Solutions
and
Services

Backbone Connect

Backbone Connect

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Solutions

We've got solutions for any conceivable network issue that could arise with your organisation. From DDoS attacks to wasted network spending to IT training issues... we offer a full menu of services to satisfy your network needs.

And as an existing customer, the great thing is you're already connected to our systems. If you want to add SD-Branch or Cloud connections, we can just switch it on when you're ready. We remove the hassle of enduring yet another buying and procurement cycle, comparing vendors, then losing money while you wait for wayleave agreements to be processed.

Technology continues to grow at an exponential rate - which means that there's a whole range of new solutions to your problems. It's vital to find the most effective, scalable technologies to match your business needs.

Solutions

Digital Transformation

Companies that ignore the competitive advantages offered by digital transformation risk being left behind.

Outdated processes, unsupported software products, and stranded digital assets and infrastructure can cause serious lag.

But there's more to digital transformation than just buying the latest shiny thing - you need to carefully assess the maturity and adoption rate of prospective technologies, ensuring that the money, time, and patience you'll invest will be rewarded.

How Backbone Connect can help - our 50-strong team of digital and network experts have decades of accumulated experience working in the telecommunications and IT services industry.
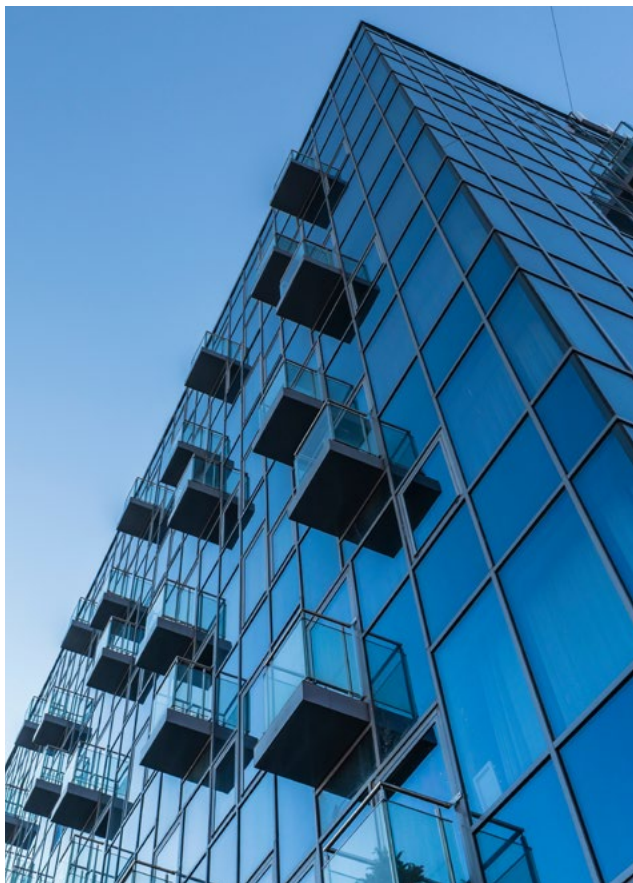
We'll provide:

- **Reliable, credible transformation partnership** with a trusted existing connectivity partner.

- **Secure network** connectivity based on leading-edge technologies and cybersecurity philosophies like Zero Trust Network Access (ZTNA).

- **World-class IT support** with dedicated account management and managed services.

- **Data and cloud management** to reduce your workload and training requirements.

- **Market-leading advanced technologies** with regularly updated certifications and partnerships with major vendors like Cisco Meraki and Fortinet.

- **Fully transparent, vendor-agnostic comparison and procurement processes** with a detailed assessment of your business needs.

We'll ensure that your digital transformation provides the strategic advantages you need and a stable platform you can build upon for years to come.

Agility

Many of the features of 'the new normal' - hybrid or remote working, four-day working weeks, cloud-based services - would have been dismissed as fanciful notions as little as eight years ago.

A business term that's increasingly on everyone's lips (and with good reason) is agility. Being able to adapt quickly to a changing business environment has become one of the most valued characteristics of any successful organisation.

How Backbone Connect can help - we specialise in providing future-ready platforms that allow companies to pivot or adapt quickly, while minimising the loss of capital investment, wasted spend and infrastructure, and lengthy restrictive contracts.

Our agility-focused solutions include:

- **Flexible, software-based network solutions like SD-WAN and SASE**, allowing you to add or remove locations and branches from your network with ease.

- **Managed services** for outsourced IT expertise, reduced CapEx, and more predictable operational costs.

- **Urgent or temporary** internet to get new locations and networks up and running with zero lead time or obligation.

- **A wide range of cloud solutions** that scale instantly without the need for CapEx, securely centralising your data and processes.

Hybrid Working

With hybrid working, employees reap the financial rewards of a reduced or even commute-free existence.

However, their employers are also well-placed to benefit from the arrangement, too - Global Workplace Analytics estimates that firms can save an average of $11,000 per year from each half-time remote worker.

However, the distributed workforce model presents potential hazards that could create major complications for your organisation. Some of these risks might include:

- Expanded cyberattack surfaces
- Unsecured and vulnerable networks
- Misconfigured cloud services and applications
- Poor data practices and procedures
- Unsecured and vulnerable hardware
- Less oversight for cybersecurity/IT staff

How Backbone Connect can help - our services are designed to adapt to your needs, however your workforce is distributed.

Backbone Connect offers a range of remote-work-specific solutions to help you gain the maximum business advantage from your hybrid workforce model.

These include:

- **Flexible, software-based network solutions like SD-WAN and SASE**, providing instant visibility and control across your entire enterprise network.

- **A comprehensive range of private or public cloud services**, to ensure your remote workers can get the priority-routed access they need, wherever they are.

- **Next-generation Zero Trust cybersecurity** with continuous threat assessment and ongoing identity verification at each endpoint.

- **Fixed, wireless, or satellite connectivity** to ensure consistent performance, no matter the location.

If your team needs to collaborate effectively online, we can provide a robust, secure, and well-connected network infrastructure.

Cost Optimisation

Modern approaches to business spending have moved away from CapEx (capital expenditure) to OpEx (a 'pay-as-you-go' approach, with infrastructure and resources rented out at a monthly cost).

This approach makes even more sense when applied to IT, technology, and network resources. The way we use IT and network equipment changes so rapidly, in line with tech innovation, that large investments can quickly become a financial liability. CapEx purchases also come with hidden costs. Equipment repair and maintenance can quickly become an ongoing and unpredictable expense.

So OpEx is cheaper, then? Well…it *can* be.

Putting everything on a monthly payment means your operational costs are going to increase considerably. As a result, businesses paying for their IT and network infrastructure on the OpEx model need to find ways to optimise their spending, keeping their costs as low as possible. Often, the level of expertise required to strategically assess connectivity costs just isn't available 'in-house'.

How Backbone Connect can help - by guiding your operational expenditure, we'll save you money by leveraging the latest and most cost-effective network solutions.

- **Ongoing, expert-driven consultancy** with vendor-agnostic recommendations.

- **Professional services** providing strategic support to ensure that your technology and your business goals are aligned and working as holistically as possible.

- **Low lead times** without the need for lengthy procurement or wayleave processes. Instant implementation of many of our services for existing customers.

- **Managed services** so you can outsource a wide range of your IT and network management needs.

Cyber Threats

Cybercrime is at an all-time high.

With the estimated financial damage of global cybercrime expected to reach $10.5 trillion by 2025, cybercriminals are thriving in an increasingly digitalised society.

Small or medium-sized businesses are sometimes tempted to take shortcuts in this area, resulting in latent compromised security. Unfortunately, cybercriminals are well aware of this increased vulnerability and are likely to actively target companies like these.

How Backbone Connect can help - our cyber threat protection solutions leverage decades of expertise alongside market-leading technologies.

We'll continually review your security measures to find the best approach to shielding your organisation from cybercrime.

Backbone Connect's cyber threat solutions include:

- **Managed firewalls as a service** with both virtual and physical appliances featuring AI-driven threat identification capabilities.

- **DDoS monitoring and protection solutions**, combining automatic intervention technology with expert manual assessment.

- **Cybersecurity compliance, training, and certification**, with best-in-class frameworks like Cyber Essentials and Cyber Essentials Plus to help you ensure your team is fully protected.

- **Security intelligence** - As cybersecurity professionals, it's not just our expertise you'll be accessing - you'll benefit from cutting-edge threat response initiatives from a global community of security experts.

Security is firmly entrenched in every service we provide. We aim to match your needs with the highest possible level of defence that can be accommodated within your operations.

" Proactively solved our customers' firewall issue and kept all parties updated throughout. "

Videalert Ltd.
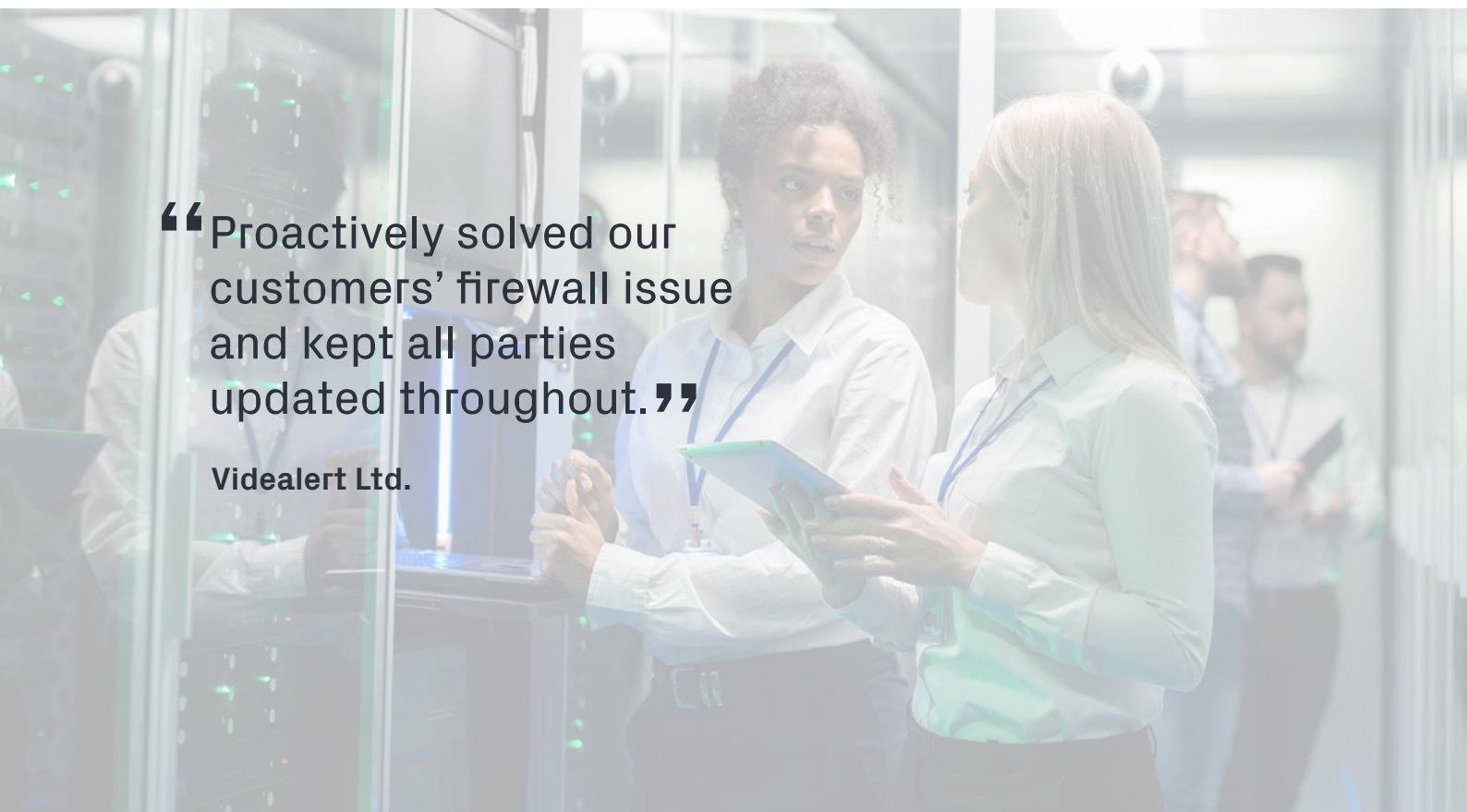
Services

When we started Backbone Connect, back in 2008, we set out to explore an idea that should be the norm:

"What if we could create a managed IT and network service provider with a customer-first approach?"

After decades of experience in an industry where service providers consistently underserved their client base, through long, lock-in contracts and legacy solutions, we were determined to do better.

And a two-minute average customer service response time, we're very happy to have been proven right.

Our focus has always been, and will always be, on our existing customers.

For us to thrive, we need to offer your business the very best internet connectivity services available - and keep you updated on new technologies and additional services that can save you money and remove technical hurdles.

25,000 users supported around the UK

NPS customer satisfaction score of **70**

Services

Managed Networks, Internet, and WiFi

Managed networks offer next-level agility to your organisation. By outsourcing your network design, implementation, migration, and management to us, you can massively increase the productivity of your IT staff, allowing them to focus their valuable time on tasks more relevant to your business.

The time spent by IT support staff handling network issues only increases when you consider additional factors, such as the amount of retraining required if a new network solution is implemented, or if key network technician personnel leave your organisation, without an obvious successor.

Backbone Connect offers comprehensive lifecycle support for all SD-WAN and LAN technologies. We'll carefully assess your needs and network usage to offer holistic maintenance and management, enabling your team to function within a securely connected network environment.

With our range of remotely managed and monitored network services, users can access programs, data, and centralised services from anywhere. We'll also provide whatever level of visibility you need in the performance and functionality of your network - whether that's insight reports to keep you updated or shared management access so you can stay involved.

"Professionalism, knowledge, and understanding of the issue."

Swiss Finance Corporation Ltd.

SD-WAN

Software-Defined Wide Area Networks (SD WAN) are the definition of flexibility.

Overlaid on multiple low-cost public internet links, this centrally-managed cloud network dynamically assesses and prioritises your network traffic according to the evolving needs of your business.

It easily integrates with any other existing network infrastructure your organisation currently uses, meaning you can transition to SD-WAN at your own pace and allow existing network contracts to run their course.

With SD-WAN and 4G and 5G compatibility, you can get new locations and branches up and running much faster, compared to traditional fixed-line alternatives. Add in next-gen firewalls and optional Secure Service Edge (SSE) and you can maintain exceptional standards of cybersecurity compliance at every endpoint.

MPLS

Multi-Protocol Label Switching (MPLS) is a well-established and widely adopted network solution, based on fixed lines leased privately from the network operator.

This private wide area network ensures a high level of security along with measurable, consistent network performance.

Backbone Connect will assess the suitability of potential providers according to your network requirements and locations, as part of a vendor-agnostic procurement and consultation. Post-implementation, we'll periodically review your managed MPLS network provider to ensure that vendors remain competitive.

With Backbone Connect managing your SD-WAN or MPLS, you'll get:

- 24/7 support with immediate assistance provided.

- A comprehensively managed and secured private network.

- A robust core network with multiple nodes, backed by performance SLAs to guarantee all parties will deliver.

- Strong data centre correspondence.

LAN and SD-Branch

The Local Area Network, or LAN, is often the most important and most frequently-used part of your enterprise network.

It's vital to maintain this hardworking engine of your business to a standard that lets your team perform at optimal levels.

SD-Branch technology allows software-defined networks to enjoy the same level of control and visibility that you'd usually associate with a LAN, but across all your corporate locations, using AI-powered features to improve performance and reliability.

With Backbone Connect managing your LAN or SD-Branch services, you'll get:

- 24/7 support, with immediate assistance provided.

- Managed LAN to reduce IT workloads.

- SD-Branch for easier network control.

- Market-leading solutions from vendors like Fortinet and Cisco Meraki.

WiFi

WiFi is an essential network element for many businesses and organisations.

It's crucial across a wide variety of industries that rely on mobile teams moving between locations, internet-connected Point of Sale (PoS) equipment, guest WiFi access, or Internet of Things (IoT) connectivity.

Successful management of WiFi networks can be challenging for businesses and susceptible to a range of issues including geographical location, weather, wear and tear, or human error.

With Backbone Connect managing your WiFi services, you'll get:

- 24/7 support, with immediate assistance provided.

- WiFi network design, installation, and management.

- AI-driven WiFi for improved reliability and performance.

- Market-leading solutions from vendors like Fortinet and Cisco/Cisco Meraki.

- WiFi site surveys and assessments.

- Guest and private user networks.

Wireless

Fixed connections and cables only go so far. But that doesn't mean your business can't go further.

Backbone Connect can procure and manage a wide range of wireless network solutions to help your business expand - even when fixed connections and standard network infrastructure aren't an option.

With incredible high-performance satellite internet solutions from Starlink and others, or 'line of sight' fixed wireless solutions, we can help your business reach and function at almost any location. These solutions are often faster to set up than standard connectivity.

With Backbone Connect managing your wireless network, you'll get:

- 4G/5G connectivity.

- Satellite internet.

- Point-to-point fixed wireless solutions.

- Short lead times for rapid deployment.

- Measurably consistent, reliable performance.

- Responsive management and technical support.

> "Both operatives were great and made every effort to ensure the job was done to the fullest extent."

Broadcom Inc.

Secure Home

Secure Home is a brand new technology from Gartner Magic Quadrant leaders Cisco Meraki and Fortinet, designed to elevate home users on your enterprise network to a whole new level of ultra-safe, reliable, high-speed connectivity.

Based on SD-WAN and SASE topology, Secure Home ensures your remote users can access corporate resources across your network, with performance and security levels comparable to those on the local area network.

With Backbone Connect managing your Secure Home service, you'll get:

- 24/7 support, with immediate assistance provided.
- Solution design, implementation, and management.
- Seamless integration with your existing WAN.
- Market-leading solutions from Fortinet or Cisco Meraki.
- Fast full-fibre connections.

Urgent Internet Access

If you've got a business-critical need for internet access at a given location, and it just won't wait,our urgent internet access service will get you online fast.

Our team of dedicated provisioning engineers and network operations staff is on-call and ready to get you up and running. Once you're connected, we'll monitor your emergency internet performance and experience as we design and transition you to a more permanent solution, if required.

With Backbone Connect's urgent internet access service, you'll get:

- Fully functional connectivity in as little as 24 hours.
- Extensive UK network coverage.
- 'Plug-and-play' functionality.
- Static IP Address options.
- Design, specification, and installation.
- Ongoing management and technical support.

Temporary Internet Access

Not every business location is permanent - but it can be difficult to find a service provider that'll give you enterprise-standard connectivity, without a lengthy and prohibitive contract.

Backbone Connect can provide you with a choice of options for powerful internet at a temporary location - for exactly the length of time you need, without any further contractual obligation or cost.

Our provisioning engineers will design and install your temporary internet access within a few short days, allowing you to continue your operations seamlessly.

We'll also provide ongoing management and monitoring to ensure that your temporary service delivers optimal performance.

With Backbone Connect's temporary internet access, you'll get:

- Short-term/temporary internet connections.
- Design, specification, and installation.
- Ongoing management and technical support.
- Extensive UK coverage.
- Fixed and Wireless options.
- A range of speeds to give you the perfect balance between cost and performance.

Cyber Security

When businesses rely on legacy cyber security solutions that haven't evolved with the change in workforce distribution, they leave themselves vulnerable to attack.

Security products that were never designed to protect distributed systems, users, and resources reveal gaps in the organisation's defences.

Backbone Connect's cyber security services are designed to meet the requirements of modern businesses, whether they've adapted to fit new business models, or were 'born in the cloud'.

SASE and SSE

The flexibility of SD WAN but with the additional layered security protection of SSE - Secure Access Service Edge (SASE) networks provide a comprehensive, end-to-end security system that perfectly adapts and evolves alongside your network.

SASE provides your wide area network with a secure 'middle mile', where all traffic is inspected and monitored between your locations and the data centre.

With Backbone Connect providing your SASE services, you'll get:

- SASE technology selected, designed, implemented, and supported by your trusted technology partner.

- Secure end-to-end connectivity.

- An adaptable system that can integrate with your existing network infrastructure, single site, or user at a time.

- Winning technologies from Gartner Magic Quadrant leaders like Cisco Meraki and Fortinet.

Phishing Defence System

As phishing attacks become ever more sophisticated and difficult to identify, a multilayered defence is essential to your business's protection.

Backbone Connect's AI-driven mail-filtering systems use automatic detection to eliminate threats as they arrive. This combines with phishing simulations and staff training resources to identify and reduce your organisational vulnerabilities.

With Backbone Connect providing your phishing defence systems, you'll get:

- Access to wider cybersecurity solutions developed by a global network of security experts

- Intelligent AI-powered mail filtering

- Market-leading technologies from Cisco Meraki and Fortinet

- Ongoing employee training solutions
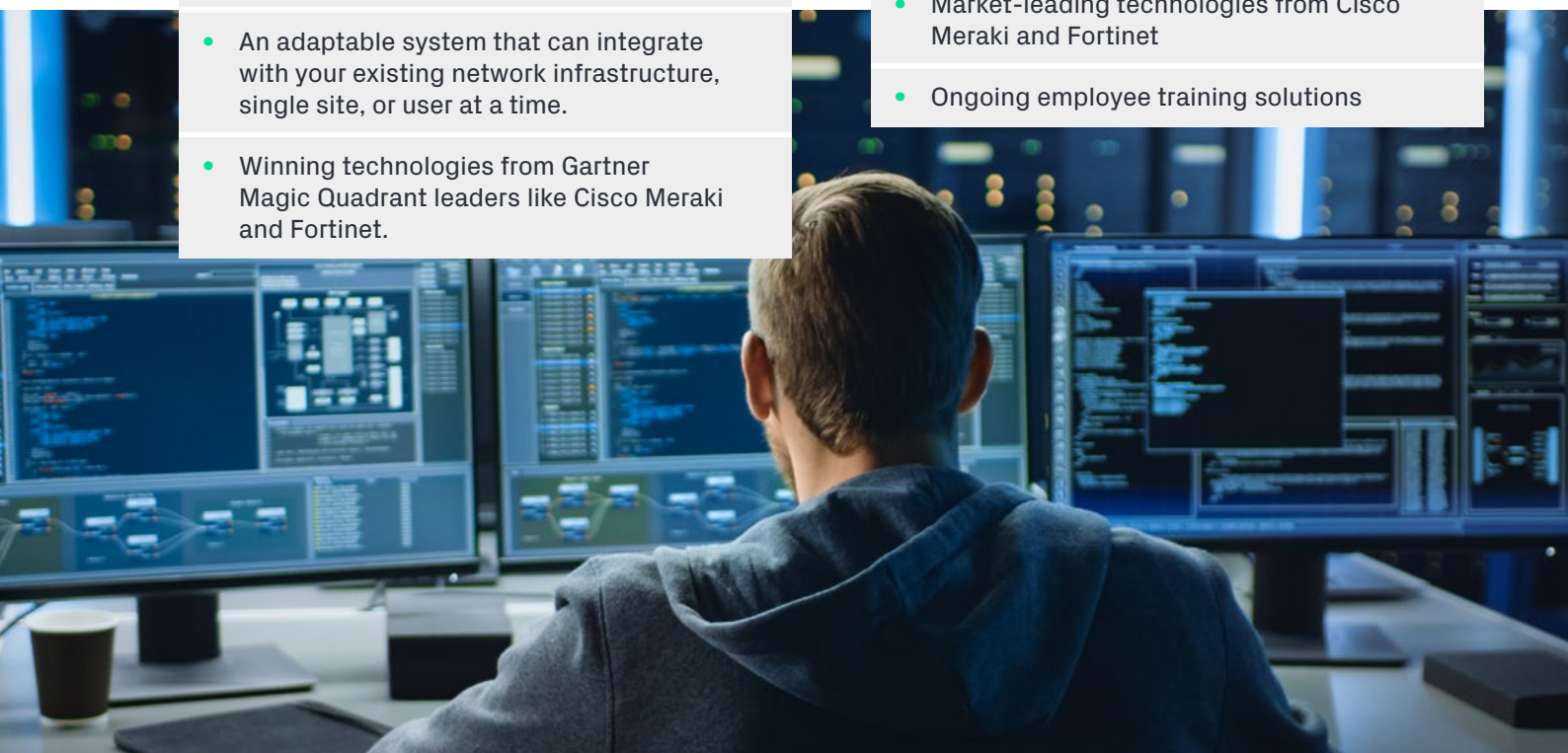
DDoS Protection

Distributed Denial of Service (DDoS) attacks can be a real threat to your day-to-day operations and reputation.

During a DDoS attack, your website, network, or other digital assets are flooded by users in an automated, orchestrated overload. Your website simply cannot process the volume of traffic involved and slows to a standstill.

Backbone Connect's fully managed DDoS protection solutions monitor your traffic constantly, automatically scrubbing DDoS traffic whenever it's detected.

With Backbone Connect's DDoS protection solutions, you'll get:

- Widely-adopted, innovative DDoS protection solutions.

- DDoS monitoring, 24/7.

- Access to worldwide cybersecurity solutions.

- AI-driven, automatic, and manual DDoS attack intervention.

Compliance and Certification

Data protection is vital for both your business operations and your customers.

Depending on your industry and business type, there could be legal data protection requirements that you need to comply with to operate.

While compliance and certification aren't enough to protect you from a cyber attack, they provide proof that you have robust processes and protection in place.

With Backbone Connect's compliance and certification services, you'll get:

- Cyber Essentials and Cyber Essentials Plus certification training and consultation.

- Cyber security compliance assessment.

- Gap analysis to bring you up to industry standard.

- Fully compliant technology and solutions.

❝Quickly dealt with, well communicated. Good work!**❞**

Talking Tables Ltd.

Cloud and Data Centre

Cloud hosting, services, and apps provide a unique set of advantages for businesses.

By only paying for additional storage, computing power, and virtual resources when you need them, you can scale up or down quickly and cost-effectively. This flexibility offers great protection against wasted spend during times of uncertainty for your business.

Backbone Connect provides secure cloud and data centre hosting services, including both private and public cloud migration and management, and top-tier data centre colocation.

Data Centre Colocation

Working out of our state-of-the-art UK-based data centres, our colocation services can accommodate almost any application or connectivity requirements for your business.

Whether it's a single rack unit (1u), a full rack, or a caged area, we'll help you assess your power needs and procure top-class colocation. We'll ensure you receive the power and predictability of performance that comes with top-tier data centre colocation.

With Backbone Connect's data centre colocation services, you'll get:

- As much colocation as you need - from 1u to full caged areas.

- Data centres across the UK.

- Resilient IP transit and peering.

- 'Remote Hands' maintenance.

- Migration, installation, management, and support.

Private Cloud

If you're looking to scale up your network capability, but require more security, control, and flexibility than public cloud providers can offer, then private cloud services are what you need.

Designing and building your own cloud can be a daunting task - but Backbone Connect is here to help. Our expert technicians will create and implement a cloud instance to your exact specifications and use the hardware and software you need for large-scale cloud agility.

With Backbone Connect's private cloud services, you'll get:

- Top-tier UK data centre colocation.

- Connections with all major UK and international carriers.

- Responsive technical support.

- Full cloud network design and migration.

- Spend analysis and forecasting to keep costs optimised.

- Cloud connections to all major SaaS and public cloud platforms.

Public Cloud

With the wide adoption of public cloud platforms such as AWS, Azure, and Google Cloud, businesses all over the world are enjoying the benefits of streamlining and rationalising their data storage, computing power, and digital resources.

However, cloud services need careful management and set-up - a misconfigured cloud service can be costly, resulting in downtime and potential security vulnerabilities.

Backbone Connect can help you safely migrate your processes to the public cloud platform of your choice, and provide ongoing management and cost optimisation support.

With Backbone Connect's public cloud services, you'll get:

- Cloud migration.
- Management and technical support.
- Cost optimisation/reduction.
- Cyber security assessment, recommendations, and implementation.
- Cloud connections.

Cloud Connections

If you intend to move portions of your processes and operations over to a public cloud, it's worth making sure that your enterprise network is configured to deliver the best performance possible from your existing connections.

We'll create a direct path from your premises to the cloud platforms of your choice, ensuring optimum performance, throughput, and stability. This will also help reduce costs through more efficient data consumption.

With Backbone Connect's cloud connections service, you'll get:

- Optimised connections to any major public cloud platform.
- All major SaaS applications.
- Set-up within a few days.
- Cloud connection built on your existing network infrastructure.
- A private, dedicated path.
- Responsive technical support.

Secure Cloud

For many businesses, the agility and cost-effectiveness of public cloud infrastructure are highly appealing - but outweighed by the cyber security risks that it comes with.

For those companies, we offer secure cloud services.

With Backbone Connect's secure cloud services, you'll get:

- SSE and SASE technology, with a secure middle-mile to every endpoint.
- Cyber Essentials/Cyber Essentials Plus assessments and coaching.
- Alignment with UK Cyber Security Council best practice.
- Gartner Magic Quadrant leading technologies from best-in-class vendors like Fortinet and Cisco Meraki.
- AI-powered threat detection and protection.
- Cyber threat training packages and resources.

Professional Services

The key to technological success is implementation. The most wonderful tool is still a tool and you need the right one for the job.

Implementing technology that doesn't match your business needs means you risk having 'all the gear and no idea'.

Strategy and Technology Roadmap

Understanding the full potential of each technology requires a level of expertise that isn't readily available in most companies.

To create your strategy and technology roadmap, we'll provide you with detailed consultancy services that will help you achieve your short, medium, and long-term goals.

With Backbone Connect's strategy and technology roadmap, you'll get:

- Digital transformation strategy.

- Cost optimisation processes and frameworks.

- Technology roadmapping.

- Intelligent and intuitive application of advanced technologies.

- Cloud-first/internet-first business philosophy.

- Increased agility across different areas of your operations.

Engineering and Project Management

The success of any project depends on strong technical leadership. By involving expert guidance right from the start, you can ensure better outcomes at the project's completion and increase the likelihood of success.

We'll assist you with project management expertise at every stage, from initial scoping, through to execution, handover, and impact assessment.

Backbone Connect's expertise can be called upon for support in the following areas:

- Technical engineering

- Project management

- Project planning

Audit and Discovery

Often, medium-sized and larger companies may find their knowledge of their own tech estate and assets to be incomplete.

In these circumstances, an Audit and Discovery report can be an essential tool for cost optimisation, as well as ensuring regulatory compliance.

We'll provide a detailed overview of the hardware, software, and cyber security of your estate with a comprehensive assessment of your regulatory compliance status.

We'll also include recommendations with the report that highlight any actions that could streamline or improve your technology assets and performance.

With a Backbone Connect Audit and Discovery service, you'll get:

- Full hardware, software, license, version, and patch audit.

- Security vulnerability assessment.

- Telecommunications audit.

- Cloud overspend assessment.

Backbone Connect

What is at the

H.E.A.R.T

of Backbone Connect?

OUR
VALUES

Helpfulness
Energy
Accountability
Responsiveness
Tenacity

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