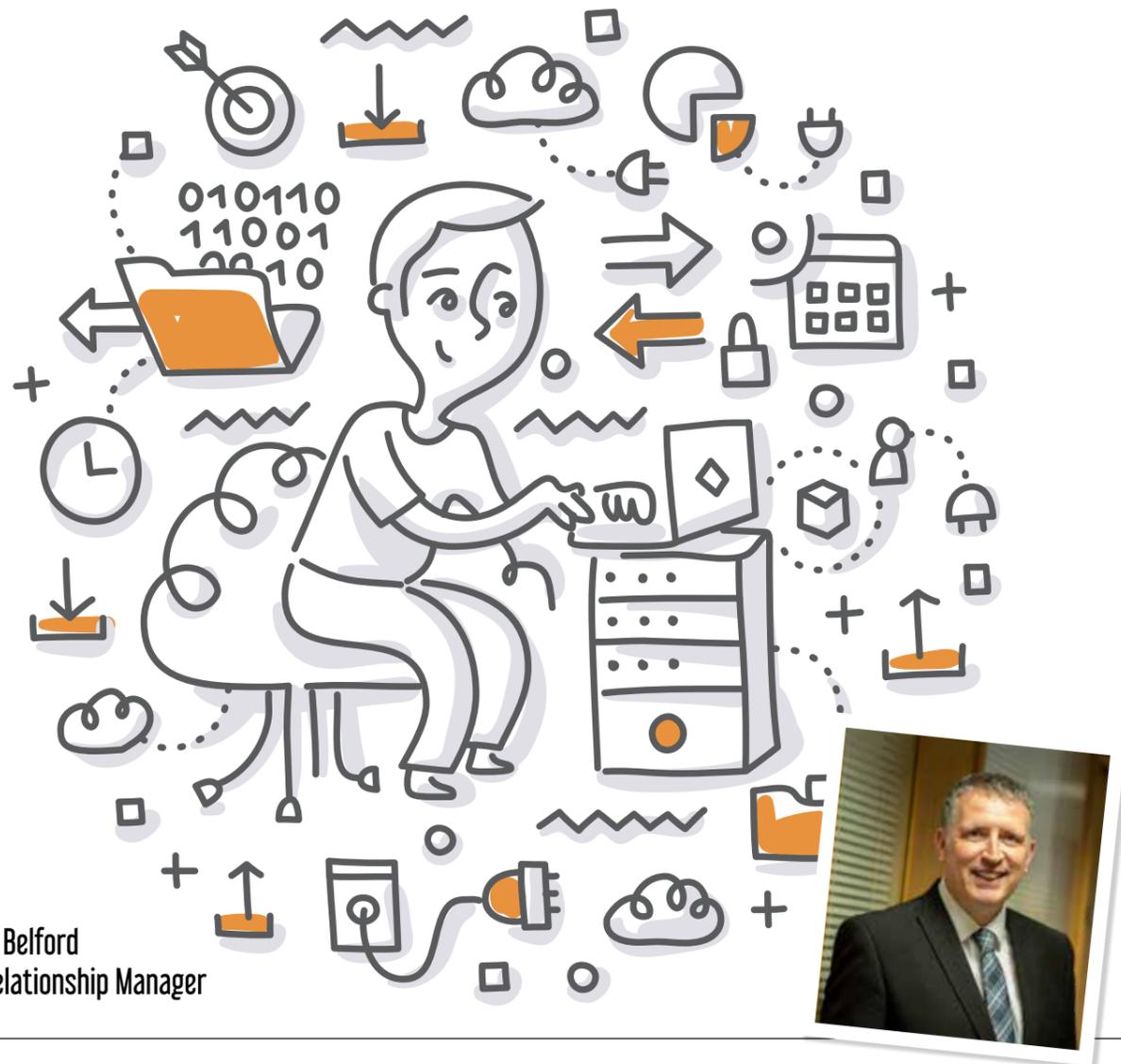


## Standing out from the crowd



By Doug Belford  
Client Relationship Manager

**In a growing industry sector, with increasing competition and more choice for the user, how does Next Generation IT (NGIT) stand out from the crowd?**

NGIT Client Relationship Manager Doug Belford answers some common questions about the firm, its services and its values.

**Q. Tell me more about NGIT. What are your core values?**

A. NGIT is a privately-owned Channel Island based company providing tailored IT services to the local business sectors. Our team of personnel has decades of experience in both public and private sector IT environments.

Four main values are key to NGIT's on-going success:

- providing a single point of contact for all IT related needs;
- leading in technical innovation and expertise;
- focusing on customer service;
- being a trusted business partner for our clients.

**Q. Tell me more about NGIT's Office Anywhere?**

A. Office Anywhere is NGIT's flagship service which provides a complete, secure and managed IT environment designed

specifically for local businesses. It is a locally-based private Cloud service which provides our clients' entire IT infrastructure for a low fixed monthly fee per user. As an all-inclusive service, this is ideal for businesses as it avoids maintenance, capital and depreciation expenses. There are many savings to be made on resources, including staffing and infrastructure. The old model of building an expensive computer room with air conditioning becomes redundant; this not only frees up valuable office space but also reduces carbon footprints.

In short, Office Anywhere provides a full IT solution that is customised to clients' exact requirements.

**Q. What does this mean in terms of user experience?**

A. It provides instant, secure access from the office, home or anywhere in the world from any internet connected PC, tablet or phone. We host all applications and data on NGIT's dedicated, resilient equipment, and provide staff with full Windows desktop functionality, including email, file storage, Microsoft Office and other business applications.

NGIT Office Anywhere provides as standard:

- Microsoft Exchange email and file server;
- Microsoft Office 365 (Word, Excel, PowerPoint and Outlook);
- secure remote access from home, office or anywhere in the world;
- firewall, anti-spam, anti-ransomware and anti-virus protection;
- secure data storage, backed up to a second datacentre;
- bespoke applications such as SAGE and QuickBooks can also be provided;
- optional access to Microsoft Teams, SharePoint, CRM and other cloud services.

**Q. What do you get for your money?**

NGIT Office Anywhere is charged on a monthly basis with no capital expenditure other than setup costs. There is also the option to increase or decrease the number of users month by month.

**Q. On the subject of client data, where is my data held?**

A. All data is securely stored in purpose-built local datacentres. Security and reliability are paramount; the computer room environment is protected with incoming power supplies, state-of-the-art security, environmental control systems and a fully resilient network providing the latest IP and networking solutions. This includes:

- mains power backed-up by dual fed UPS;
- generator backup for extended outages (24 hour diesel supply);
- diversely fed electricity supplies and fibre

internet connections;

- fully redundant air conditioning system;
- temperature and humidity sensors;
- water detection sensors;
- early warning fire detection;
- FM 200 gas suppression (to protect against fire);
- lightning and flood protection;
- security guard, intruder alarm, movement detectors, door access controls and CCTV.

There are other less tangible advantages in storing data on-island. We use two data centres, both complying with industry standards, which for some clients adds extra security and peace of mind. Moreover, as data is stored locally and therefore, outsourcing remains on-island, there is another point of economic substance.

Another factor to consider is that often people bring their business affairs to the Channel Islands as the jurisdictions are known to prioritise privacy. This also gives great comfort to clients.

**Q. I am concerned about security. How does Office Anywhere protect my business against risks?**

A. Office Anywhere incorporates enterprise grade security, and due to economies of scale the system provides access to services usually only available to large corporates. The benefits of this include:

- protection against power outages and other environmental risks;
- resilient hardware and systems, protecting against hardware failure;
- improved disaster recovery provisions with data replicated to a second datacentre;
- protection from disasters affecting the office as access from home is included;
- access to enterprise security including two factor authentication and enterprise grade firewalls;
- advanced monitoring, cyber protection and auditing capabilities to protect against rapidly developing cyber threats.

**Q. What about the future?**

A. NGIT work closely with clients to futureproof their investments. This can be as simple as enabling expansion through flexible user management to creating hybrid systems that take advantage of advanced collaboration and security features of Office 365, Azure and other Clouds. Whatever the solution, NGIT will look to maximise client value for money through flexible systems that allow for growth without constant renewal of hardware.

**Q. Why is customer trust important to you?**

A. Many local businesses we speak with are keen to take advantage of the benefits of Cloud services but want to keep their data locally and want to continue to deal with a local IT service provider they can trust.

Part of this trust is built on the provision of a reliable IT platform; Office Anywhere is our solution to this as it allows clients to focus on their core business, safe in their knowledge that their IT is being well looked after.

Trust between the qualified, experienced and friendly staff at NGIT and our clients also breeds a healthy working partnership which assists with day-to-day work and large projects alike.



### About Next Generation IT

We are a privately owned local company providing tailored IT Services to the Channel Island business sectors. Our professional team of experts have many years of experience in serving both public and private sector IT environments.

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