



TIEVA

FULCRUM IT PARTNERS

COMPANY OVERVIEW

A TIEVA eGuide



At TIEVA, we are passionate about providing the best possible services for our customers. Our dedicated team always goes above and beyond to complete the highest quality of work and deliver an excellent customer experience.

T I E V A
FULCRUM IT PARTNERS

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WHO ARE WE

In today's fast-paced digital landscape, IT decision-makers face unprecedented complexity. With users and devices spread everywhere, applications distributed widely, and infrastructure continuously expanding, making the right investment decisions to meet current and future demands has become an increasingly daunting task.

TIEVA is here to simplify IT for you.

We combine the best products and services into comprehensive solutions that address your specific industry, business, or technological challenges.

Our approach is centered around close collaboration with you, ensuring an in-depth understanding of your unique needs and desired outcomes, thereby facilitating your path to success.

Leveraging our industry-leading technical expertise, strategic partnerships with top-tier vendors, advanced IT transformation methodologies, and robust managed service capabilities, we accelerate clients towards their desired future state, ensuring maximum value from their IT investments.

OUR JOURNEY

TIEVA brings together the strengths of Pure Technology Group (including Servatech and Keytech) and Prodec Networks (including Network24, Hosting Techniques Ltd and Smarter Interactive) as a single unified brand.

By integrating the capabilities, decades of experience, and deep expertise from each of these organisations, TIEVA is uniquely positioned to provide customers with exceptional products, services, and solutions spanning a diverse range of technologies.

At TIEVA, our shared mission is to empower our customers to achieve their business priorities. As your trusted technology partner, we work closely with you and your teams to facilitate your digital transformation, providing customised IT services that align perfectly with your specific needs and desired outcomes.



Skilled expertise

When you work with TIEVA, you gain access to the expertise of its entire team of highly skilled specialists working together to deliver exceptional experiences to its customers.

Partnered for success

We proudly work in close partnership with the world's leading vendors and distributors in business technology to offer customers the very best products, services and solutions.

Qualified

Through our industry certifications, including ISO27001, ISO14001 and ISO9001, our customers can be assured that quality and security are at the heart of everything we do.

OUR APPROACH

At TIEVA, we don't view meeting your needs as a mere checklist task. Our approach goes beyond that; we seek to comprehend what truly matters to you, your customers, and your team. That's why, when we embark on a collaborative journey, we begin at the very foundation.

We engage in conversations about your aspirations, your objectives, and we strive to discover the optimal path to realise them.

Our approach follows a series of steps, from discovery and design, to delivery and support, that provide clarity on what's possible and how it can be achieved now, but with the future also in mind.



1

Starting Your Journey

We begin by understanding your goals and collaboratively finding the best path to achieve them.

2

Designing the Solution

We explore all available technology options to design tailored solutions that align with your current and future objectives.

3

Source Smartly

We source the technology and resources that meet your budget, timeline, and functionality requirements.

4

Build and Deliver

Our experts oversee all aspects of the solution build and deployment phase, delivering everything necessary to ensure your team is fully prepared and operational from day one.

5

Ongoing Management and Support

Our managed services offer 24/7/365 support, proactive monitoring, regular service reviews, and assessments for the best experience.

6

Optimise for Success

With technology in a constant state of development, we continuously seek innovative ways to keep you ahead of the curve.



CUSTOMER SUCCESS

THE WINE SOCIETY

“We were more than happy to adopt the IT solutions that TIEVA recommended, and have no regrets. These technologies have made life so much easier and ensured The Wine Society can face the future with confidence. We are also very impressed with the service we are receiving – it is great to know that we always have reliable, friendly technical support available whenever we need it, and we couldn’t be more pleased.”

Rhod Williams

Head of Information Technology, The Wine Society

SOLUTIONS AND SERVICES

A strong IT infrastructure is the foundation of a successful business, providing the necessary framework for growth and innovation. However, the tasks involved in its management and maintenance can be time-consuming and complex.

Trust TIEVA to handle this responsibility for you. Our dedicated IT specialists ensure your systems operate smoothly and securely, freeing you to focus on growing your business and other priorities.

TIEVA's solutions are designed to propel your traditional workplace into the future. We provide a range of services that help to maximise productivity and organisational resilience, by enabling secure, seamless and safe hybrid digital workplaces for your employees.

Our expertise in cloud services, enterprise infrastructure, connectivity, cybersecurity, unified communications and cutting-edge end-user devices, enables our clients to elevate employee experiences, improve efficiencies and achieve superior business outcomes.



OUR SERVICE PILLARS

Our core service pillars are designed to ensure that your business stays secure, efficient, and future-ready in today's ever-evolving digital landscape, they include:

IT Consulting

Drive business growth with expert IT consulting, providing strategic guidance and actionable insights to align your IT initiatives with your business goals, optimising efficiency, reducing costs, and enabling innovation for sustained success.

Hybrid Cloud

Maximise the benefits of cloud computing with our multi-cloud services, facilitating seamless navigation across various cloud platforms, ensuring optimal performance, scalability, and stringent security standards for your business.

Digital Workplace

Create a dynamic and collaborative work environment with our secure digital workplace solutions, ensuring seamless connectivity, enhanced communication and increased productivity for your remote and in-office teams.

Cybersecurity & Resilience

Protect your business from evolving cyber threats with our comprehensive cybersecurity solutions, including proactive monitoring, incident response, and resilience planning, safeguarding your data and maintaining uninterrupted operations.

Data Management & Protection

Ensure the security and accessibility of your critical data with our robust data management and protection services, offering secure storage, regular backups, and disaster recovery plans for your business-critical information.

Enterprise Infrastructure

Optimise your operations with our scalable and secure enterprise infrastructure solutions, tailored to your specific business needs, covering network architecture, visualisation, and storage management for reliable and future-ready infrastructure.

Our partners include:





SUPPORT

Our trusted IT support solutions provide you with the resource, expertise and peace of mind to easily respond to changing workplace dynamics and are designed to allow you to focus on your day-to-day business.



Single point of call

No matter the issue, your point of contact is always the same team, available 24/7. Our team operate to a single set of SLA's and will work meticulously to rapidly resolve your issues.



24/7 Availability

Our service desk is available 24/7/365, so if a fault emerges or if you require technical expertise, there's always an expert available to take a call.



Strategical reviews and planning

Regular reviews are conducted in line with technology advances to ensure your IT is constantly aligned to your business objectives.



ITIL V3 certified

All TIEVA service desk employees are ITIL certified, ensuring the service management process is disciplined and aligned to your business needs.



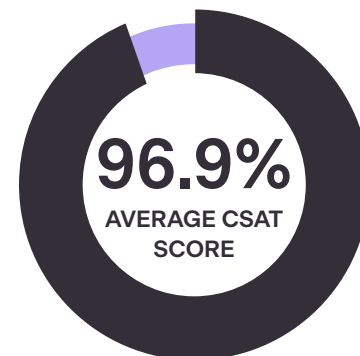
Remote network monitoring

We can provide higher-level eyes on your infrastructure by monitoring and managing your IT systems to ensure potential issues are detected and resolved before they cause disruption.

CUSTOMER SATISFACTION

Customer satisfaction is the cornerstone of all that we do, and our priority is to ensure that our customers' technology works exactly how they need it to, when they need it. So, whatever the size of your business, or the sector you are in, we can provide you with the support services you require to cover your complete IT infrastructure.

- ✓ **A dedicated, UK-based service desk**
- ✓ **A highly skilled, ITIL-trained support team**
- ✓ **24/7/365 availability**
- ✓ **Rapid response times, reducing the risk of disruption**
- ✓ **UK and global support capabilities**
- ✓ **Proactive equipment monitoring**
- ✓ **Swift spares-to-site delivery**



“TIEVA’s professionalism was extremely refreshing. The review was detailed and allowed us to understand our position & how to future proof our business.”

Terry Dugdale, Group COO at Fulcrum

“I called TIEVA with an IT issue as I couldn’t connect to our VPN. Dominic kept everything simple and clear so I could follow what he was doing. Excellent service.”

Sam Walker, Legal Assistant Paralegal at Scott Rees

WHY CHOOSE TIEVA

With a strong portfolio of innovative technology solutions and a highly experienced team of IT professionals, we offer a level of detail and expertise that is hard to beat.

We have built a team of skilled experts who excel at supporting businesses with IT projects from concept to completion. Whether your IT needs are small or large, we are happy to help and can also be relied upon to deliver dependable, ongoing maintenance and support.

We consistently operate to the highest standards and are quality assured by a range of independent auditors. We hold a number of ISO standardisation certifications that apply to the provision of IT equipment, support and services. These accreditations include ISO 9001, ISO 14001 and ISO 27001.



WHO DO WE HELP?

We understand that excellence is not just a goal; it's a commitment. We are dedicated to delivering exceptional IT solutions and achieving outstanding outcomes for a diverse range of organisations, spanning various sectors and sizes. With a passion for innovation and an unwavering focus on your success, we are your trusted partner in reaching new heights.



We designed and implemented a comprehensive solution for Sense, a leading UK charity, which consisted of a number of elements working seamlessly together. This simplified and enhanced the organisation's IT, with SD-WAN, multi-layered security and cloud technology.



TIEVA was chosen as The British Library's exclusive technology supplier for a 3-year period. Throughout this partnership, we successfully provided a comprehensive solution, facilitating the acquisition and setup of various devices such as laptops, desktops, screens, and meeting rooms.



TIEVA implemented a global support solution to efficiently manage first and second-line support across the branches of Thebigword, a global Language Service Provider. The solution included effective third-party software and licensing management, resulting in enhanced response times and reduced management overhead.



TIEVA has always stepped up to every challenge we've given them, and has wanted to work with us every step of the way. Utilising TIEVA for its core strengths of Secure SD-WAN, field engineering teams and colocation has meant we've been able to forge a relationship built on mutual respect and honesty, and I'm genuinely looking forward to working together over the coming years, as we continue to push IVC Evidensia's IT Infrastructure forward.

**Ben Tyson, Head of Infrastructure,
IVC Evidensia**



We enabled IVC Evidensia veterinary group to successfully migrate all of its UK locations to an SD-WAN solution with integrated, multi-layered security. This has helped to boost application performance, protect the organisation against cyberthreats and substantially reduce management overheads.

PUBLIC SECTOR

Our commitment to delivering technical expertise and support to the public sector has always been a core priority at TIEVA. Our expertise spans across a diverse array of sectors, encompassing healthcare, education, government, defence, police, emergency services, housing associations, and charities.

We are proud to be included in various key frameworks across the UK, enabling us to provide tailored IT solutions that effectively address the distinctive challenges and opportunities faced by public sector organisations.

These frameworks include:



HM Government
G-Cloud

Crown Commercial Service

Technology Products and Associated Services 2 - (RM6098)
Network Services 3- (RM6116)



IT Hardware Framework
Lots 1 & 3



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national
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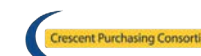
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Technology Hardware, Software
and Services - 979



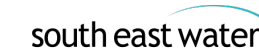
IT Hardware Peripherals
and Consumables



Software Licenses & Associated
Services for Academies and Schools



ICT Hardware and
Peripherals Equipment



IT Hardware Framework



Datacentre, Cloud Hosting &
Security Framework 0944



OUR PEOPLE

A culture built on trust and pride

At TIEVA, we are dedicated to delivering nothing but the best for our clients, and we take immense pride in our achievements. Our success is a testament to the exceptional team that drives us forward, and that's why we are committed to investing in our people.

Our team members are characterised by their drive, boundless energy, and unwavering enthusiasm in every aspect of our business, whether it's account management, technical design, delivery, or support.

We've cultivated a culture that not only acknowledges and nurtures talent but also forges enduring relationships built on trust. Our environment instills confidence and determination, motivating our employees to deliver their very best. We firmly believe that when people love what they do and have a genuine connection to the company they work for, their dedication leads to better experiences for customers.



TIEVA is proud to be a part of Investors In People and has been awarded Platinum Standard – the highest level of accreditation held by only 0.05% of IIP-certified companies.

This demonstrates TIEVA's commitment to career progression and development and is a foundation for business success - supported by the talent, drive and ambition of its people.

GIVING BACK

We are committed to embedding responsible and sustainable practices into our business which have a positive impact on our people, customers, partners, communities, and the environment.

We work in close partnership with a variety of charities across the UK, including Candlelighters, The Royal Orthopaedic Charity and LaunchPad to help raise vital funds to support the incredible work they perform.

£175K

Total donated to date

“TIEVA exemplify everything that makes a charity partnership amazing. It continues to be an absolute privilege to work alongside them, and I look forward to many more moments to celebrate this incredible partnership.”

Chris Salt
Senior Corporate Partnerships Executive, Candlelighters



TIEVA takes the responsibility of limiting its impact on the environment seriously; helping to protect its people and the planet for future generations to come.

We take proactive measures to reduce greenhouse gas emissions, minimise waste, and actively engage in a range of initiatives to offset our environmental impact, contributing to the global fight against climate change.



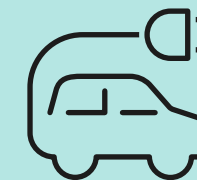
Renewable energy used across all TIEVA office locations



ISO 14001 Environmental Management certified



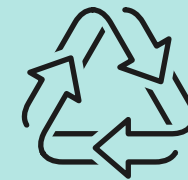
1000+ trees planted across the globe



Electric vehicle scheme in place for all staff



Smart & efficient office lighting system in place



Recycle schemes, including paper & card textiles



Investor in local wildlife & conservation projects



Reduction in printing & paper usage across offices



Hybrid work to help reduce emissions from staff commuting

A FULCRUM IT PARTNERS COMPANY

TIEVA stands proudly as part of Fulcrum IT Partners, a dynamic and expanding group of accomplished IT solution companies operating worldwide. Our collective strength lies in close collaboration, delivering unparalleled IT solutions in cybersecurity, cloud solutions, consumption-based IT, and managed services.

The breadth of expertise within our group, coupled with our longstanding relationships with esteemed industry partners, guarantees that our clients receive nothing short of the utmost level of service. We are committed to helping you achieve the best possible outcomes from your IT investments, unlocking new opportunities for your business and driving exceptional success.



INNOVATIVE TECHNOLOGY COMES WITH GREAT PARTNERSHIPS

TIEVA is one of the UK's leading providers of end-to-end business IT products, solutions and managed services.

iON United Inc. is one of Canada's most trusted cybersecurity solution providers.

F3 Technology Partners is an IT Solution Provider founded in 2007 in West Hartford, Connecticut, USA.

Advizex, based in the USA, is a leading technology provider of infrastructure and enterprise application solutions.

Stoneworks Technologies is an Ottawa-based provider of IT solutions and services to the Government of Canada and various enterprises.

Viadex is a leading provider of global technology focusing on UK and US mid-market enterprise geo dispersed customers.



Contact us

Ready to learn more about how our solutions can help drive your business forward? Contact our team today!

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FULCRUM IT PARTNERS

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