



## Keeping Your Business Alive

Delivering scalable, always-on, low latency IT Solutions across your physical, cloud and hybrid environments to keep your business and your people running every day.



[www.dsm-gb.co.uk](http://www.dsm-gb.co.uk)



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## About DSM

# We deal with all aspects of professional IT Services

We listen. We advise. We design, together. Happy customers and ongoing relationships are what we strive for. Success is measured by results; the most important element, how our clients feel about their experience with us.



### Certified Company

ISO 27001 and Cyber Essentials Plus Accreditations



### Experience

Celebrating 33 Years of Keeping Businesses Alive

*Mike Richardson*

— **Mike Richardson**

CEO & Founder DSM

# Committed to IT Sustainability

Investment in Eco-Technologies is the future for DSM



## Technology is a major driving force in the ability to manage climate change.

DSM has been an advocate of climate awareness for many years and has sought to apply and innovate in pursuit of reducing the carbon footprint of not only itself but that of its clients too.

As suppliers of IT/Cloud services we recognise the importance of providing solutions that are eco friendly and sustainable. Every business uses IT, and more and more are doing so by way of remote means ('the Cloud'). Cloud services are notoriously carbon heavy; DSM has a determination to reduce the carbon hungriness of its Cloud offerings, and in the process, assist its clients with reducing theirs also.

DSM are committed to exploring and implementing all avenues of carbon reduction, with an aim to attain overall net zero by 2025.



# Water Cooled Data Centre

Backup your VMware, Hyper-V and physical environments with the DSM Platform My Cloud Backup powered by Veeam®



## Water-cooled Data Centre space

DSM's green Data Centre, cooled solely by water, sourced from our on-site lake, roof and borehole, will use the latest USystems Ltd 'Rear Door Cooling' technology, which provides for loads in excess of 90 kW per rack. No wasteful hot/cold aisle containment designs – No power hungry Chillers – No refrigerant – yes that's right – absolutely zero 'planet harmful' conventional air conditioning refrigerant.



# OUR SOLUTIONS



## Cloud & Desktop

Flexible working and IT with our mix of secure private, hybrid and public cloud solutions.



## Disaster Recovery

A range of services that can be used independently or combined to provide an overall end to end solution. From an IT support service through to full DraaS (Disaster Recovery as a Service) solution.



## Data Backup

Cloud based and hosted within its own water cooled data centre. Service caters for amounts from 1gb upwards and includes single file systems to multiple servers.



## IT Support

From traditional contracted or ad-hoc break/fix support to entire system evaluation, including consultation, design/redesign, supply, implementation and on-going support.



## Hosting & Colocation

At the forefront of design and technology, DSM's Data Centre employs simple ingenuity... water. No planet harming refrigerant is anywhere to be found or power hungry chillers.



## Unified Communications

Enable your people to work and collaborate easily, in real time – wherever they are, on any device.



## IT Security

Building robust defences while keeping everyone inside the walls vigilant and aware of the risks is key to keeping your organisation and your data safe.



## Workplace Recovery

700 fully configured positions over 7 Suites ranging in size from 30 to a combined area giving 528 desk positions . All suites are spacious (350 at 2m spacing) and air conditioned.

# Cloud Solutions

Allow your workers to access all the tools and data they need from anywhere in the world.



## Why Cloud Solutions?

Managing the hardware and software of any business can be expensive, time-consuming and quite frankly a bit of a burden. Constantly ensuring your staff have the right and up to date technology to do their jobs effectively and efficiently can take up immense time that could otherwise be spent driving your business forward.



### Reduced Costs

- ✓ Use only the resources you need
- ✓ No capital outlay
- ✓ Fixed costs
- ✓ Monthly billing



### Reliability

- ✓ Inclusive Backup  
Replicated for  
added resilience
- ✓ Fully managed service
- ✓ 99.99% uptime



### Security

- ✓ UK based Tier3+ Data Centre
- ✓ Access Restricted
- ✓ IP CCTV Monitored
- ✓ Anonymous





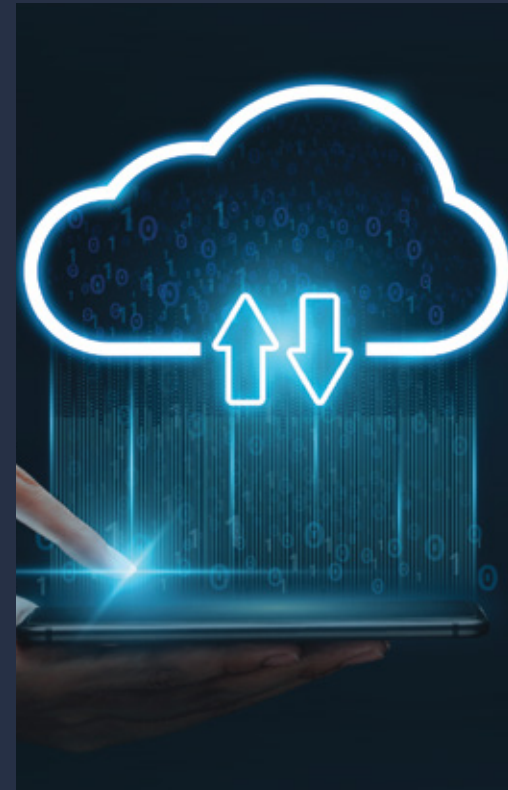


## Private Cloud Hosting

At DSM we have an alternative option – an enterprise-class hosted service that delivers the perfect hosting environment for your applications.

Our private cloud hosting is integrated with our connectivity solutions, the benefit of which allows our customers to have a true end to end bespoke solution. This allows our customer to gain all the benefits of the cloud and deploying it in the way that is tailored to an organisation's business needs.

We also include a comprehensive backup solution, that meets the 3-2-1 rule as standard with all our hosted servers, something a public cloud service does not offer.



# Data Backup

Backup your VMware, Hyper-V and physical environments with the DSM Platform My Cloud Backup powered by Veeam®



## What is Secure Cloud Backup?

In today's high-tech world with invisible threats all around, ensuring your data is safe is paramount. The threat of data loss has changed from the traditional risk, such as fire or theft, to include those of virus and ransomware. With systems now having to be connected to the internet for almost everything we do – the biggest risk is perhaps that of external attack; Hackers are continually looking for ways to get at your data and their success of recent times is well reported. Putting your backups in the cloud is the first step to protecting your data however, the methodology and where your data resides needs to be considered very carefully.

My Cloud Backup, powered by Veeam software, is the market leader in ensuring your data is fully secure – from the very moment of collection, through to how and where it is stored you can be sure your data will remain your data and should you ever need your data, either in whole or part, then My-Cloud-Backup, via it's easy to use web portal will allow fast recovery.



Managing the hardware and software of any business can be expensive, time-consuming and quite frankly a bit of a burden. Constantly ensuring your staff have the right and up to date technology to do their jobs effectively and efficiently can take up immense time that could otherwise be spent driving your business forward.



### **Simple Billing Model**

Peace of mind – pay for what you store – no more.\*

Pay only for what you store in multiples of 1TB with no minimums

\*Excludes setup costs & licensing.



### **24/7 support as standard**

Web Portal allows the user to have complete control of backup and restore functions – meaning no need to wait on your support provider. However for peace of mind we're available 24/7.



### **UK based data centres**

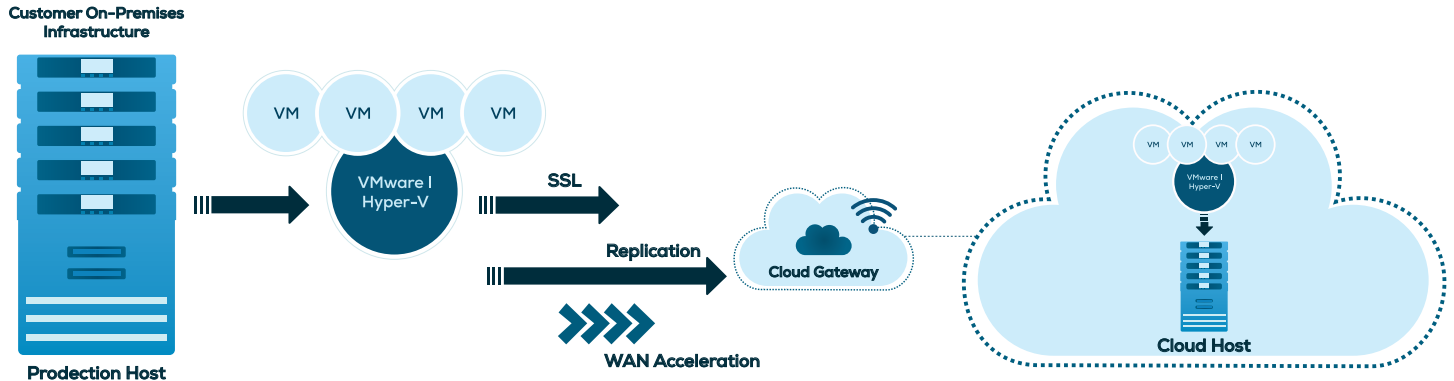
Tier 3, fully owned and managed by our own full time staff. Guaranteed 100% up time and 365 technical support.



### **Secure restores**

Restoration uses your anti-virus software to scan data prior to placing the restored data onto your systems.

# How does it work?



## → Backup\*

1. Data collected from Virtual / Physical systems
2. Secure connection established with My Cloud Backup Host
3. Data received at DSM's Data Centre and securely stored on Primary Host
4. Primary Host replicated for added security

## → Restore\*

1. Login to Web Portal – from anywhere and at anytime (or give us or you IT partner a call)
2. Select Data to restore (whole or partial file system)
3. Choose destination system and hit the restore button
4. From here My Cloud Backup will establish the connection and begin restoring your data

★ \*\*Restoration uses your anti-virus software to scan data prior to placing the restored data onto your systems

## Why My Cloud Backup

Backing up to the cloud can be stormy; The word 'cloud' does not necessarily mean safe, secure or reliable. The 'cloud' could be anything from an old store cupboard to a garden shed and so checks should be made and appropriate advice taken to ensure your Cloud provider has the physical necessities along with reputable platforms to be able, not only to safely and securely store your data but also reliably get it back when you need it.

My Cloud Backup is powered by the market leader Veeam software with the data stored on replicated hardware, housed within DSM's fully owned, Tier 3+ Data Centre which includes:-

- ➔ Power Protection: A & B feeds via twin centralised and modular UPS's – backed up by twin generator sets with auto start/stop, guaranteeing that power is never interrupted or lost.
- ➔ Diverse Connectivity: Separately routed, high speed, fibre trunks with low latency and auto failover, guaranteeing your backup / restore will not time-out.
- ➔ Security: Systems securely housed in steel caged areas with electronic access control and IP CCTV, all inside an anonymous building set within a ringed steel perimeter fence, keeping all unauthorised entities at bay.

My Cloud Backup – comes with an easy to use web portal interface, allowing the end-user to take full control of backups and restorations – at anytime and from anywhere. Safe, Secure, Reliable – don't settle for less.



# Managed IT Solutions

Flexible and professional support to complement your existing resources.



## Why choose Managed IT Support?

There are several reasons why a managed IT service may be needed; Lack of technical knowledge through to temporary under resource or maybe the simple desire to focus on one's own business.

Whatever the reason or requirement DSM can tailor its service offerings to assist. From large-scale infrastructure projects through to help with the daily grind and on to fully managed support..... DSM can bespoke an IT package that will provide exactly what you require.

Managing the hardware and software of any business can be expensive, time-consuming and quite frankly a bit of a burden. Constantly ensuring your staff have the right and up to date technology to do their jobs effectively and efficiently can take up immense time that could otherwise be spent driving your business forward.





### **Fast Track Support**

No need to sit around waiting for an engineer to arrive; Simply report your problem and have a DSM technician connect remotely into your system, direct from our service desk and diagnose and resolve the issue there and then.



### **On-Line Portal**

DSM's service is further enhanced by way of web portal access into its ticketing system. Several functions are available eg: Log a Fault, Check Status, Run a History Report. All services are backed up by the availability of a human being..... if required.



### **Commitment to SLA's**

All reported faults are tracked using our management system to ensure Service Level Agreements (SLAs) are continually achieved. Logged faults remain open until the issue has been resolve.

## **How does it work?**

If you find yourself overwhelmed with the everyday 'random' issues of your users, then DSMs 'Managed IT Support' may just be the solution that'll free you up to concentrate on the bigger picture. You'll be assigned a dedicated account manager and engineer who'll get to know your business and its users. As an extension of your team, they will work with you to support, advise-on and troubleshoot issues.

Whatever the task; whether it's a slow Laptop, a Server failure or assistance with upgrading to a new system, our friendly, qualified team will help you get the job done.

Competively priced on a Pay-As-You-Go basis.

# Hosting & Colocation

The hub of DSM's facility is its Data Centre. At the forefront of design and technology, DSM's Data Centre employs simple ingenuity..... water.



## Why choose a DSM Data Centre?

DSM offer a variety of Hosting options ranging from the provision of serviced Colocation space, where customers can install and manage their own systems, through to a fully managed solution, which can, if required, include the supply of hardware and software.

Managing the hardware and software of any business can be expensive, time-consuming and quite frankly a bit of a burden. Constantly ensuring your staff have the right and up to date technology to do their jobs effectively and efficiently can take up immense time that could otherwise be spent driving your business forward.



### Secure

Fully secure premises in a location away from external risks.



### Access

Electronic and physical access control to all areas.



### Controlled

Environmentally controlled and monitored.





### Power

Resilient electronically controlled power infrastructure with dual generator and multiple UPS protection.



### Comms

Diversely routed communication infrastructure ensuring resilience for both voice and data services.



### Support

On-site 24x7 technical support.

## Water-cooled Data Centre space available now

DSM's 'green' Data Centre, cooled solely by water sourced from our on-site lake, uses the latest U-Systems 'Rear Door Cooling' technology.

- No need for multiple racks... Power load capability in excess of 90kw per rack
- No inefficient, energy wasteful hot/cold aisles... Cooling only what is needed to be cooled
- No power hungry Chillers... nothing more to be chilled so no requirement
- No refrigerant – yes that's right – absolutely zero, planet-harmful, refrigerant.

# Disaster Recovery

DSM offer a range of services that can be combined to provide end to end DRaaS (Disaster Recovery As A Service) Solution.



## Need always on Services?

DSM's Disaster Recovery as a Service (DRaaS) provides clients with a secure data centre in the cloud, making critical applications more available and doing away with the necessity of maintaining another site with duplicated equipment and connectivity.

DRaaS is scalable to grow (or shrink) in line with business needs and failover testing is simplified, ensuring back-up systems are not only in place but proven.

DRaaS gives clients the assurance that their businesses will be able to function no matter what.

Managing the hardware and software of any business can be expensive, time-consuming and quite frankly a bit of a burden. Constantly ensuring your staff have the right and up to date technology to do their jobs effectively and efficiently can take up immense time that could otherwise be spent driving your business forward.







**Business  
Continuity  
guaranteed**



**RTO's and  
RPO's  
covered**



**Zero loss  
of  
business**



**Regular  
test  
restores**

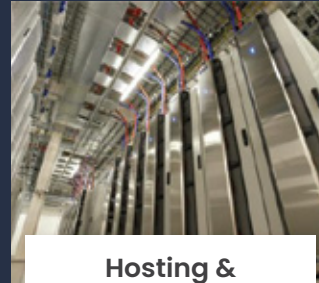


**Rapid  
recovery**



### **Unified Communications**

Enable your people to work and collaborate easily, in real time – wherever they are, on any device.



### **Hosting & Colocation**

The hub of DSM's facility is its Data Centre.  
Water-Cooled: No planet harming refrigerants or any power hungry chillers.



### **IT Support**

From traditional contracted or ad-hoc break/fix support to entire system evaluation.

# Unified Communications

A single platform solution that integrates calls with video conferencing, live chat, business text, facebook messaging, status and more.

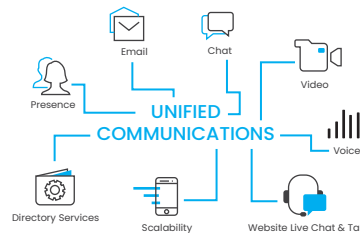
**3CX**  
PARTNER

## What is unified communications?

Unified Communications, often abbreviated to simply UC, refers to the way different forms of communication tools in the digital workforce interact and collaborate. By unifying phone calls, web conferencing, SMS, and email among others, users are able to share and access data and collaborate in real-time. Whether a large enterprise or small business, the right unified communications solution can take business processes to the next level. Improve on collaboration, boost productivity, increase mobility and enhance the user experience.

There are various communication channels available, here are just a few of the collaboration tools commonly in use:

- ✓ Email.
- ✓ Telephony (fixed-line, mobile, VoIP-based phone system).
- ✓ Audio / video conferencing.
- ✓ Instant Messaging.
- ✓ Status (show individual contacts to be available, busy or away).
- ✓ Social media (Twitter, Facebook, Whats App, Instagram, and so on...)



## Why choose unified communications?

Unified Communications is a generic hold-all term to describe the market's efforts to integrate all the "apps" (and therefore the communication channels) to allow the user to have all this information easily accessible, irrespective of when or where it is accessed (home, work, in a car, on a train...), or on what device (laptop, tablet, smartphone...) Incoming calls for example, can route to wherever the recipient is, whether at the office, out and about on a mobile phone or working with a web phone from home.

A UC solution effectively blurs the demarcation lines between the communication channels. For example, a user can receive a voicemail message and can choose to access it through email or any phone. The sender's status can be seen through presence information, and if online a response can be sent immediately through text message or video call.

Simply put, the objective of UC Solutions is to unify and streamline business communication, to boost employee efficiency and improve the customer experience.

3CX is a single platform unified communications solution that integrates calls with video conferencing, live chat, business text, facebook messaging, status and more. All inbuilt collaboration tools are included as standard both on-premise or as a hosted solution. Use it to:

- ✓ **See the status of colleagues** – Eliminate expensive voicemail tags and avoid unnecessary transfers of phone calls that irritate customers.
- ✓ **Deliver faxes & voicemail to inbox** – Forward voicemails to inbox and listen to them without calling in. Faxes are received as PDF files in your email.
- ✓ **Live Chat, FB, and Business Texting** – Chat with website visitors in real-time! Using 3CX's Facebook integration and text messages for business features, users can manage all messaging channels directly from the 3CX console.
- ✓ **Work remotely with mobile apps** – 3CX includes mobile apps for iOS and Android for you to manage calls and video calls while on the go.

# IT Security

IT security is a cybersecurity strategy that prevents unauthorised access to organisational assets including computers, networks, and data.



## Helping You to Secure Your IT Systems

IT security, also known as 'cyber security', can seem daunting with high tech acronyms and impenetrable terminology; it is little wonder most businesses feel it is beyond their reach or budget... but, it really isn't!

Cyber security is defined as the protection of internet-connected computer systems and networks from cyber threats, theft or damage to their hardware, software and electronic data. With this in mind, how are you protecting your businesses IT systems?

Not having adequate IT security protection for your business is risky, especially in this current time where cyber security threats and attacks are becoming increasingly common.

The truth is that using 6 common sense and cost-effective cyber security steps, you can deter many cyber criminals from infiltrating and accessing your business's computer systems.





The questions you should be asking yourself are:

1. Are firewalls turned on and effectively configured?
2. Do we limit what users can do on their PC's or laptops?
3. Do we always insist on "best practice" passwords, plus 2-factor authentication, where possible?
4. Is your antivirus protection adequate?
5. Are Windows, Office and other updates turned on and applied regularly?
6. Do you inform and educate your staff on the risks?

## Accredited IT Security Solutions





# Co-Working & Workplace Recovery

When access to your office is limited simply relocate to our facility and carry on – business as usual.



## Why choose DSM for Co-Working & Workplace Recovery?

DSM's facility resides on a 3 acre rural site, enclosed within a steel perimeter fence with IP Camera surveillance. Access is strictly controlled – entry can only be gained by authorised personnel. Three A roads provide easy access – A1M, A47, A605

The facility is not reliant on any external utility service other than connectivity.





Power is provided, primarily, by mains and backed up by dual Generator and UPS systems. All desk positions and critical equipment are powered via UPS, thus ensuring no power interruption whatsoever. Fuel supplies for the generators is stored on site and allows for 6 weeks of continuous operation at full load.

Gas: 6000 litres of LPG is stored on site for heating. This gives approx 6 weeks of continuous operation and is mainly used in winter months.

Water: DSM extracts water from a bore hole as it's primary supply. Mains water serves as a backup only. Water is also taken from the roof and stored in external container for emergency use.

Connectivity: DSM has 3 land based fibre services from two providers. Primary circuit is an active – active service with auto failover. Secondary is an active manual backup. Services are also delivered over microwave.

DSM's site incorporates an outside seating area and two lakes; the rural setting is peaceful and far away from the pollutants of city life but close enough not to be isolated; Shops, Hotels, Restaurants are a mere 15minute drive away. In summer months a 5 minute walk will take you to a local cafe and DSM often lights up a BBQ when weather permits.



## OUR SERVICES





## Support & Managed Services

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## Professional Services

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# Support & Managed Services

Let us manage your systems, give you a single point of contact and leverage our technical expertise and scalability.



**Whether you're looking for IT support or fully managed IT services, we have flexible service levels to suit everyone. Find your perfect service match.**

You can choose as little or as much assistance from DSM experts as you need across your entire infrastructure – helping you to get the most out of your investments across connectivity, cloud and communications, and efficiently supporting the capabilities, resources and priorities of your in-house team.

We provide a choice of support and managed services packages to fulfil a wide range of service level and budget requirements, whether it's a completely new environment or adoption of existing technology. Utilising DSM's Management Services means that you can transfer, delegate or extend some or all of your IT where and when you need to.

## IT Services

What ever your IT requirement – we have a solution that fits.



### IT Security

Building robust defences as well as staff awareness of risks is key to keeping your business & data safe.



### Cloud Solutions

Flexible working and IT with our mix of secure private, hybrid and public cloud solutions.



### Data Backup

Cloud based and hosted within its own water cooled data centre.







# Consultancy & Professional Services

Our technical experts can advise on the best way to make a solution work for you – consultancy and design through to implementation



## **DSM's Professional Services enable you to plan, design, implement and operate a mix of technologies and services to support your business success.**

Available right across our portfolio of solutions – something most of our competitors are unable to provide – we can help you deploy these solutions and get the most from them.

Our consultants, designers and technicians begin with the needs, desired business outcomes and long-term strategy of your business, as well as any pain points you might have experienced with your existing technology. Through consultancy and design, our technology and sector experts can advise on the best way to make a solution work for your business, while our comprehensive project management oversee the transition and implementation projects to ensure business outcomes are met.



### Reduced Costs

- ✓ Use only the resources you need
- ✓ No capital outlay
- ✓ Fixed costs
- ✓ Monthly billing



### Reliability

- ✓ Inclusive Backup
- Replicated for
- ✓ added resilience
- ✓ Fully managed service
- ✓ 99.99% uptime



### Security

- ✓ UK based Tier3+ Data Centre
- ✓ Access Restricted
- ✓ IP CCTV Monitored
- ✓ Anonymous

# DSM

GROUP



## Opening Hours

Mon-Fri: 08:30 AM To 6:00 PM



## Email Support

[support@dsm-gb.co.uk](mailto:support@dsm-gb.co.uk)



## Head Office

The Old Hangar, Peterborough PE8 6NE