



# ABOUT KOGO



Since 1998 Kogo has led the way in providing Managed and Secure IT to small and medium-sized businesses in southeast England, especially those companies who understand how critical IT is to their success.

We work closely with our clients, and as such, acknowledged as part of the team. This relationship allows us to understand your business goals and create a strategy that will support your immediate and future IT requirements.

We understand choosing the right provider is crucial, and many companies are cautious about switching. Providing managed IT is not a commodity; for us, it is utilising the appropriate technologies to improve your business functions, IT security, and employees' productivity so you can see the real value in partnering with Kogo.



# OUR SERVICES



By listening to our client's needs and 20 plus years of experience in providing quality IT services, we have developed a comprehensive range of solutions. We understand that we are here primarily to support the needs of our clients, and to achieve this, we constantly review the relevance and effectiveness of what we do.

The IT industries face is continually changing and has had to be even more reactive following the recent pandemic. Our core focus is to ensure IT supports your business as we keep your employees safe from threats.

Our services include:



Support - Dedicated helpdesk and customer service team



Cloud - Microsoft Azure & Microsoft Office 365 specialists



Backup - Cloud to Cloud and full image recovery



Security - Mix of security layers designed to mitigate your exposure to online threats



# SUPPORT



A close working relationship with our clients is paramount to ensuring we deliver a superior customer experience. We aspire to be seen as an extension of your organisation, the IT department that supports your everyday IT requirements. The partner that sits alongside you at the table, not opposite and works with you to achieve your business goals.

Our Managed IT Support provides:

- Reactive Support - Dedicated Service Desk with 1st, 2nd and 3rd line specialist technicians there to support your employees
- 24/7 Critical infrastructure - Monitoring, remediation and emergency call-outs
- Proactive Support – Auditing and remediation services to ensure the health of your IT infrastructure
- Microsoft OS patch management and feature updates
- Account Management and IT Strategy Review Meetings
- All, and much more, for a fixed monthly cost.



# CLOUD








We endorse a Cloud-First strategy and are helping businesses transition away from traditional on-premise solutions. However, a cloud solution is not always suitable for every business. We can use our experience to look at your existing infrastructure and see if a complete cloud solution is the right choice. It may mean looking at a new or cloud version of your CRM, ERP or finance packages or moving your on-premise servers into Microsoft Azure. Once we have determined the best solution for you, we would look at a digital transformation strategy to shift your infrastructure to the new Cloud-First model.

If you have already made the transition to a cloud infrastructure, we can add value by ensuring the solution is as streamlined and secure as possible.

Of course, the cloud is not without its security concerns as new threats emerge all the time. Therefore, we constantly review cloud infrastructure and services to ensure we keep you as safe as possible.

Our cloud services include:

-  Microsoft 365 including OneDrive, SharePoint, Outlook and Teams
-  Microsoft Azure including Virtual Machines, Intune and Active Directory
-  On Premise to cloud migrations including Exchange, File Storage and End User Devices
-  Disaster Recovery and Backup
-  Cloud Security Audits

# BACKUP



Data and its security are critical for your business, not only due to GDPR compliance but also because when lost, 80% of companies are known to go out of business within two years. Often a backup is only considered crucial after data is lost, so it is our responsibility to ensure data is backed up wherever it resides.

Traditionally on-premise data was transferred to a physical NAS or USB drives or a cloud backup to be stored separately, away from your main servers. Simply put, should the worst happen, the pieces could be put back together. Now your data is in the cloud; the requirement hasn't changed, just the way we back the data up has. Microsoft even recommends a third-party backup in their SLA, something that many businesses overlook.

Our Backup and Disaster Recovery Services include:



On premise server backups to cloud with complete business continuity



Microsoft 365 Backup including OneDrive, SharePoint, Outlook, and Teams



Disaster Recovery Planning and Testing






# SECURITY



Nearly all cyber-attacks can be prevented, but the reality is that businesses usually only look at cybersecurity after an event. The truth is that most businesses don't understand the IT implications when it comes to security and therefore misunderstand the risks they are exposed to. It is our responsibility to ensure your IT security is as robust as possible and to help educate your team to stay vigilant in today's digital world.

The most common attack vector is via email, with over 90% of all breaches starting with a compromised email. Many emails carry no malicious virus, just an email designed to trick the employee into doing something wrong, such as exposing passwords.

Our Cybersecurity Services include:

-  Cyber Awareness Training Platforms
-  Email Security, including antivirus, anti-spam, phishing, and sandboxing
-  Perimeter Security including Firewalls, Intrusion Prevention
-  Microsoft 365 Security and Compliance



