



SUNRISE

TECHNOLOGIES

IT SUPPORT AS CERTAIN AS SUNRISE



WE ARE PARTNERS WITH WORLD LEADING SOFTWARE COMPANIES



Sophos
Silver
Partner

Sunrise has worked alongside Sophos for many years gaining extensive knowledge across Sophos' portfolio of next-generation endpoint and network security solutions. We are capable of discussing the current risk factors, and the best way to ensure protection and compliance for your business.

Silver
Microsoft
Partner

Sunrise is a Microsoft Silver Partner; this means our IT experts are fully trained and able to support our customers. The rigorous technical exams, sales assessments and quality customer references demonstrate consistent capability and solid expertise with Microsoft solutions based on Windows, Windows server, Microsoft 365, Office 365 and Windows Intune to name but a few.

 Office 365

Office 365

Office 365 is the Office you know, on the devices you use most, whenever you need it and virtually wherever you are. Beginning with a full-featured email system with web access, integrated calendaring, and a contacts directory, Word, Excel, and PowerPoint. Office 365 provides all the familiar apps you've come to depend on, along with a dynamic set of cloud connected tools that help you communicate, collaborate and get more done.

Microsoft 365

Microsoft 365 is a complete and intelligent solution, bringing together the best-in-class productivity of Office 365, Windows 10, and Enterprise Mobility + Security, providing advanced security and device management capabilities that empowers everyone to be creative and work together, simply, whilst safeguarding your business.



IT SUPPORT AS CERTAIN AS SUNRISE

WE ARE SUNRISE

Sunrise Technologies is a respected Managed Services Provider (MSP). For over fifteen years we have delivered first-class IT support and services to our customers. Sunrise has a wealth of experienced specialists who love everything about IT, and who are totally dedicated to the success and safety of your business. Sunrise has grown by simply providing our customers with transparent, exceptional, and stress-free IT services.

Located in Essex, we have a large client base throughout the South East of England. Sunrise has steadily grown through reputation and referral; a fast, reliable and technically superior service is the bedrock of our success. Many of our customer's businesses have evolved and grown over the years, we have remained proactive, dependable and a constant IT resource to them all.

Today, Sunrise continues to enhance its reputation by delivering outstanding IT services such as Cybersecurity, Cloud, Backup Management, Hosting and IT Projects and Consultancy services, both remotely and onsite. We also offer other business critical services complemented by our core IT capabilities.

With Sunrise you can sit back and enjoy your daily morning beverage knowing your business IT systems are in safe hands.

EVERY IT PROBLEM IS **SUNRISABLE**



The pace of technology change is not about to decline any day soon. What has changed is your business needs to be more agile and have less capital tied up in IT. Outsourcing IT is like outsourcing anything else: if it's not your core business, then the likelihood is you're not as good at it as somebody whose core business it is. Sunrise can truly help by offering fast, cost-effective IT services while helping to lower your costs and risk. Our agreements are transparent and flexible; allowing you to choose when and how long you need our services.

Simon Gurner
Managing Director of
Sunrise Technologies



WE ARE SUNRISE

FAST, COST-EFFECTIVE IT THAT LOWERS YOUR BUSINESS RISKS



- > *Are you looking for proactive guidance and direction in your IT strategy?*
- > *Are you frustrated with the service you are getting from your current IT provider?*
- > *Maybe you've outgrown your existing IT support?*
- > *Or want to improve cash flow and streamline your processes?*

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Sunrise help SMEs with everything from remote and on-site IT support to advise on cyber-security and "the cloud", tailoring our solutions to meet your business's unique needs and high expectations, no matter how large or small the IT task.

DO WHAT YOU DO BEST, AND LEAVE IT TO US.



WE ARE SUNRISE

FULL IT SUPPORT FOR YOUR BUSINESS, AS MUCH OR AS LITTLE AS YOU NEED IT

Cost efficiencies can be made by bringing in Sunrise as your IT MSP, we have access to best in class tool sets, hardware, and software. Our engineering team pull from a wealth of expertise and knowledge built over our years working within a variety of very different business sectors. Sunrise Technologies use specialised remote monitoring and management software to control and deploy managed services to our customers when and where they need IT.

PERSONABLE, RELIABLE, PROACTIVE.

- High-quality business IT support desk and remote network monitoring services – **every hour of every day**. Our service team is available at **any time** to handle issues.
- Clear communication, sparing you the “IT speak”. We make it easy.
- Hands-on IT solutions, such as hardware delivery and set-up, network installation and resolving failed hardware and internet outage issues across London, Essex & Kent.
- Ongoing maintenance to address needs before problems arise.
- Fixed monthly rates for all IT infrastructure management needs to eliminate risk.
- Increased employee productivity due to IT issues being quickly resolved externally.
- Regular, frequent monitoring of servers, networks, software and hardware components.
- Continued proactive support and education.
- Backup and Disaster Recovery services provide both local and cloud based server recovery with constant backup so your backup data is only ever minutes old.

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WE ARE SUNRISE

IT PROJECTS & CONSULTANCY

LET SUNRISE TECHNOLOGIES BE YOUR TRUSTED STRATEGIC PARTNER

Our team of highly personable and technical IT consultants will provide an unrivalled level of support and guidance to you and your business. For many years, we have been providing SMEs in London and the Southeast of England with IT services, solutions and support programs that deliver excellence and expertise to our clients.

Sunrise Technologies has a proven track record of providing customers full lifecycle consulting services, our consultants are balanced across all IT disciplines and have a wealth of experience supporting our customers small to large-scale IT projects..

PROJECT PLANNING

Our IT Project Management Services can offer an important component to your IT project. This single point of contact ensures that the path is clear to delivering your project on time and on budget.

TECHNOLOGY DEPLOYMENT

4 Sunrise offer varying degrees of service ownership, providing you with the precise level of deployment support needed to meet your goals.

APPLICATION DEVELOPMENT

Our Application Development Services help you design, build and enhance your mission-critical custom enterprise applications and collaborative solutions. Using processes and tools, proven delivery methodologies and managed services, our experts can help you improve your time to market and reduce risk.





EXCEPTIONAL IT SERVICE & SUPPORT GUARANTEED

BUSINESS CONTINUITY

SUNRISE PROVIDE SYSTEMS OF PREVENTION AND RECOVERY TO DEAL WITH POTENTIAL THREATS TO YOUR COMPANY

Our Disaster Recovery Service provides our customers with continuous replication of critical applications, infrastructure, data and systems for rapid recovery after an IT outage. Ensuring your critical business data is protected and readily available in case there are unexpected circumstances is a paramount responsibility of any IT department.

Business Continuity is a critical but often neglected activity which refers to set of well orchestrated activities required to keep your company running during a period of displacement or interruption of normal operation.

BACK UP MANAGEMENT

A common sense approach to backing up your business assets shouldn't be ignored. Only then can you be confident if the worst happens, whether your business is being hacked, you have a system failure, you are affected by a natural disaster or something unthought of yet, you can quickly rebuild your systems and data.

Sunrise offers back up services designed to ensure the total security of your business assets, we have solutions available which will work with your security priorities and budget. Namely:

- **Automated daily backups**
- **Cloud/Offsite backup**
- **Managed backup**

It is impossible to over stress how important it is for you to back up your files on a regular basis. Downtime costs UK businesses a huge £2bn in lost revenue every year, it may not be business as usual without a backup strategy.

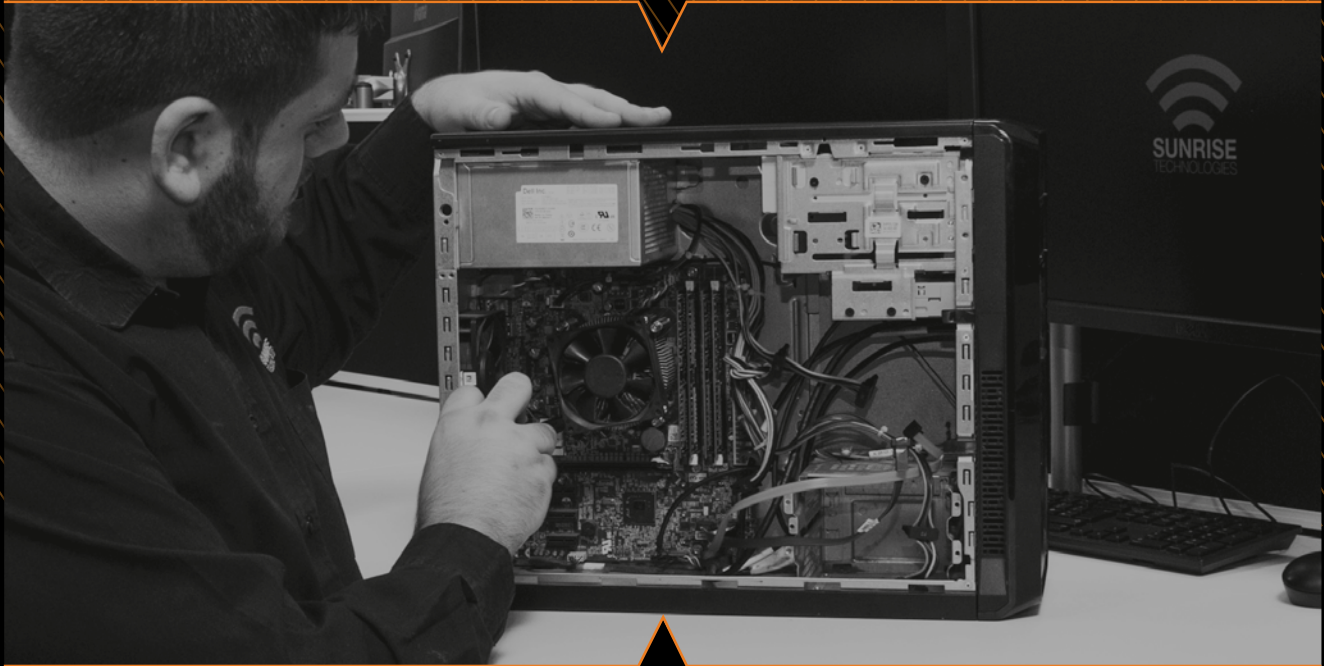
EMAIL

No one running a business wants Email downtime, continued communication with your customers and suppliers is far too important. Sunrises email continuity solution prevents loss of email in the event of planned or unplanned email downtime. We provide Email Continuity that will provide email backup giving peace of mind and minimising productivity loss amongst employees.



EXCEPTIONAL IT SERVICE & SUPPORT GUARANTEED

WE FIX IT



NETWORK EQUIPMENT SUPPORT

Reliable and on-time Network Support Services. Any downtime to your office network can cause major damage and costs, so we offer a highly stable network to minimise system failures.

Fastest performing network for your budget.

COMPUTER MAINTENANCE & MONITORING

We provide our customers and their businesses with second to none onsite and remote Computer Maintenance Services. At Sunrise Technologies we offer regular maintenance on your IT equipment so it remains running at its optimum performance, leaving you to focus on revenue generating activities. Our Computer Maintenance Services include:

- > **Servers**
- > **PCs, Notebooks and Workstations**
- > **Hosted VoIP and SIP Phone Systems**
- > **Printer and Print Management**
- > **Software**
- > **User and Systems Administration**
- > **Preventative Tasks**
- > **Data Recovery**



EXCEPTIONAL IT SERVICE & SUPPORT GUARANTEED

HARDWARE



MY STORAGE IS REACHING CAPACITY, WHAT ARE MY OPTIONS?
WHAT FIREWALL SOLUTION WILL SUIT MY BUSINESS?
ARE THERE FASTER, MORE CAPABLE NETWORK ROUTING SOLUTIONS?
CAN I IMPLEMENT A VIRTUAL ENVIRONMENT?

WE KNOW THE ANSWERS. *DO YOU?*

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For over 15 years, we have established strong partnerships with leading IT hardware manufacturers and software developers. These partnerships enable us to offer:

- Excellent value
- Install expertise & keen product knowledge
- Great return on investment
- Your point of contact for your software & hardware purchases

Sunrise offer a range of hardware including but not limited to:

- Computers and Notebooks
- Servers
- Network Devices
- IT Accessories
- Phones
- Video and Conference Call Devices
- Routers
- Multifunction Printers

Purchasing your hardware from us provides your business additional benefits as we deliver, build and install your software and have your equipment up and running far quicker than achieving the same results using separate vendors.



EXCEPTIONAL IT SERVICE & SUPPORT GUARANTEED

SYSTEM SOFTWARE THIRD PARTY APPS

Whether you choose to purchase outright or subscribe to cloud services, we offer a vast array of software applications to cover all your business requirements. You will be supported by a strong team of software engineers and consultants to advise, install and support you and your team.

We support system software categorised under the following:

- > *Utility software*
- > *System servers*
- > *Device drivers*
- > *Printer and Print Management*
- > *Windows and Mac Operating System (OS) and (OSX)*



EXCEPTIONAL IT SERVICE & SUPPORT GUARANTEED

SOFTWARE DEVELOPMENT

WE CAN UNLOCK CLOSED DOORS THAT HINDER YOUR BUSINESS

Our Application Development Services help you design, create, build and enhance your mission-critical custom enterprise applications and collaborative solutions.

We offer custom application design, development, enhancements and service integration for tailored software, supplying functionality that is not available "off-the-shelf" for a range of industries.

We can even bridge the gap between non-integrated systems that would otherwise be independent.

Using processes and tools, proven delivery methodologies and managed services, our experts can help you improve your time to market and reduce risk.

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WE KNOW



THE CODE



EXCEPTIONAL IT SERVICE & SUPPORT GUARANTEED

CYBERSECURITY

YOU CAN'T AFFORD TO IGNORE ESSENTIAL IT CYBERSECURITY STEPS

Is your business taking steps to protect its IT network?

A huge number of businesses aren't prioritising improvement to online security for future business growth, unfortunately many smaller companies go out of business after a data breach as customers often leave due to lack of trust and negative publicity.

Cybersecurity does not need to be expensive, Sunrise cybersecurity solutions offer an effective multi-layered defence strategy with affordable services and ITIL standards.

If you have questions or are interested in a security assessment for your business, get in touch, we'll be happy to help.

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BEST ANTIVIRUS SOLUTIONS

We know full well that the security of your data, digital identity and financial transactions are hugely important. Sunrise provide Industry leading antivirus solutions, giving you complete protection without compromise.

Get transparent cybersecurity support tailored to your businesses IT security requirements. No hidden fees. No fuss. Just piece of mind. A simple call to Sunrise can give you total protection for your computers and network.



EMAIL & WEB FILTERING

We protect your company and employees when online.

Malicious email is on the rise and businesses face a growing threat of staff accidentally browsing malware infected websites. Our filtering services can inconspicuously scan email and web traffic to stop these threats harming your business.



FIREWALL & NETWORK PROTECTION

Sunrise can help to prevent your IT risks and workstation downtime by locking down your network behind a Firewall. We provide the industry's leading Firewall solutions, ensuring you get the best protection to match your IT budget.



EXCEPTIONAL IT SERVICE & SUPPORT GUARANTEED



DEVICE ENCRYPTION

When data is moved from place to place, whether it's via the internet or physical storage, it is vulnerable. Our Device Encryption solutions proactively protects your data, meeting your data security compliance obligations with a single install process.



SECURE DESTRUCTION OF DATA

We ensure that all your data bearing equipment is either wiped or destroyed to at least MoD/CESG Approved Standards. You can further choose the level of security you would like implemented as part of our service.



RISK & COMPLIANCE

It's more difficult than ever to meet the complex demands of compliance and security, with unclear regulatory guidance, continually evolving threats, and limited resources. But you don't have to do IT alone. Implement a compliance plan with the right people, processes, and technology to stay on the right side of the law.



MOBILE DEVICE MANAGEMENT

When selecting a mobile management solution that best suits your company's individual needs, there are three components it should consider:

- **Mobile Device Management**
- **App Management**
- **Mobile Content Management**

Our services include compilation of all relevant data, device security and services, as well as implementation of necessary policies and procedures for adequate management and control.

WITH US, YOUR DATA IS ALWAYS SECURE



SUNRISE TAKES THE HASSLE OUT OF YOUR CYBER ESSENTIALS APPLICATION

As a Cyber Essentials Practitioner, Sunrise is an expert in implementing system changes. We can advise you on the standard, help you interpret the requirements and most importantly, we specialise in the practical work required prior to the assessment by the Certification Body.

The Cyber Essentials scheme has been developed by the UK Government and industry to fulfil two functions.

It provides a clear statement of the basic controls all organisations should implement to mitigate the risk from common internet based threats and through the Assurance Framework it offers a mechanism for organisations to demonstrate to customers, investors, insurers and others that they have taken these essential precautions.

Get in contact with Sunrise if you want to know more about the benefits of achieving Cyber Essential credentials.



CLOUD SERVICES

CLOUD SERVICES THAT SET YOU AND YOUR BUSINESS FREE



Sunrise offers a range of cloud services providing your company access to a wide range of business tools, apps and software on a pay-as-you-go or subscription basis. These services provide added flexibility, security and significant savings to your business.

HOSTED DESKTOP

We offer hassle free hosted desktops that help you to work on any device, quicker, smarter and from anywhere.

WHY CHOOSE A REMOTE DESKTOP FROM SUNRISE?

- Work from anywhere at any time with constant access to your files and applications
- You'll not have to worry about ongoing maintenance, upgrades and other IT investments making a hosted desktop extremely cost effective
- A typical cloud subscription service includes your licenced Microsoft office suite

You can quickly scale up or down your remote desktop services depending on your business's growth strategy.

REMOTE ACCESS

Sunrise has all the tools you need to stay connected. Whether accessing your office PC from the road, video conferencing across town, or sharing your screen for remote support from the other side of the world, our tools can help reduce travel costs and downtime by keeping all your people and devices connected. You'll never need to worry whether your confidential files or sensitive information is at risk when connecting to devices. Private data, private conversations, and private meetings stay that way.

WORK ANY TIME, ANYWHERE, ON ANY DEVICE.

- Many businesses embrace remote working
- Encourage your employees' and help them regain a work/life balance
- Reduce your office rental costs
- Collaborate seamlessly with other sites and clients, whether they are across the road or across the world!

Imagine accessing all your work files and tools on any device working whenever and anywhere you want. Now imagine receiving all your business calls with one contact number for both your desk phone and mobile!

Sunrise can set you and your Business Free – Call us today on **01268 543995** or visit our website for more information





HOSTED TELEPHONY, BROADBAND & COMMUNICATION SERVICES

THE WAY WE COMMUNICATE AT WORK HAS CHANGED

The making, handling, taking and transferring of telephone calls to online platforms continues to evolve.

We provide support from the design to the supply, installation, integration and maintenance of your telephone systems.

Our Hosted Telephone System will help to:

- Reduce telecoms and call costs by up to 50% without compromising quality or stability
- Give you cost savings with free internal and site-to-site calls
- Upscale or downsize the number of lines you require quickly and easily, without long term commitments affecting your decision making.



SUNRISE BROADBAND SERVICES KEEP YOU CONNECTED

Sunrise offer high performance broadband connections that deliver internet across a number of access technologies, we provide businesses of all sizes with a wide choice of high quality broadband services. Choose from ADSL2+, SHDSL, Mid Band Ethernet, Fibre and Fixed Wireless Broadband.



COMPLETE BUSINESS COMMUNICATIONS SYSTEM

Sunrise combines handsets from several manufacturers, an easy-to-use web interface, and our network resilience provides a cheaper, more flexible phone service.

WORK SMARTER

Save money and improve interoperability between your mobiles and fixed phones.

Our system is perfect for home-workers or staff who need to work from different locations, with clever features that ensure you never miss a call.

UNRIVALLED QUALITY

Call quality, as with any communication system, is clearly dependent on the underlying access available. With our Ethernet or Broadband products delivering the service to your location, you can be assured of great voice quality, underpinned by some of the most stringent service level agreements in the business.

SUITABLE FOR ANY SIZED BUSINESS

Our system is particularly effective if you have multiple sites working together. It's also capable of serving hundreds of employees. Our system is cloud-based and accessed via a web-based portal, so there are no PBX maintenance costs, and with minimal capital outlay it's a reliable, expandable and proven service whatever your business.

FULL SERVICE AND SUPPORT

We provide everything including handsets, board room equipment including conference call and video call equipment, on-site installation, support and assistance, saving you time and hassle. We can offer your business a more flexible, lower cost alternative to a traditional phone system.



INFRASTRUCTURE SERVICES

OFFICE MOVES

AN OFFICE MOVE IS EXACTLY THE RIGHT TIME TO RE-EVALUATE YOUR IT SYSTEMS AND SETUP

Most companies hire standard removal firms to shift the big furniture and desks. The most problematic part of a move is ensuring all your technology and IT infrastructure is dismantled properly and recommissioned correctly and timely, with no impact on your daily operations.

We will work through a plan with you to ensure the entire process exceeds your expectations.

We are experts at removing and reinstalling valuable IT equipment, having safely moved and precisely reinstalled hundreds of systems for a huge variety of customers and many city based businesses.

Our services include:

BACK UP VALIDATION

Sunrise will perform a full system backup for all servers and verify the data is complete prior to equipment move.

EXISTING LOCATION

- > *Power Down – ensure proper system shut down*
- > *Disconnect and label connections*
- > *Create log sheets ensuring everything is accounted for.*
We pack individual PC's / Workstation and laptops – including all network equipment, and computer accessories
- > *Each system is individually labelled and boxed and placed in specialist safety crates.*

NEW OFFICE LOCATION

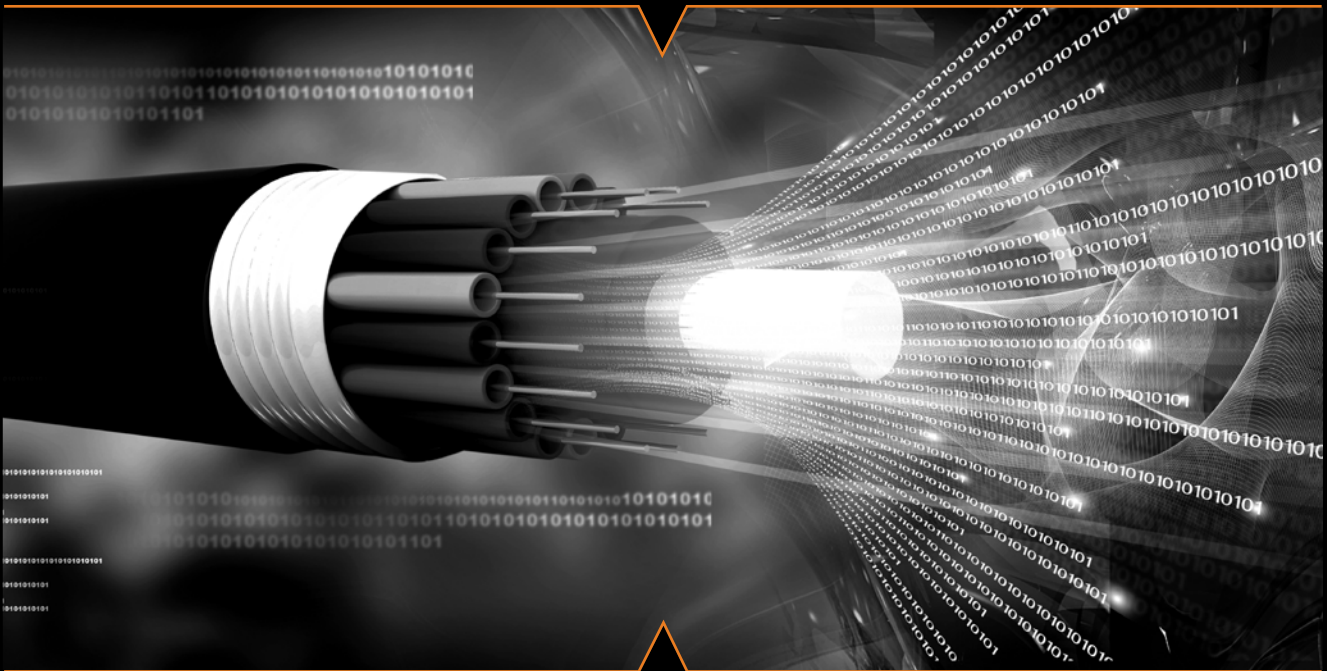
- > *Unpack, reconnect and power up*
- > *Verify proper system operation*
- > *Verify network connection*
- > *Verify User Configurations*

Unlike other companies offering to move your IT infrastructure, who tend to be removal firms or electricians, we are an expert IT services company. We understand the complex nature of moving an entire IT infrastructure and are better positioned to provide a smooth and seamless transition.



INFRASTRUCTURE SERVICES

CABLE INFRASTRUCTURE & TESTING



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CABLE INSTALLATIONS

The technologies used to communicate in business today have one thing in common...cable and plenty of it! Superior communication depends on the quality of the cabling infrastructure. Our Sunrise engineers specialise in the highest quality installation of all kinds of certified voice and data cabling, including: Category 5E, Category 6 and Fiber-optic.

CABLE TESTING

Network applications continue to evolve and the demands for greater bandwidth capabilities continue to increase.

To base line network performance and to facilitate warranty certification, leading cable manufacturers mandate that cable infrastructure be tested to current industry standards upon installation. Sunrise provides testing and verification services which are fully compliant with the leading manufacturers specifications.

WI-FI

Our expert technical understanding of cabling, networking and wireless technologies, enables us to deliver truly integrated and high performing wireless network solutions.

Now, with your high performing wireless system you can mobilise your workforce and enhance your business service delivery.



MANAGED PRINT, DOCUMENT & DATA SERVICES

PRINT, DOCUMENT & DATA

PRINT

Few organisations know what the total cost of their print and document infrastructure is, often because it is paid for out of several different budgets or because the print estate has grown organically, and without a holistic approach or strategy. Independent research tells us that it can be as much as 3% of an organisation's total revenue.

Talk to us today, find out how Sunrise can save you money and ensure you are in complete control of your printing costs.

DOCUMENT & DATA

By removing paper based workflows and digitising them, we can help you to move away from manual data handling processes and gain the ability to automate many facets, reducing time, costs and errors.

COSTS

Our solutions typically save clients up to 40% of their overall print costs and reduce overall print volumes by the adoption of a strategic print policy.

ENVIRONMENT

Having the right number and type of devices, as well as control and visibility over who prints what, when, how and where can significantly reduce your environmental impact, as well as your costs. Once your impact is reduced, we can also help you mitigate for the print volumes that you can't do without!

SECURITY

Remove the risk of prints being left unattended on output trays by enabling user authentication at the device before printing starts. We can make sure your devices have the latest security features to prevent unauthorised access either to the devices themselves or the data held within them.

DIGITAL TRANSFORMATION

Identifying paper based workflows and digitising them, helps move you away from manual data handling processes, saving time and money and reducing the potential for human error.

OUR TECHNOLOGY PARTNERS

3CX



Adobe

Silver
Microsoft
Partner



NETGEAR



AUTODESK.

solarwinds



datto

The Leader in Backup and Disaster Recovery



vmware

DrayTek

Yealink

NON-PROFIT PRICING INCENTIVES AVAILABLE TO CHARITIES AND EDUCATIONAL ORGANISATIONS*

*Eligible organisations must be non-profit or non-governmental organisations, registered with the UK Charity Commission and/or registered with HM Revenue & Customs (HMRC) as tax exempt; public libraries may qualify as an eligible non-profit organisation without charitable status only for on premises software donations and only where such software is made accessible to the general public.



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