

Your Confident Guide to Digital Transformation

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 100 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



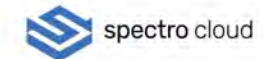
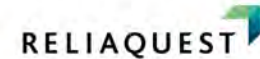
Culture

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

Capability: Our technology solutions

 Modern Networks	 Collaboration and Modern Work	 Customer Engagement	 Multi-Cloud and Data Centres	 Cyber Security
Seamless Connectivity	Smart and Sustainable Workplaces	Automation and AI	Sustainable Data Centres	User Security
Network Assurance	Seamless and Productive Work	Agent Excellence	Optimised Cloud Environments	Cloud Protection
Simplified Management	Security and Observability	Digital Experiences	Modern Applications	Breach Prevention
Natilik Hosted Cloud Platform & IP				
Design, Transition & Managed Services				
Enhanced Monitoring & Observability				

Capability: Our key technology partners



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



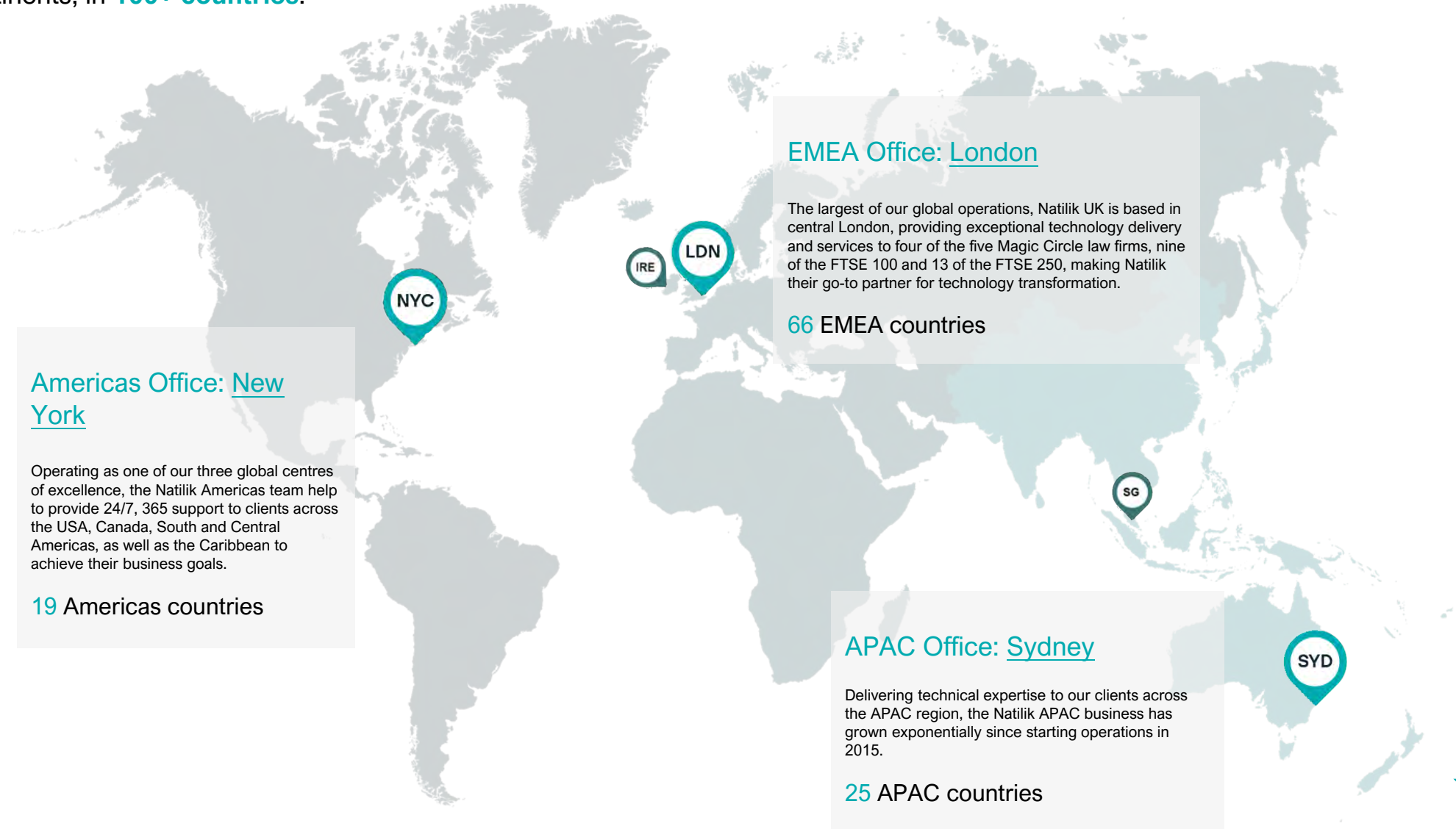
Elite Partner
Portworx Specialised Partner



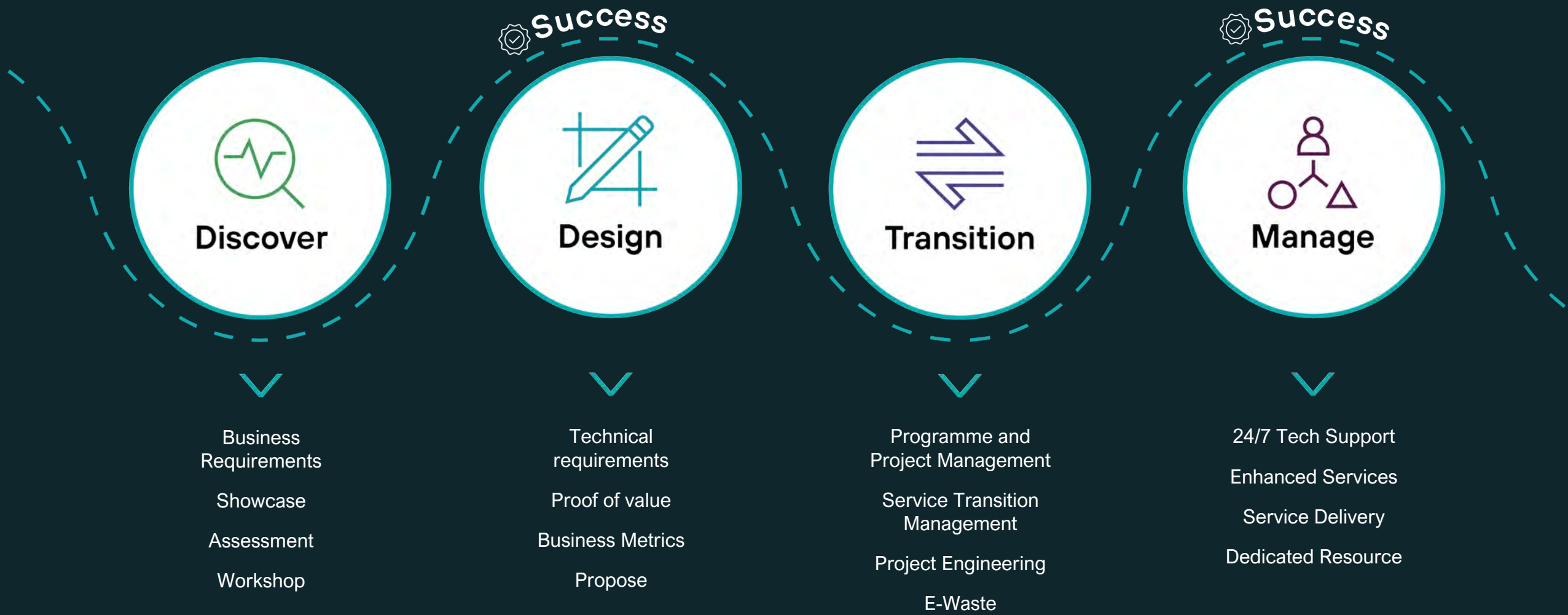
Partner

Coverage

Operating from three centres of excellence, our clients benefit from in-region support across continents, in **100+ countries**.



Consistency: Our approach



Consistency: Value Exchange



Marketplaces

Consolidate and simplify billing, save time for procurement and use your committed spend.

Finance

Spread payments out and save your cash for other business priorities.

Enterprise Agreements

Achieve simplified software licencing through an EA, whilst achieving lower cost and cost predictability.

Events | Thought Leadership | Blogs | eBooks











Workshops | Insights | Networking | Webinars

Natilik Community

McLaren Technology Centre
Friday 4 November 2022

NATILIK

Clients: By sector

<div>Automotive</div> <div>  </div>	<div>Construction</div> <div>  </div>	<div>Finance</div> <div>  </div>	<div>Gaming & 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 & Wholesale</div> <div>  </div>	<div>Technology & Communications</div> <div>  </div>	<div>Transport & Logistics</div> <div>  </div>	<div>Utilities & 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

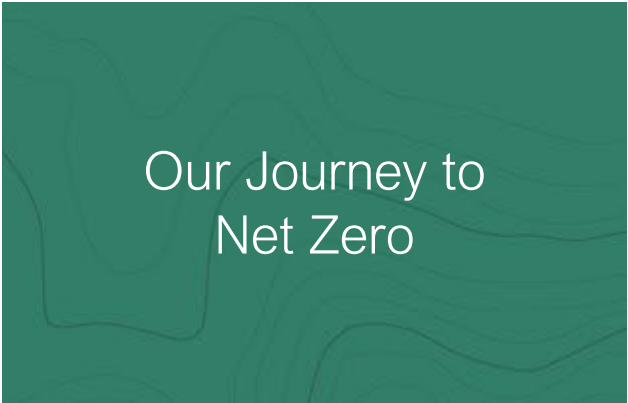
6

Communities

1%

Give Back

Making sustainable technology choices



B Corp Certified in 2023

Renewable energy sources for offices globally

Strategic Partnership with Energy Savings Trust

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:

Reduce travel



Possible together.





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.

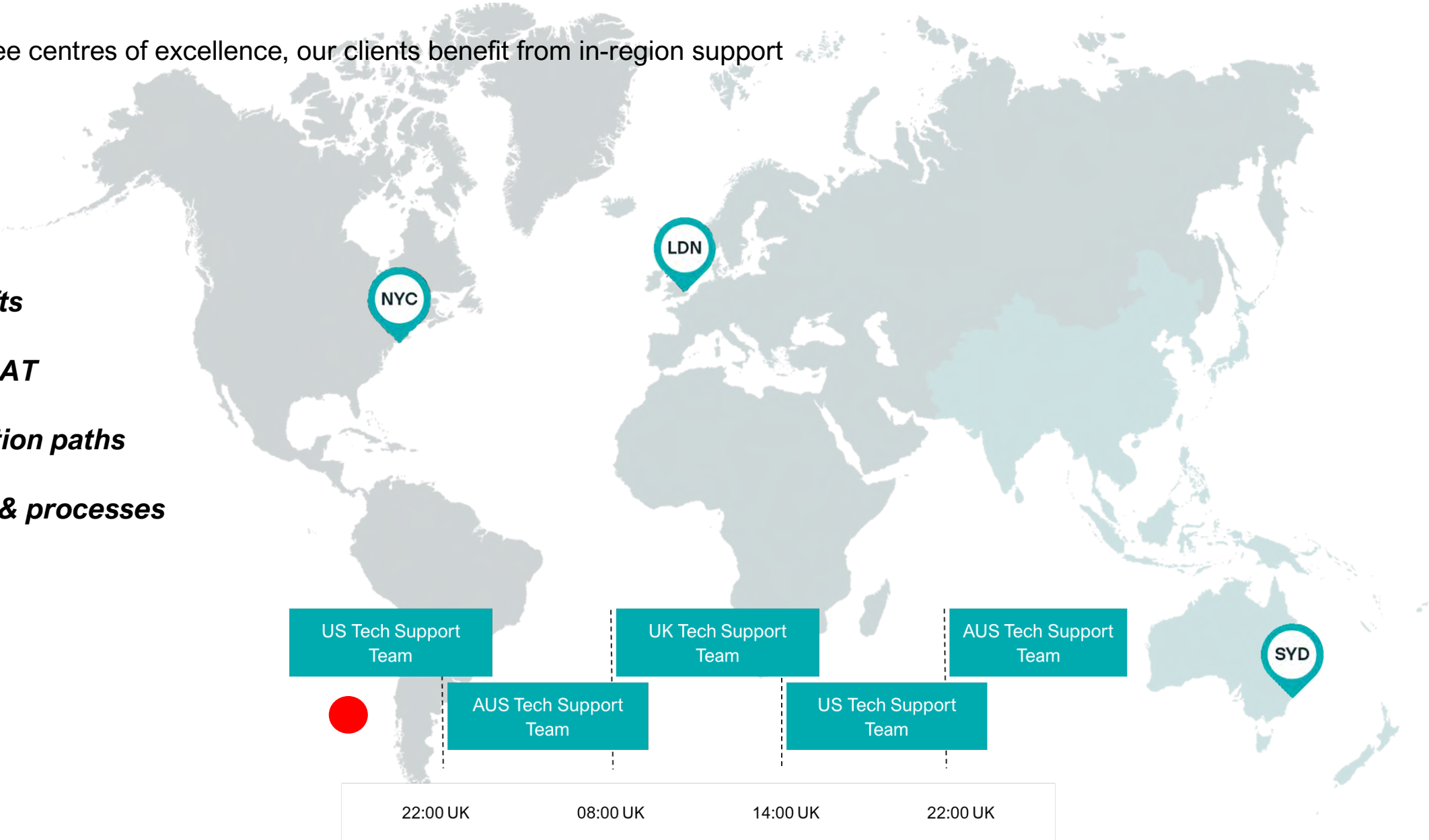
Overlapping shifts

Rewarded on CSAT

In-region escalation paths

Shared systems & processes

Aligned strategy



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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

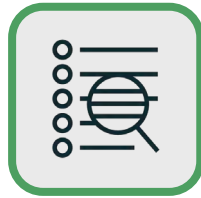
Manage it with me



Service Transition



24/7 Tech Support



Incident, Alert and
Problem Management



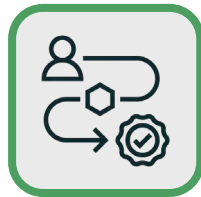
Asset Management



Service Reporting



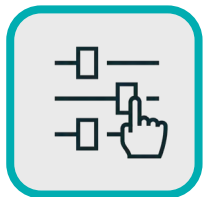
Escalation Management



Service Delivery and
Improvement



Backup Checks



MACs



Vulnerability
Management

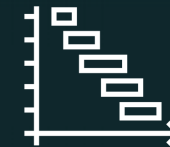
Features & benefits



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



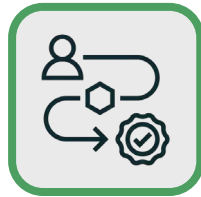
Asset Management



Service Reporting



Escalation Management



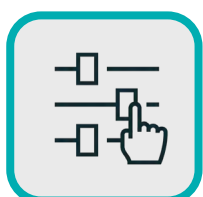
Service Delivery and
Improvement



Backup Checks



Patch Implementation



MACs



Vulnerability
Management



Global Dedicated
Resource

Features & benefits



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

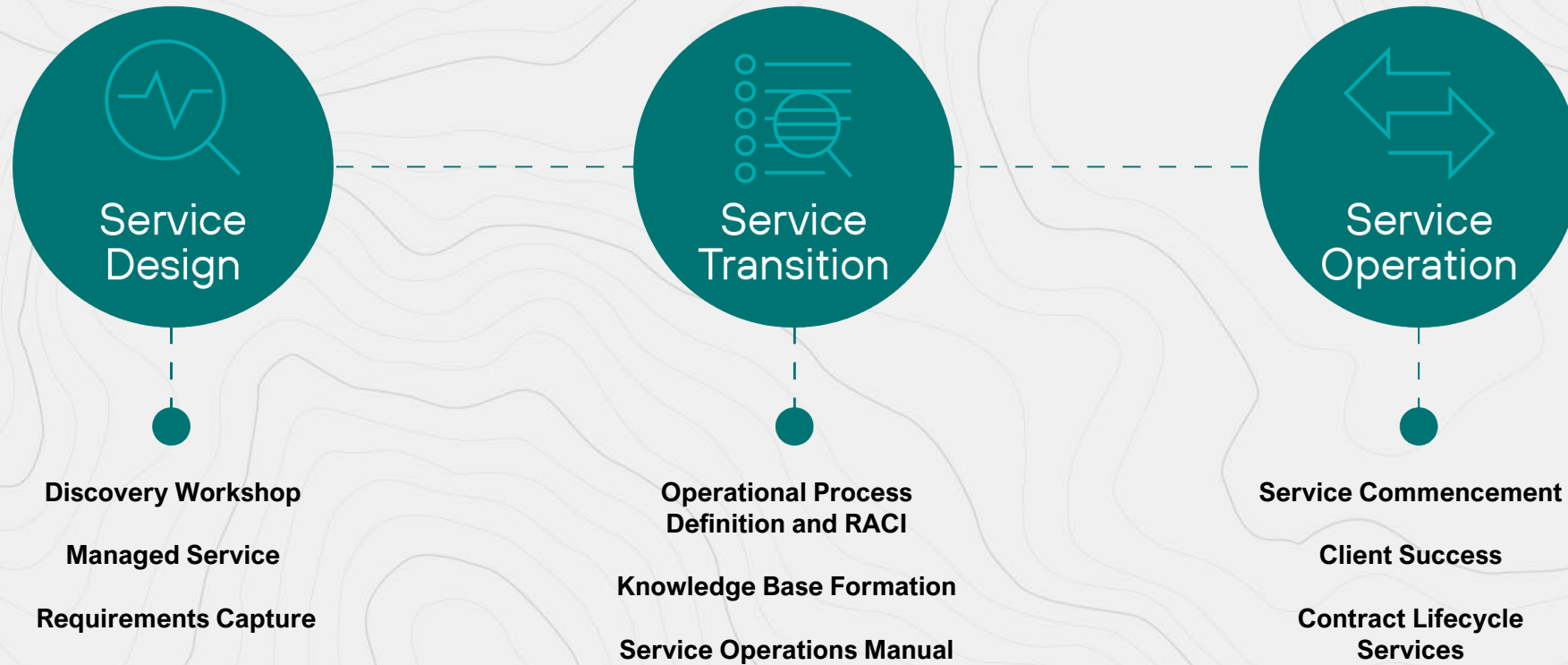
Leverage product-native monitoring

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.



Thank you.

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