were all separate, now we can choose just one or two platforms to meet all our needs. This saves us time, makes processes easier, and makes it simpler than ever to contact our colleagues even if we've never met them.

However, there are now a plethora of unified communications and collaboration technologies available, and this can be a real minefield for businesses. Another issue is that the necessarily rushed adoption of remote working technologies during the pandemic has left some businesses struggling to make the best of what tools they have, or even regretting their choices.

Annodata can provide you an expert perspective on your existing communications technologies and processes, identify your pain points and goals, and design a new collaboration solution that'll supercharge your business's productivity. Whether your business is brand new, expanding, or just looking for a better way of working, Annodata can help.

Key solutions.

Microsoft Teams

Instant message 1-1 or in groups, share files and meet via voice and video calls! Microsoft Teams is an industry leading, feature-rich UC platform with the security and data compliance you'd expect from one of the world's foremost technology companies. As official Microsoft partners, we're perfectly placed to implement your Teams-based solution and manage it for you.



Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/microsoft-teams

Powered by  Microsoft

Unified Communications as a Service (UCaaS)

Multiple contact methods, multiple device types, one platform. Whether your business has one office, a hundred or none at all, our unified communications solutions keep your colleagues in contact with one another and your customers on PCs and smartphones. As a managed service, we'll provide ongoing support to help your business make the most out of your UC solution.



Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/enterprise-ucaas

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Customer Service Contact Centre

Our cloud-based customer service solutions make it possible for your agents to provide great service from anywhere. Not only that, but they also allow your agents to be more productive by channelling different contact methods into one platform, without compromising on user experience for customers.



Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/contact-centre-solutions

Powered by  Mitel





Cloud Solutions.

More and more businesses are turning to the cloud for data storage, collaboration and software solutions.

Moving data to the cloud and reducing physical on-site IT infrastructure can save businesses money, free up floorspace and make processes more efficient. But as ever, there's no one-size-fits-all approach when it comes to providing the right solution for every business. That's why Annodata offer 'hybrid cloud' solutions which can include:

- + Private cloud
- + Public cloud
- + Multi-tenancy cloud environments
- + On-premises cloud
- + Software as a service (SaaS)

Key solutions.

Hybrid cloud

Cloud computing has continually increased in popularity due to its flexible and scalable nature. However, we understand there is no one size fits all approach. Many organisations are struggling to manage their workloads over a mix of on-premises, SaaS, private and public cloud solutions, often overpaying and failing to optimise processes to leverage the full benefits of cloud technology.

Annodata adopt an analytical and consultative approach to cloud computing, offering a range of flexible and tailorable capabilities to meet the demands of your modern working environment. Our managed service capabilities allow you to focus on your strategic IT projects, rather than the day-to-day operational delivery.

Private cloud

Private cloud offers the benefits of a cloud environment with greater security and control. As a cloud instance that you own, you can ensure compliance to your standards as they'll never be changed by a third party. Private cloud environments are also ideal for backing up your data for disaster recovery and for running legacy applications that are no longer supported by public cloud options. Your private cloud can be hosted externally or on-premises.

Managed public cloud

Moving things to the cloud sounds simple. But knowing what to migrate to the cloud, how, and to where, is more complex. With our managed public cloud service, we'll design the ideal cloud solution for your business, and after everything's up and running, we'll provide onboarding, ongoing technical support and service management.

Backup and recovery

Many businesses are already using cloud services from Microsoft and Google. But your data might not be as safe as you thought. You may not have realised that the responsibility to backup your data lies with you, not the platform provider, and if you're not backing it up, it could be lost forever. Fortunately, we have a solution that does exactly that.



Find out more

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Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/backup-and-recovery

Powered by  **datto**  **Microsoft**  **skykick**



Managed Services.

IT is the lifeblood of every business, but attracting and building the talent in-house can be difficult in a highly competitive job market.

It can be expensive, too. But thanks to Annodata's managed IT services, you don't need to hire the best brains in Britain to make the most out of your technology. We'll become your team of experts and a strategic IT partner, providing a bespoke service tailored to your needs. You'll have 24/7 access to experienced, UK based industry professionals without the considerable costs of employing your own full-time staff.



Key solutions.



Managed service desk

With our managed service desk solution, your staff will get access to technical support that's available 24/7 via a support ticketing system and management via phone, email and online, with problems that can't be solved remotely attended to by engineers on-site. Our IT service desk can complement your in-house teams or provide a cost-effective alternative to hiring expensive resource by serving as your entire IT department.



Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/managed-service-desk

Datacentre management

Annodata can monitor and maintain your on-premises datacentre, keeping both hardware and software working smoothly, freeing up your IT team to focus on more strategic projects. We're also able to help with any upgrades or cloud migrations you may consider in the future.



Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/datacentre-management

Network management

Annodata's network management solution covers network switching, firewalls, LAN and WAN connectivity. From configuration and traffic intelligence to performance monitoring and topology mapping, we have the expertise to understand and resolve issues, maximising uptime and minimising disruption to your business.



Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/network-management

Monitoring

More businesses are relying on their IT infrastructure, on-premises and in the cloud, to support large numbers of core operations thanks to an increasing number of remote workers.

Not all organisations have the resources for systems monitoring on a 24/7/365 basis, which is why Annodata are now uniquely placed to offer support and problem escalation in both proactive and reactive circumstances as and where needed.



Find out more

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kyocera-annodata.co.uk/monitoring



Connectivity.

With hybrid and home working now the new norm, and more vital systems than ever based in the cloud, network and internet reliability has become vital to maintaining business productivity.

Our solutions portfolio covers areas such as SD-WAN (Software-Defined Wide Area Network), WLAN and Cloud Connectivity, and is coupled with our monitoring, security and management solutions to provide your business with total peace of mind.

Annodata's connectivity solutions are not a one-size-fits-all approach. Every business has individual requirements and with our experience and technical accreditations, you can be assured of a safe pair of hands and long-term strategic partner for your business.

Key solutions.

Wide Area Network / SD-WAN

SD-WAN (Software Defined Wide Area Network) uses software to securely and intelligently connect users to applications. This overlays existing WAN services – including MPLS, broadband, 4G/5G and other connection types.

With video calls, remote workers connecting via VPN and the use of cloud-based services, pressure on internet connections can produce frustrating, productivity-killing lag. SD-WAN can ensure application performance by intelligently prioritising applications, provide end-to-end visibility of all network traffic and reduce overall network costs.



Find out more

Scan the adjacent QR code to find out more about SD-WAN or visit the below URL:

kyocera-annodata.co.uk/wide-area-networking

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Local Area Networking

Are you looking to expand your business into new premises or upgrade your existing internet infrastructure? Annodata can provide you with the latest Wi-Fi technologies, for the best possible speed, security and reliability.



Find out more

Scan the adjacent QR code to find out more about Local Area Networking or visit the below URL:

kyocera-annodata.co.uk/local-area-networking

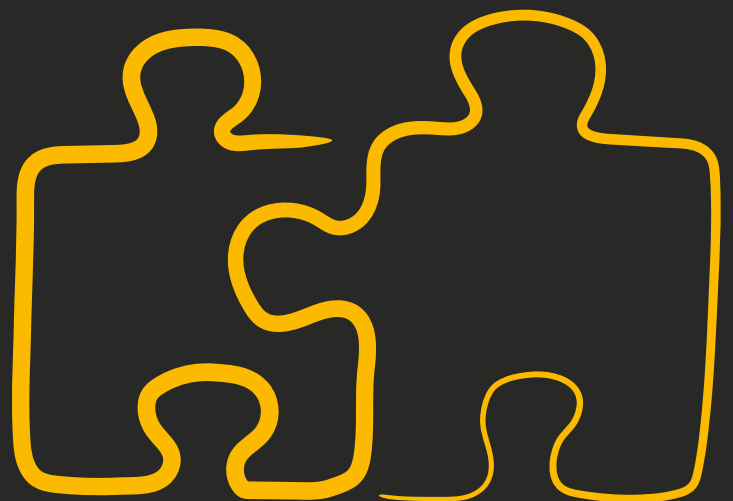
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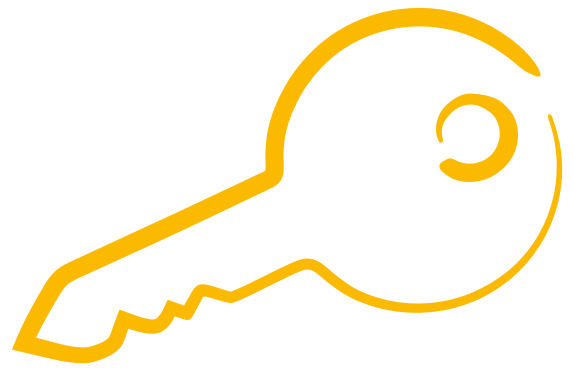
Content Services.

Annodata's content services employ cutting-edge technology to centralise and streamline your businesses workflows.

Through the use of automation, digital transformation and the tailored use of the right tools for your business, we can help you achieve cost savings, increased productivity, better security and simpler compliance. Our intelligent automation services include document management, capture, search, indexing, categorisation, version control, workflow, records management, reporting, digital mailroom and much more.



Key solutions.



Information Management

Annodata's content and document management solutions streamline your content storage and management processes, allowing information to be securely integrated into digital workflows. It's the perfect solution for businesses seeking to transition from manual paper-based processes to automated, digital alternatives.



Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/intelligent-information-management

Powered by  **KYOCERA**  **Hyland**  **M-Files**.

Document Management

Cloud-based access to your business documents makes it easy for employees with the right security credentials to access your documentation anytime, from anywhere. The system enables you to easily manage, scan, upload, file and store different types of documents, even from electronic sources.

Accessed via a web browser, the system is easy to use, making document upload and identification fast, secure and simple.



Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/document-management

Data capture and digitisation

Our capture and digitisation solution scans through all of your documents and data, converting everything into one simple, easy-to-read data stream, and then delivers this to the required business systems where your team can put the captured information to work.



Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/capture-and-digitisation

Powered by  **KYOCERA**  **Encora**

Business process automation

Annodata's process automation transforms the flow of data and documents throughout your business, minimising inefficiencies and maximising your revenue-generating activities.



Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/process-automation

Business intelligence and data analytics

Annodata's Data Analysis and Business Intelligence solution integrates all company data, unifies it into organised and intelligent visualisations, and delivers KPIs that are easily shareable and actionable.



Find out more

Scan the adjacent QR code or visit the below URL to find out more:

kyocera-annodata.co.uk/data-analytics-and-bi

Powered by  **Microsoft**

Case studies.



UCC Coffee UK & Ireland

As UCC Coffee grew, it was outgrowing the ability of its existing ICT infrastructure to keep up. In order to equip the business with infrastructure that was fit for the future, the business turned to Annodata as their partner of choice. Annodata implemented a new network infrastructure, a unified communications solution, a hybrid cloud approach to hosting critical systems, a 24/7 IT service desk and Office 365 across the business.

“With a serviced, scalable platform for growth, we’ve underpinned the foundations of our business strategy, and have found a partner to support UCC Coffee’s growth. The improvement in our ICT infrastructure has led to an improvement in our relationships with our customers, as it has enabled us to provide a faster, more responsive and collaborative service to run our operations with greater efficiency.”



Adam Cove, Head of Information Technology at UCC Coffee UK & Ireland



Find out more

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kyocera-annodata.co.uk/ucc-coffee-uk-ireland

Whyte & Mackay

Whyte & Mackay turned to Annodata to implement a managed print solution that would enable them to better control their print costs, and to transform their telephony estate to both reduce costs and improve communications throughout the business. Annodata were able to achieve this and more, with an enterprise content management solution also included to assist with invoice processing and workflow digitisation.

“The UC solution helped keep us going when we moved to remote working in March 2020, as it gave staff what they needed to remain productive. The cost savings from moving to the Mitel platform mean we can invest this money in other areas of the business.”

Mark Hilson, Head of Business Systems at Whyte & Mackay



Find out more

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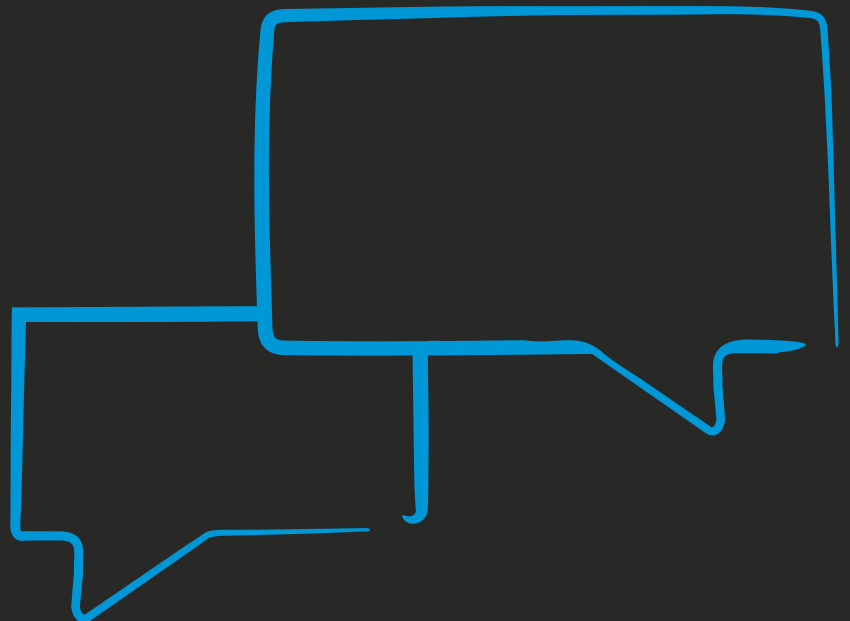
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Get in touch.

Annodata can transform your business for the better by streamlining processes, reducing costs and waste, introducing the latest and greatest technology, and enabling better collaboration and communication.

The best way to start your journey towards a brighter tomorrow is to speak to your account manager and start a conversation about your businesses needs, challenges and ambitions.



Annodata is one of the UK's longest standing, independent providers of managed services, covering document and content management, unified communications and IT.

Annodata brings together the very best technologies in the marketplace, carefully integrates them and helps you to build and maintain your business infrastructure.

Annodata Limited

The Maylands Building
Maylands Avenue
Hemel Hempstead
Hertfordshire HP2 7TG

Tel: 03330 151856
e: sales@duk.kyocera.com

kyocera-annodata.co.uk

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