Avoira IT

avoira

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Fluent in technology

Over nearly five decades we've become fluent in a range of complementary technologies that empower our clients to enhance their communication, productivity and service delivery.

We couple our technological articulacy with an impartial, expert consultancy service, ensuring that our client needs are always at the heart of every solution we deliver.

We're unique in designing, delivering, supporting and managing highly sophisticated and effective solutions that harness our varied specialisms and cutting-edge technologies.

These include everything from two-way radio systems, through to cutting-edge unified communications platforms, tariff-free internet-enabled telephony and potent AI-powered Customer Experience (CX) software.

Contents

Working for you. Working with you 6
Avoira IT Services 9
Managed Services 10
IT Team Bolt-on Services 12
Cyber Security 16
Network Services 18
Business Connectivity Solutions 20
Microsoft Technology 22
Cloud Services 24
Backup & Disaster Recovery 25
Avoira Services 28

Working for you.
Working with you.

Certificate Number #00386
ISO9001:2015
ISO14001:2015
ISO45001:2018
ISO27001:2022

As well as working for, we work with our clients. We build strong, trust-driven partnerships that ensure we truly understand and can effectively satisfy your organisation's needs. Every time, on time.

It also means we're always there for you, whether providing highly responsive technical support or fully managing your services.

By building long-term relationships we deliver increasing value and returns to our clients.

Avoira IT Services

We have a specialist skilled team at Avoira who can help you with all your IT Services & Cyber Security needs. From smaller bolt-on services through to a fully outsourced IT Department, keep your assets secure and IT Department running with Avoira.

We have access to leading hardware and software solutions from a wide array of partners all aimed at providing you with the best in class IT services.

Partners

ESET Gold Partner

Gold Microsoft Partner

Alcatel·Lucent Enterprise

BULLWALL

Gamma

mimecast

Managed Services

We can become your fully managed IT Department and cloud services provider, at a fixed monthly cost, offering you a fully managed program that combines a suite of services to support all your technology needs.

Maintenance & Support

Our dedicated maintenance and support team are on hand 24 hours a day, ready to assist you with any maintenance or support queries that may arise.

Network Operations Centre

Avoira work with our customers to provide the monitoring and visibility needed for fast response times to critical issues and enables us to quickly pinpoint the root cause of problems.

Avoira offer a flexible support package regarding your NOC operations enabling your vital platforms to be proactively monitored to help prevent extended downtime, reduce loss of productivity and efficiency and ultimately reduce any loss of revenue.

Our NOC Service comes with a team of experienced UK personnel, vendor certified, DBS checked and Government Security Cleared.

Key Benefits:

- Security cleared network operations centre
- Wall board monitoring
- Instant alerts and notifications
- Availability & capacity management
- Vulnerability & patch management
- Remote management of client network
- 24/7 proactive monitoring

Fully Managed Cloud & IT Support

The Avoira managed Cloud and IT service gives you total information technology support and management for a fixed monthly cost. We can become your fully managed IT department and cloud services provider and work with you to ensure the return from your technology investment is maximised.

This delivers:

- Fixed and transparent costs
- Increased productivity
- Proactive management and maintenance of IT assets

We will allow you to focus on running your business, not your technology. We will look after that for you, all for a single, fixed price.

IT Team Bolt-on Services

Our IT Bolt-On Services provide IT Managers and internal IT Teams with an extension to their department to increase capacity, skillset, and success.

Internal IT Team – Bolt-On Services

Extension to your IT Team

Skilled IT Engineer Resource available to support & work alongside your in-house resource

IT Project Support

Eliminate the demand on your internal IT dept, with our IT Project Resource to support your team and projects

Engineer Holiday/Sick Cover

We can provide cover for when your team is not available or under pressure with increased support requests

IT Health Checks & Audits

Providing IT teams with pro-active services to keep IT estates running smoothly

IT Manager Support Services

IT Road Map Support

Working with IT Managers to build, plan and support an IT road map to support the business and objectives

Vendor Management

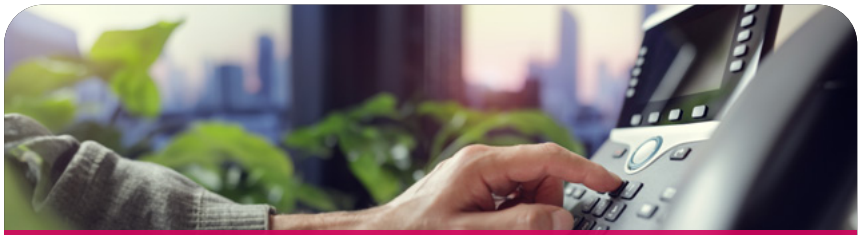
We can become the central point for managing key vendors, sourcing new vendors/tech & providing preferential pricing

POC's

Helping IT Managers and internal IT teams with sourcing, building, and testing future technology

Remote Management & Monitoring (RMM)

Providing IT Managers with peace of mind through remote management, monitoring, alerting & reporting of their IT estate



IT Escalation Services

IT Helpdesk Overflow

Easily scale up and down. We can provide an escalation helpdesk for when your in-house helpdesk requires more capacity.

2nd/3rd Line Escalation

We can provide highly experienced Microsoft engineers for your in-house team to escalate to for 2nd and 3rd line support requests

Cyber Security

Avoira can provide your internal IT team with a portfolio of Cyber Services to protect your team, business and IT environment. Services include:

- Cyber Security Assessments - Security Accreditation Support (Cyber Essentials/IS027001)
- Vulnerability Scanning & Pen Testing
- Ransomware & Antivirus Technologies

> Transformative is the only way I can describe it, the partnership with Avoira is invaluable and the Avoira Team are now indispensable to ELR
>
> Nicola Rooney,
> Business Support Manager,
> East Lancashire Railway

Cyber Security

From small business Cyber Security solutions provided through our partnership with ESET, to Ransomware Cyber Security solutions provided by Bullwall, we have a suite of products to ensure that your business is protected from Cyber Threats and Cyber Attacks.

RansomWare

Multiple large organisations have recently fallen victim to ransomware attacks, despite having the best-of-breed preventive-based solutions in place. When ransomware bypasses your existing security solutions, it can encrypt 25,000 files per minute, causing significant disruption and damage to your business.

Ransomcare by Bullwall is a vital last line of defence which detects ransomware outbreaks in seconds, by monitoring the data activity of the organisation at the network level.

- Monitors data activity in real time
- Instantly detects ongoing illegitimate encryption
- Identifies and isolates the user and client
- Deploys built-in scripts to isolate the affected use
- Quickly identifies the encrypted files, to be restored from backup
- Automates any necessary incident reporting

Small Business Security

We offer affordable, scalable, and customizable Cyber Security for Small Business Solutions that keep you ahead of any threat. ESET Protect platform is a multifunctional remote security management tool that offers customisable security solutions, which is easy to manage from a cloud console. It can be set up and deployed within minutes with the easy-to-use management console.

- Cross platform solutions for all operating systems
- UK Based Customer Care
- Easy deployment
- Vulnerability Scanning

Network Services

Reduce costs and improve efficiency with our Network Services solutions, where we can help you design, deliver, and manage the best networking solution for your business. Having a world-class infrastructure is an integral communication tool for every business, ensuring that organisations and people work efficiently whilst reducing costs.

- A full network audit to assess the coverage and performance of your network and to make recommendations to support your ways of working.
- WiFi assessment and installation to make sure you have full network coverage and you don't suffer from dead spots.
- LAN network services to keep your fixed assets connected and performing well.
- Broadband connectivity is key for good internet access. Having the best internal system can fall down with a poor external connectivity supplier.
- Having an up to date Cyber security network can protect your business, when it's needed most. Network attacks are all too common and can cause major problems without the right protection.
- Backup & Disaster Recovery minimises the risk of system failure and increases recovery speed, giving you peace of mind when the worst happens

Free Network Audit

The way we work has changed with hybrid working and the huge growth of Microsoft Teams, but what does the future look like? Moving your data and applications from a locally stored version to the cloud, and the imminent ISDN/PSTN switch off seem to be on everyone's minds. Cyber criminals can hack into a network and hold respected companies to ransom for their own data.

Avoira can support you with a range of technology services including consulting, design, implementation, and support. Our Free Network Audit can be conducted over a mix of on-site and video conferencing, to understand your requirements and create a detailed survey report.

The audit will be conducted over a mix of on-site and video conferencing. It will be undertaken by one of our technical specialists who will write a detailed survey report which will include an overview of current infrastructure and offer any advice where needed.

Business Connectivity Solutions

Ensure your business is connected internally as well as with the outside world with our range of applications including video, voice and internet.
Our extensive range of connectivity portfolio allows for greater integration and maximises your in-house applications, systems, and end points. Our business connectivity solutions cover all our customers needs and provides a choice of connectivity suitable for all environments.

- Wireless Connectivity
- Networking
- Fibre Connections – Allow for multiple services to be distributed via optical cables around a building, campus or even confined spaces such as tunnels.
- Business Parks – A full range of solutions that will ensure business parks can offer tenants the connectivity they need to grow.

Gold
Microsoft Partner

Microsoft

Microsoft Technology

Allow our team of Microsoft qualified engineers to deploy the latest Microsoft Technology Solutions across your business, from Office 365 to Microsoft Azure.

Office 365

Microsoft Office 365 is an effective solution to manage costs and improve productivity is to move to a widely used office system. With enterprise grade security, features and reliability, Microsoft Office 365 offers the best combination of cloud-based collaboration tools available for an organisation.

- Microsoft Office Suite
- Email & Calendars
- Website
- Instant Messaging
- File Sharing & Managing Projects
- Mobility

Outlook
Teams
SharePoint
Word
Excel
PowerPoint
OneDrive
OneNote
Publisher

Microsoft Azure

Microsoft Azure is a secure and reliable platform to protect both your data and applications when being moved to the cloud. We are experts in cloud services, and a Microsoft partner with experience of moving our customers in to the cloud. There are a range of features and benefits to deploying Microsoft Azure:

- Trusted cloud with tech support and monitoring
- Extend your existing IT team
- Open Platform
- Scalable service
- Run apps anywhere
- Industry-leading protection and privacy

Cloud Services

Implement a Cloud Services solution to reduce costs and improve productivity, whilst providing your business with a range of benefits. At Avoira, we can help your business leverage the most out of your cloud solution and maximise the benefits whilst cutting down on expenses.

UK Cloud Services:

UK Hosted Active Directory

Enjoy complete control over who has access to certain areas of your business and keep your employees productive on their favourite apps with a comprehensive directory that can managed at your fingertips.

UK Hosted Apps & Desktops

Cut costs and improve productivity by moving widely used office systems from on premise solutions to a cloud-based platform.

UK Hosted Exchange & Sharepoint

Utilising tools such as Sharepoint and Exchange is a high-quality solution for maintaining communications between customers and colleagues to an effective degree. Never miss an appointment with Exchange and take communication and collaboration to the next level with a hosted Sharepoint solution.

UK Hosted Infrastructure as a Service (IaaS)

Utilising Infrastructure as a Service (Iaas) in your workplace can have a profound effect if used correctly, making the move over to our UK data centres removes the need to look after on-premises hardware.

UK Hosted Backup & Disaster Recovery

Minimise the risk of system failure and increase recovery speed with our complete Backup & Disaster Recovery system, all hosted in our secure UK data centre.

- Secure, UK based data centre
- Unparalleled uptime
- Over the phone and on-site technical support
- Access your data anytime

> If we have a problem with a laptop, Avoira's engineers can log-in remotely, diagnose the issue and 20 minutes later they've fixed the problem.
>
> Michael Ewart, Managing Director, Amaro Group

Avoira services

Avoira offers a range of professional, managed, assessment and support services. Each area offers experts with a wealth of experience, providing relevant support and expertise across our entire portfolio.

Professional Services

- Consultation and Design
- Project Management
- Engineering, Installation & Deployment
- Service Delivery
- Maintenance and Support
- Repairs & Advanced Replacement
- Training & Education

Managed Services

- Maintenance & Support
- Network Operations Centre
- Fully Managed Cloud & IT Support
- IT Bolt-On Services

Assessment Services

- Cyber Assessment
- Engineering, Installation & Deployment
- Network and Security Assessment
- Coverage Assessment

Support Services

Whether you need only weekday, office hours support or your organisation demands full 24/7/365 cover to optimise operational integrity and critical business continuity, we have a package for you.

Our services range from pre-planned maintenance right through to hot desk troubleshooting so that you can reduce downtime, maximise efficiency and concentrate on the effective management of your organisation.

We are

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fluent in technology

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