

# Your Confident Guide to Digital Transformation

May 2024

**Staysure** GROUP



# Why work with us? The Five C's



## Capability

Market leading solutions and services from Natilik and best of breed vendors



## Coverage

Working with Clients in over 110 countries with regional centres of excellence in EMEA, Americas and APAC



## Consistency

Globally consistent approach across Discover, Design, Transition, Manage and Success



## Clients


Working with some of the world's best companies across 14 different verticals



## Culture


Building a business with a balanced purpose, caring deeply about our people, clients, partners and social/environmental impact

# Capability: Our technology stacks



Collaboration

- Calling & SIP
- Meetings
- Devices
- Smart Buildings
- Mobile



Customer Engagement

- Omnichannel Contact Centre
- Digital Engagement
- Artificial Intelligence
- Automated Quality Monitoring
- PCI DSS Compliant Payments



Networking

- Switching & Routing
- Wireless
- SD-WAN & Internet
- Network Management
- 5G



Multi-Cloud

- Data Centre
- Public / Private Cloud
- Applications
- Storage
- DevOps



Security

- SASE
- Zero Trust
- XDR
- Network & Email
- Data, Application & SecOps

Natilik Hosted Cloud Platform & IP



Design, Transition & Managed Services

Enhanced Monitoring & Observability

# Capability: Our key technology partners



# Capability: Strategic Partners

 Modern Networks	 Collaboration and Modern Work	 Customer Engagement	 Multi-Cloud and Data Centres	 Cyber Security
   	    	  	   	   
				



# Capability: Partner awards & accreditations

Natilik is delighted that the hard work of its people and teams has been recognised over the years through partner and industry awards.



## Awards

63

Awards Won  
Since 2013

7

Awards Won  
in 2023



## Accreditations



Gold Provider & Integrator



Cloud Solutions Provider



Platinum Innovator  
Authorised Support Center



Advanced Partner



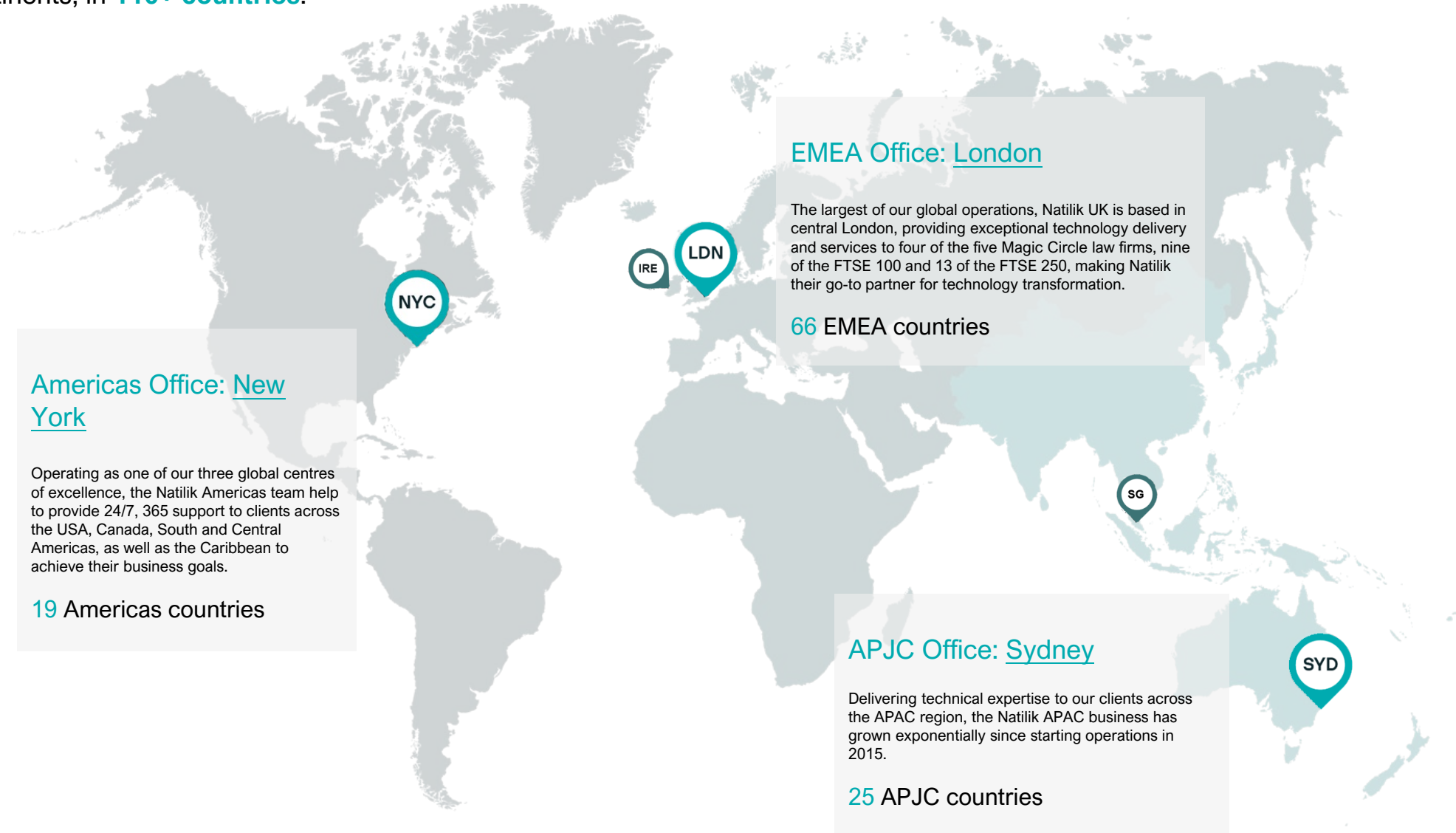
Elite Partner  
Portworx Specialised Partner



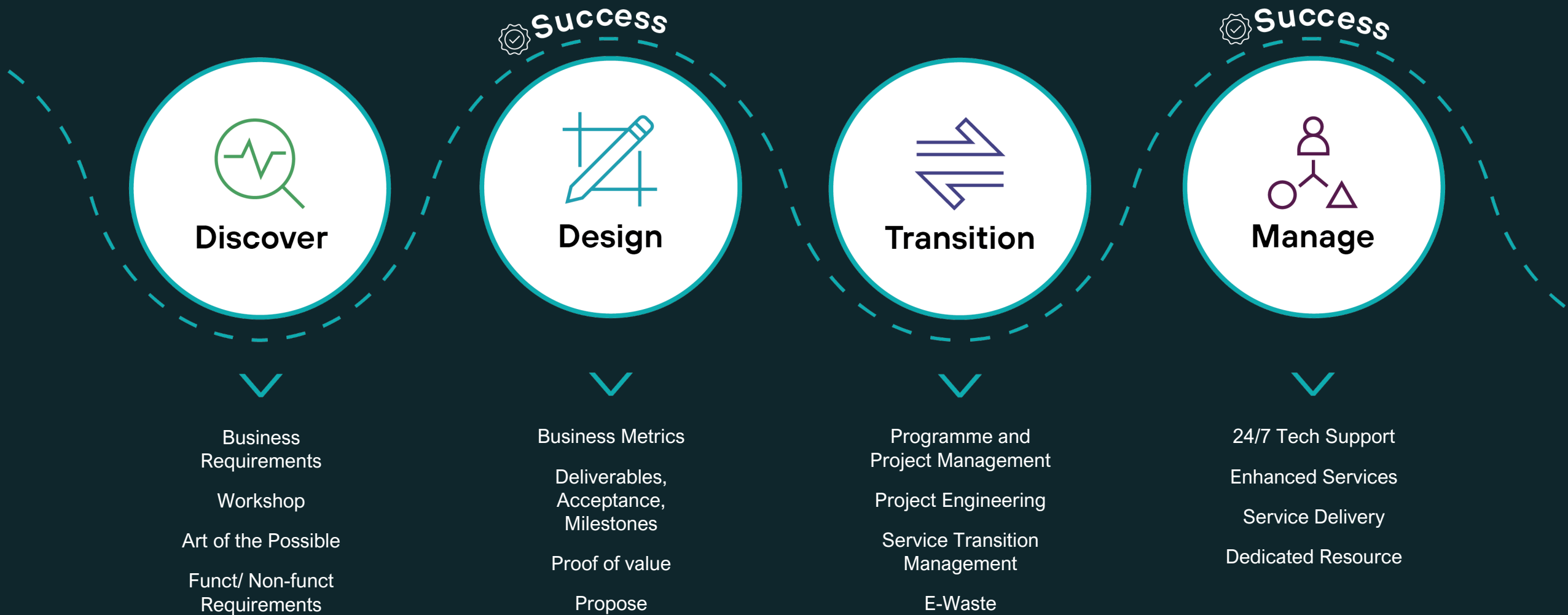
Partner

# Coverage

Operating from three centres of excellence, our clients benefit from in-region support across continents, in **110+ countries**.






# Consistency: Our approach





# Clients: By sector

<div>Automotive</div> <div>  </div>	<div>Construction</div> <div>  </div>	<div>Finance</div> <div>  </div>	<div>Gaming &amp; Entertainment</div> <div>  </div>	<div>Healthcare</div> <div>  </div>
<div>Insurance</div> <div>  </div>	<div>Legal</div> <div>  </div>	<div>Manufacturing</div> <div>  </div>	<div>Professional Services</div> <div>  </div>	<div>Real Estate</div> <div>  </div>
<div>Retail &amp; Wholesale</div> <div>  </div>	<div>Technology &amp; Communications</div> <div>  </div>	<div>Transport &amp; Logistics</div> <div>  </div>	<div>Utilities &amp; Renewables</div> <div>  </div>	<div>250 Clients</div>

## Culture: A business with a balanced purpose

### People

250+

Natilik Experts

90%

Employee Shares

#2

2022 UK GPTW

### Clients

95%

Client Retention

60%

5+ Years

50+

5 Years NPS

### Performance

£100m

Revenue

22%

Rev CAGR

100%

Organic Growth

### Giving Back

2023

B Corp Certified

6

Communities

1%

Give Back

# Making sustainable technology choices



- B Corp Certified in 2023
- Renewable energy sources for offices globally
- Partnership EST & TZ to define net zero targets
- Annually measured & assessed through Ecovadis



- Focussed on circular economy:
- Repair, re-manufacture & recycle
- Sourcing of materials, packaging
- Power reduction & greater efficiency



- Sustainability by design
- Working closely with clients to support ESG goals, helping to:





# Manage

Supporting you to maintain and monitor your technology infrastructure.





65% of IT budgets are spent just to keep the  
“lights on.” \*



# Which creates a set of challenges...



## Rise in BAU tasks

Your IT team are getting tied up in daily tasks instead of focussing on strategic and innovative projects.



## Increasing complexity

An ever-growing number of systems, applications and the threat of shadow IT has resulted in complexity and risk.



## Widening skills gap

A lack of consistency in team capability has increased outages and constrains business innovation.



## Reduced resources

Your team are being tasked to achieve ever greater service levels with limited budgets and internal resources.

# There's no 'one size fits all' approach to service excellence ...



## Service Transition Management

Ensuring a smooth and efficient transition of new or modified services into your operational environment.

## 24x7x365 Tech Support

Providing you with the peace of mind that your technology estate is in safe hands, 365 days a year, 7 days a week.

## Service Delivery Management

Bringing together a team of experts to ensure that your Managed Service delivers continuous service excellence.

# Global Reach

Operating from three centres of excellence, our clients benefit from in-region support across continents.

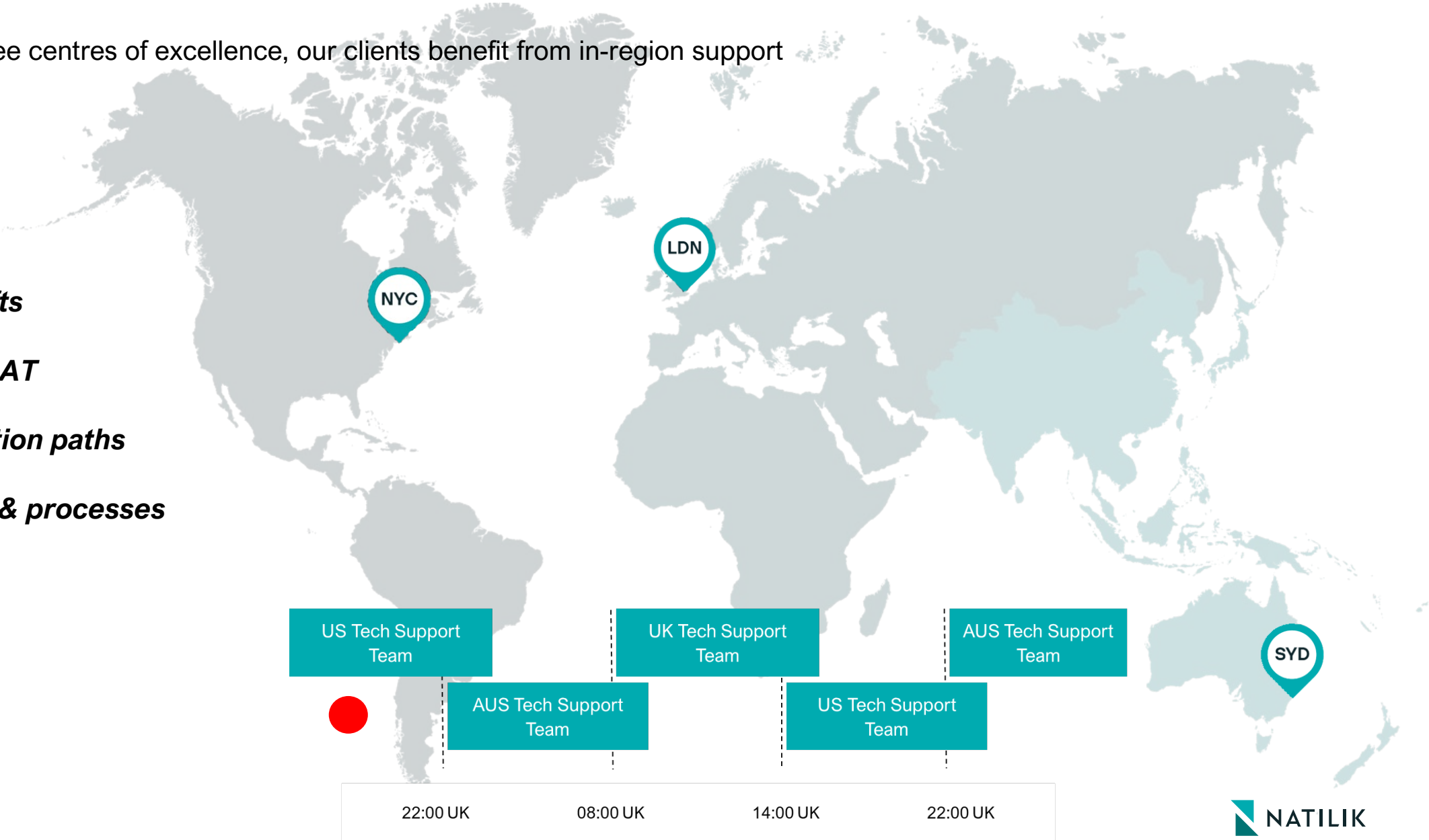
*Overlapping shifts*

*Rewarded on CSAT*

*In-region escalation paths*

*Shared systems & processes*

*Aligned strategy*



# Supply

## Break-fix



Service Transition



24/7 Tech Support



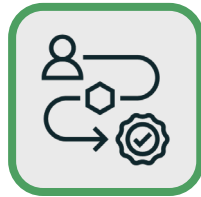
Incident, Alert and  
Problem Management



Asset Management



Escalation Management



Service Delivery and  
Improvement

## Features & benefits



Global coverage &  
expertise



Continuity &  
familiarity



CSAT focused



Peace of mind

# Partner

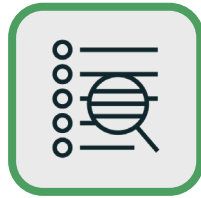
## Manage it with me



Service Transition



24/7 Tech Support



Incident, Alert and  
Problem Management



Asset Management



Service Reporting



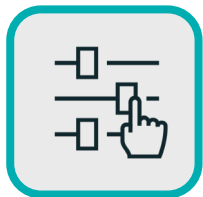
Escalation Management



Service Delivery and  
Improvement



Backup Checks



MACs



Vulnerability  
Management

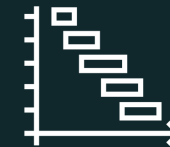
## Features & benefits



Pro-active expertise



Regular reporting &  
insights



Enhanced resolution  
timescales



Minimise risk



# Outsource

## Take care of everything for me



Service Transition



24/7 Tech Support



Incident, Alert and  
Problem Management



Asset Management



Service Reporting



Escalation Management



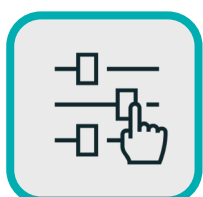
Service Delivery and  
Improvement



Backup Checks



Patch Implementation



MACs



Vulnerability  
Management



Global Dedicated  
Resource



Fully managed  
service



Extension of your  
team



Free up your people



Evergreen solution



1

**Adopt** a Natilik managed service powered by Logic Monitor or ThousandEyes

2

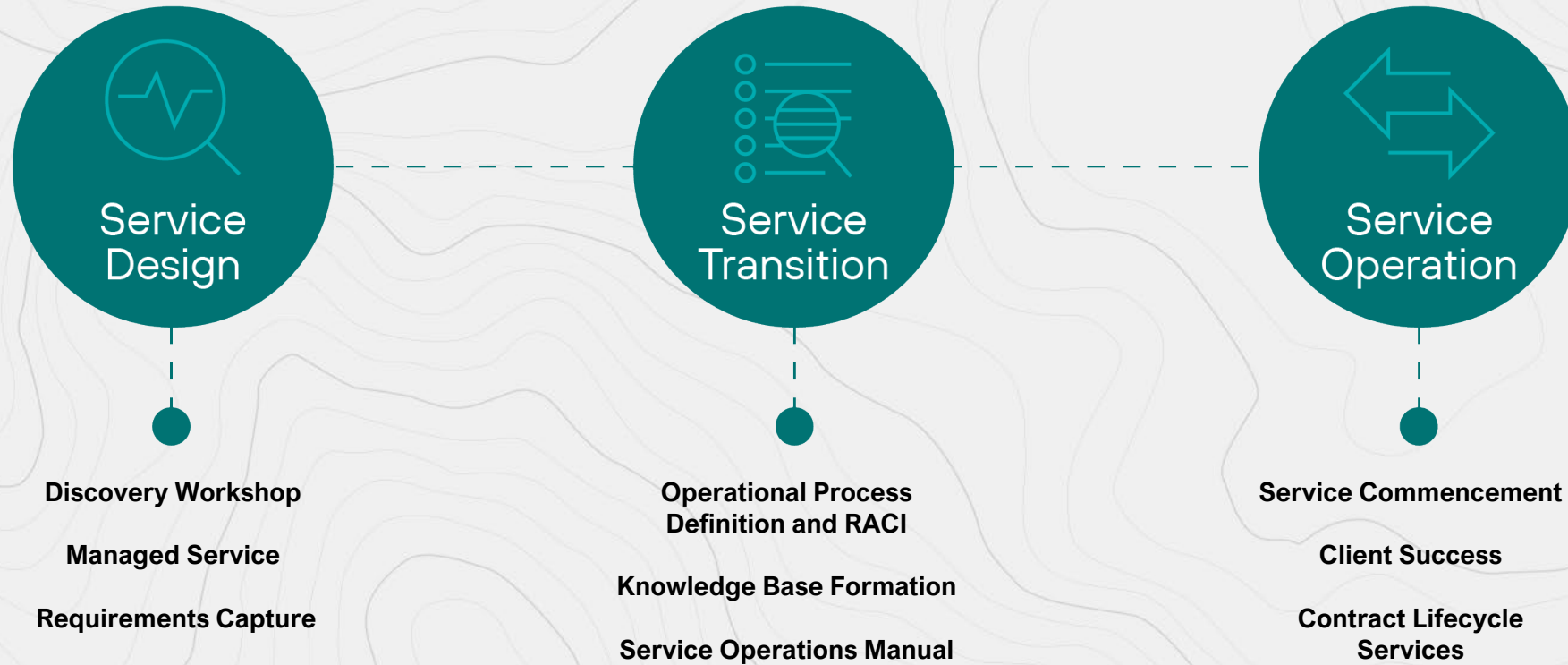
**Leverage** product-native monitoring

3

**Point** existing tools at Natilik

←----- Natilik 24x7x365 Alert Management -----→

# The Managed Service Journey



# The Natilik Manage Service outcome

Empowering you to achieve your business goals with...



## Increased innovation

**Take** the time back to focus on strategic projects and business outcome driven activities, rather than just keeping the lights on.



## Reduced complexity

**Consolidate** your interactions down to just one expert partner, who seamlessly takes care of the day-to-day management of your solutions.



## Highly skilled support

**Ensure** your solutions are not only expertly monitored, but technical knowledge & experiences are openly shared by Natilik's highly skilled experts.



## Maximised budgets

**Reduce** your management overheads and deliver solutions and projects on time, with highly capable resource on-hand to ensure your business goals are met.



## Four reasons to choose Natilik for Manage

95%

Natilik fix

96%

SLA performance

95%

Client retention

98%

Client satisfaction

Take the next step...



## Book a discovery workshop

Natilik would love to host your team for a Managed Services Discovery Workshop.

Taking the time to understand your current strategy and any challenges you are facing, our team of experts will discuss the art of the possible, helping to define your ideal future state and roadmap how Natilik can help get you there.





Possible together.