

CROFT

BESPOKE BY DESIGN



Managed IT Services
and Support



Communications
and Connectivity



Business Mobile
Services



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Why Croft

Technology is an integral part of every business. Our single point of contact account management model takes the pain out of dealing with multiple partners.

Our goal is always to seek out the best value for our customers.

The solutions we provide are built around your current requirements, with the flexibility to grow alongside your organisation.

We do all the hard work for you.

Having all your technology from one provider has numerous benefits...



One Support Team

IT, Communications, Connectivity, and Mobiles are integrated technologies.

By having all your solutions with one provider our team works together to ensure you not only receive the right solution but also have any support queries dealt with swiftly preventing any costly disruptions.

One Contact

You'll be assigned your very own account manager to answer questions and support you with challenges. Their role is to fully understand your business and help take the pain out of dealing with multiple transactional partners.

One Bill

Having all your technology on one bill reduces the complexity of managing multiple invoices from different vendors.

It also makes it easier to track and forecast technology expenditures. Plus, our billing portal gives you complete oversight and control of your contract.

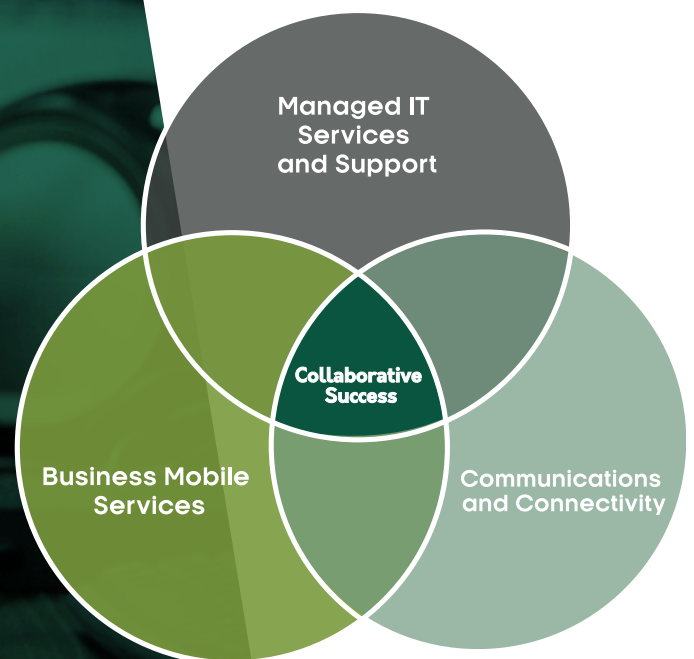
You can set limits and bill alerts, access up-to-date reports and usage analysis, review historical spend analysis, and more.

Collaborative Success

Seamless integration across our IT, Communications and Mobile teams is why clients chose Croft as their Managed Service Provider.

Together, our teams address client challenges, ensuring that projects are delivered on time, within budget and support is of the highest standard.

Want to find out what collaborative success looks like? Partner with Croft.





Purpose

Service.
Uncomplicated.

Vision

A seamless experience
for every customer.
Everywhere. Every time.



Your Technology in One Place



.....
**Managed IT Services
and Support**



.....
**Communications
and Connectivity**



.....
**Business Mobile
Services**





Managed IT Services and Support

Keep your business running at its best

Technology should empower your business, not hinder it. Croft delivers that reality with our comprehensive managed IT services and support.

We prevent problems, we don't just fix them; allowing you to channel your energy into what truly matters...growing your business. Our team of seasoned experts becomes a seamless extension of your organisation, handling everything from routine IT maintenance to complex security challenges.

We're your strategic partner, we're not just a service provider; working tirelessly behind the scenes to keep your digital infrastructure running smoothly.

With Croft, you gain peace of mind knowing that your IT needs are not just met but exceeded.



Why Choose Croft for your Managed IT Services and Support

Customer First Approach

Our goal is always to seek out the best solutions for our customers.

We'll work with you to understand your business needs and recommend only the best business IT solutions tailored to you and your team.

Qualified, Expert Technicians

With remote and onsite IT support around the clock, you'll never be left alone to deal with a technical issue or problem. Who better to provide, protect, and connect you than our friendly team of experts.

Clear Service Level Agreements

We pride ourselves on delivering the best possible service, first time, every time, and we'll stand by that.

Relax knowing that our team of account managers and highly skilled engineers are on hand to assist you with even the most time sensitive challenges.

Single Point of Contact

You'll be assigned your own account manager to answer questions and support you with challenges. Their role is to understand your business and remove the pain out of dealing with multiple transactional partners.

Proactive Monitoring

We'll schedule and perform regular proactive monitoring across all of your systems, hardware and devices, highlighting cost-savings and efficiencies whilst ensuring maximum uptime so you can just get on with doing what you do best.

Know that you're getting the best from your IT infrastructure month-to-month.

Business Continuity

Ensure your business thrives, no matter what challenges arise. From cyber threats to natural disasters, we'll help you stay resilient and operational.

Don't let disruptions derail your success, Croft will keep your business moving forward, always.



Modern Workplace

Modern Workplace enables you to work and communicate from any location and device, providing the flexibility needed in today's dynamic environment.

The solution has been designed to bring together the best cloud services and learning resources to transform your employees' digital experience.

As a single solution, Modern Workplace ensures every user's device is secure, compliant, and connected to your key resources wherever they are.

Plus, we've simplified it into a per-user pricing model to keep invoicing simple and understandable.

Talk to us about

- Microsoft 365
- Sharepoint Online
- Enterprise Mobility
- Cyber Security



Cyber Security

Cyber security is crucial. Your organisation can significantly enhance its defences by leveraging Croft's best-in-class software, comprehensive training, and expert knowledge. This approach ensures you stay compliant with regulatory standards while remaining one step ahead of emerging threats.

With these robust measures in place, maintaining security has never been easier. This allows your business to focus on growth and innovation without compromising safety.

We proactively address vulnerability and implement cutting-edge solutions to fortify your organisation's resilience against cyber attacks.

Talk to us about

- Security Information and Event Management (SIEM)
- Vulnerability Management
- Network Security
- Managed Threat Detection and Response
- Endpoint Security



Hardware as a Service (HaaS)

Hardware as a Service benefits organisations that require up-to-date technology and efficient resource management with predictable payments and no significant upfront costs.

Croft supply, manage, and maintain your equipment with scheduled tech refreshes so your business stays current with evolving technology, improving your employees' level of satisfaction and productivity.

Additionally, HaaS is a sustainable approach to managing technology. It supports environmental, social, and governance (ESG) credentials by promoting sustainability through the efficient use and recycling of hardware.

Talk to us about

- Infrastructure as a Service
- Laptop as a Service
- WiFi as a Service
- Desktop as a Service

It all starts with providing your users with a seamless ICT experience where everything works as it should every time.

From robust network infrastructure ensuring fast and reliable connectivity to well-maintained servers guaranteeing data integrity and uptime to optimised PCs delivering smooth user performance, every component is expertly managed.

This holistic approach resolves issues proactively and enhances productivity and user satisfaction.

With IT Managed Services from Croft, your business can focus on its core activities while enjoying a hassle-free, efficient technology environment.



IT Managed Services

Talk to us about

- Managed Infrastructure
- Managed Network
- Managed Endpoint
- Backup as a Service
- Remote Help Desk

Our team of specialists brings expertise across a comprehensive spectrum of Cloud, Networking, and Software technologies.

We excel in guiding organisations through complex digital transformation initiatives, ensuring a smooth transition with optimal outcomes. Our project delivery approach is meticulously crafted to meet deadlines and stay within budget constraints without compromising on quality or innovation.

Our consultants work closely with your team to navigate challenges, mitigate risks, and capitalise on opportunities in the ever-evolving digital landscape.



Consultancy and Project Management

Talk to us about

- Business Continuity and Disaster Recovery
- Field Services
- Copilot Readiness Assessment
- Cyber Essentials Readiness Assessment
- Digital Transformation

Our extensive expertise and experience span a wide range of environments, including On-Premise, Private and Public Cloud platforms.

Croft understands the intricacies of each environment and can seamlessly integrate them to create tailored solutions that optimise performance, security, and cost-efficiency.

Whether you require the control of an On-Premise setup, the security and privacy of Private Cloud, or the flexibility of a Public Cloud environment, our team is equipped to guide you through the selection, implementation, and management processes.



Public and Private Cloud

Talk to us about

- Infrastructure as a Service
- Platform as a Service
- Azure Public Cloud
- Co-location

Case Study



The National Extension College modernised their old IT infrastructure with Croft

“ The support they provided in rationalising the infrastructure and then, very carefully, relocating to the new office was invaluable.

A safe pair of hands both metaphorically and literally! ”

Paul Cooper
Head of Technology
National Extension College

Challenge

Croft supported the NEC to update their outdated on-premise infrastructure. They had a number of business-critical systems on old servers that were difficult to replace.

They had to relocate to their new building without disruption that could cause serious harm to business operations.

Solution

Our team of experts provided practical help and expertise in their transition from ageing on-premises hardware to a cloud infrastructure using Amazon Web Services. By first rationalising the infrastructure, and planning exactly what IT they needed and didn't need, we were able to come up with a solution that worked perfectly for them.

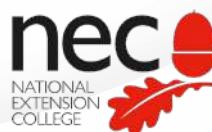
As we migrated to Amazon Web Services, the NEC reduced the reliance and use of physical hardware and replaced these with modern virtual servers.

Result

Croft transformed the ageing infrastructure to one that can build new services in order for NEC to provide students and tutors with a more modern and compelling learning experience.

This solutions also allows NEC to continue developing and innovating on this sound platform, with Croft as a safety net and support.

Some of our Managed IT Services and Support Clients





Communications and Connectivity

Stay connected from anywhere... with ease

Connect seamlessly, your way. Our comprehensive range of communication solutions empower your people to communicate from their choice of device from anywhere.

Whether you need a cloud-based, privately hosted, on-site or hybrid deployment solution, we've got you covered. Our range includes some of the world's leading vendors across UC and Contact Centre, embracing the very latest technologies, such as AI voice and chat. We also promote the use of integrations with most popular business applications such as MS Teams, Outlook, Google Docs and all leading CRM solutions.

Your communication tools and other technologies rely on a reliable and secure internet connection. Don't let slow internet hold your business back.

Our connectivity solutions power your productivity. From budget-friendly broadband to lightning-fast leased lines, we've got the perfect fit for your needs. Boost your business today with our tailored internet products.

Stay connected, stay competitive with Croft.

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Why Choose Croft for your Communications and Connectivity



Added Value, in One Place

Expert guidance, unmatched support. Our dedicated team delivers the insights and assistance you need to thrive.



Single Point of Contact

You'll be assigned your very own account manager to answer questions and support with technical issues within three rings, taking the pain out of dealing with multiple partners.



Tailored Solutions

Our partners are carefully selected to ensure you have a choice of solutions that meet your requirements and budget.



Customer First Approach

Our goal is always to seek out the best value for our customers. We'll work with you to understand your business needs, recommending only the best business communication and connectivity solutions tailored for you and your team.



Business Continuity

With the right combination of our products and services, you're always connected, ensuring your business can become truly resilient.



Qualified, Expert Technicians

You'll never be left alone to deal with a technical issue or problem, with remote and onsite support around the clock. Our highly skilled, award winning team are on hand to support your business.



Unified Communications

Communicate from anywhere on any device with cutting-edge unified communications solutions. Seamlessly integrate voice, video, and messaging to transform how your team connects and collaborates.

Whether you prefer the flexibility of cloud-based VoIP system or the control of on-premise systems, we have the perfect fit for your organisation.

Elevate your productivity with Microsoft Teams integration, bringing together all your essential tools in one powerful platform.

Embrace the future of communication and watch your efficiency soar.

Talk to us about

- 8x8
- 3CX
- MS Teams Phone
- Mitel MiVB
- Unify Openscape
- Gamma Horizon



Contact Centre

Put your customers first with our innovative contact centre solutions. Improve their experience and connect through any channel – chat, email, social media, phone, or video.

Streamline communications to boost efficiency, cut costs and enhance agent productivity with seamless multi-channel support.

Say goodbye to outdated phone systems and meet the needs of today's digital-savvy customers effortlessly.

With our contact centre solutions you will attract and retain clients with exceptional service from anywhere, anytime.

Talk to us about

- 8x8 Contact Centre (including AI)
- 3CX Contact Centre
- MS Teams Contact Centre
- Mitel/Unify Contact Centre
- PCIPal (Card payments)
- Horizon Contact



Voice Services

Displaying the correct number, routing calls to the correct person and recording them for compliance are vital to your business's success.

Voice services are the backbone of your business communication. It's essential for maintaining professionalism, efficiency, and legal adherence.

By implementing robust voice services you can streamline operations, enhance customer experiences and safeguard your business interests

Talk to us about


- Croft Managed Service
- Inbound/NGN

Unlock the power of fast, secure, and reliable business internet with our comprehensive connectivity, mobility and WiFi solutions.

Connectivity is at the heart of your business operations, a reliable internet connection is essential. We offer a variety of business internet products tailored to meet your budget and speed needs.

Choose from Fast to Ultrafast Fibre Broadband, or opt for our Flexible Broadband solution that scales with your demands. For dedicated connectivity, explore our resilient leased line options.

Elevate your business connectivity with Croft.



Connectivity

Talk to us about

- Managed Network (Firewall, LAN, Wifi)
- Starlink/5G/4G Routers
- Guest Wifi Management
- Managed Internet Service (Leased Line, FTTP, SOGEA, resilience, failover etc)
- Cisco/Meraki/Zyxel

Connect your current phone system to the cloud, unlocking a world of advanced features while reducing costs.

Say goodbye to outdated ISDN and hello to a flexible, scalable solution that grows with your business. Experience crystal-clear calls, enhanced mobility, and robust security.

Our Virtual Phone Lines empower you to streamline operations, boost productivity, and present a professional image to clients. Embrace the power of cloud telephony and take your business communications to new heights.



Virtual Phone Lines

Talk to us about

- Voiceflex
- Virtual Mobile SIM (unless covered by mobile)
- Gamma
- SIP Trunking
- Non-Geographic Numbers

Unlock the power of informed decision-making with robust business analytics. In today's data-driven world, your company's success hinges on leveraging critical insights.

By implementing comprehensive monitoring and reporting systems, you'll gain a clear view of your business landscape. Virtualising call data transforms raw information into actionable intelligence, empowering your team to boost productivity and streamline operations.

Embrace the analytics advantage and watch your efficiency soar. Don't let valuable data slip through your fingers – harness its potential to drive growth, optimise processes, and stay ahead of the competition in an ever-evolving marketplace.



Business Analytics

Talk to us about

- Call Recording
- MS Teams Analytics
- Transcription and AI analysis
- Wallboard Displays

Case Study



Haseltine Lake Kempner achieved significant cost savings and seamless communication from anywhere on any device with Croft

“Our voice services, mobile devices and internet connectivity are all supported by Croft, which makes management so much easier now it is all ‘under one roof’. They are always so helpful and receptive.”

Paul Targett
Head of IT
Haseltine Lake Kempner

Challenge

Haseltine Lake Kempner (HLK) was looking for a communications partner who understood both traditional analogue telephony and new technology. They had experienced issues with analogue providers in the past and wanted a single IT provider with expertise in integrated voice solutions.

Croft were a logical choice as they work closely with clients to understand their telephony requirements and provide an extensive range of options, regardless of business size or location.

Solution

HLK, already using Microsoft Teams for communication, adopted Teams for voice services on Croft’s advice. This eliminated physical phones and streamlined operations with headsets and fewer desktop apps.

After a successful pilot in late 2019, HLK chose Direct Routing for cost-effective, flexible telephony. Croft ported HLK’s phone numbers to SIP, accelerating the rollout in early 2020 ahead of Covid-19.

Thanks to Croft’s support, HLK’s team seamlessly transitioned to remote work with laptops, headsets, and reliable connectivity. Mobile integration and ongoing support further ensured business continuity and efficiency.

Result

With Direct Routing, HLK achieves significant cost savings and retains full phone capabilities within a unified Teams experience. Employees work seamlessly from anywhere on any device, reducing travel time and boosting collaboration and productivity.

Croft’s local SIP service for HLK’s Munich office eliminates international call charges, offering bundled calls for even greater efficiency.

Some of our Communications and Connectivity Clients



**AMNESTY
INTERNATIONAL**



**St John
Ambulance**



NHS

The Princess Alexandra
Hospital
NHS Trust



DULWICH COLLEGE



Prince's Trust



MILLFIELD

Sterling



**ANYTIME
FITNESS**





Business Mobile Services

Experience mobile solutions tailored to your business needs. Our customer-first approach ensures you receive the best value and white glove service, with expert technicians providing round-the-clock support. From handsets to data plans and device management, we cater to businesses of all sizes and budgets.

We partner with all major UK networks, expanding to multi-network, and global sims, offering a truly bespoke solution to your business challenges.

From expert guidance to unmatched support, we deliver added value within your budget.

Let us simplify your mobile strategy, keeping your team connected and efficient wherever work takes them. Elevate your business communication with our smart, flexible, and cost-effective mobile solutions.

Discover the difference a partner who truly understands your needs and goes above and beyond to exceed expectations can make to your business.

03

Why Choose Croft for your Business Mobile Services



Our Partnerships

We have top-tier partnerships within the UK and Globally, including O2, Vodafone, EE, and Three and 40 Global networks. This allows us to offer your business a choice of your preferred network with preferential tariffs.



Single Point of Contact

You'll be assigned your very own account manager to answer questions and support you with technical issues, taking the pain out of dealing with multiple partners.



Customer First Approach

Our goal is always to seek out the best value for our customers. We'll work with you to understand your business needs, recommending only the best mobile solutions tailored for you and your team.



Qualified, Expert Technicians

You'll never be left alone to deal with a technical issue or problem, with support around the clock. Our highly skilled, team are on hand to support your business.



Added Value, in One Place

Expert guidance, unmatched support. Our dedicated team delivers the insights and assistance you need to thrive.



Business Continuity

With the right combination of our products and services, you're always connected, ensuring your business can become truly resilient.



Coverage of All Mobile Networks

We offer unparalleled flexibility across all major global networks, empowering your business to thrive in an interconnected world.

Croft maintains top-tier partnerships with the UK's major mobile network providers, including O2, Vodafone, EE, and Three. This allows us to offer your business preferential tariffs and flexible mobile solutions, whether you prefer a single network, a mixed estate or a sim that operates on the strongest signal available. Regardless of your choice, Croft provides and supports all services, ensuring seamless management of your mobile communications.

With Croft, you're partnering with industry leaders who understand the intricacies of global mobile networks.

Talk to us about

- O2
- EE
- Vodafone
- 3
- Multinet 3 and 4 Network (3, Vf,O2)
- Multinetwork UK/ EU/ US



Mobile Device Management and Security

Your mobile devices are both powerful tools and potential vulnerabilities. Our robust Mobile Device Management (MDM) and Security solutions empowers you to take control and protect your valuable assets.

Seamlessly manage your entire mobile fleet, from smartphones to tablets, with our user-friendly platform. Enforce security policies, control data usage, and keep costs in check - all from one central dashboard. Should the unexpected occur, remotely wipe lost or stolen devices to ensure your sensitive information remains secure.

Don't leave your mobile security to chance. Safeguard your mobile fleet with cutting edge MDM and security.

Talk to us about

- inTune
- SOTI
- JAMF
- Ivanti
- Maas360



Innovation Funds

Innovation funds are a versatile resource that extend far beyond hardware investments.

At Croft, we recognise the dynamic nature of project development and offer flexibility in how these funds are utilised across our diverse solution portfolio.

This cross-budget approach empowers teams to allocate resources where they're needed most. By removing financial silos, we enable our clients to adapt swiftly to changing project requirements, ultimately accelerating innovation and maximising the potential of every initiative in our portfolio.

Talk to us about

- Mobiles
- Tablets
- Laptops
- Professional Services
- Bill Credits

Unlock the full potential of your mobile workforce with Croft's expansive hardware solutions.

We've forged strategic partnerships with leading vendors, giving your business access to cutting-edge devices at competitive prices. Our portfolio ensures you'll find the perfect fit for your team's needs.

Choose between outright purchase or Hardware as a Service options to align with your financial strategy. Let us help you navigate the ever-evolving mobile landscape and equip your team for success in today's dynamic business environment.



Mobile Hardware

Talk to us about

- Apple
- Samsung
- Google
- TCL
- Capex/Opex models

Roaming SIMs provide hassle free mobile travel in 191 countries, including maritime and air travel, without the bill shock.

Our voice and data solutions offer a superior alternative to using your UK mobile connection abroad whilst avoiding expensive roaming fees.

Experience the benefits of global mobile access tailored to your organisation's needs with Croft's Roaming SIMs. Use a UK number abroad with a Croft roaming tariff or a local SIM, all on one bill.



Roaming SIMs

Talk to us about

- Voice and Data Roaming SIMs
- Data Only IoT Roaming SIMs
- UK Roaming SIMs

Internet of Things (IoT) technology was created to streamline the way data is collected from devices and incorporated into IT systems without human intervention.

We offer a range of M2M SIMs designed for higher usage devices such as tablets, point-of-sale systems and kiosks and sims designed for low-usage devices such as sensors and monitoring devices. We offer M2M and IoT SIMs through EE, Three, Multinet, giving the flexibility of single or multiple network connectivity in the UK and across the globe.

By embracing IoT, companies gain valuable insights, reduce costs, and stay ahead in an increasingly connected world.



Internet Of Things (IoT)

Talk to us about

- Fixed IP
- Single network
- Multinetwork
- Multinetwork UK/EU/US

Case Study



NVIDIA saved a massive 50% by consolidating their mobile phone contracts with Croft

“ Touchless implementation and zero downtime are what a company needs and Croft managed this beyond expectations. ”

Christian Schneider
IT Director EMEA
NVIDIA

Challenge

Effective communication and connectivity are crucial to the successful running of the worldwide computing powerhouse.

After experiencing poor service from multiple global suppliers as well as high costs, NVIDIA approached Croft to manage all of their business mobile phone contracts.

Solution

Our team of experts worked closely with NVIDIA to understand their specific business needs. We assessed the current state of their mobile phone contracts across multiple countries.

By analysing NVIDIA's existing mobile phone billing and expense details, it was identified that NVIDIA could save on their existing costs by consolidating their international mobile phone contracts, with a custom built solution from Croft.

Result

The bespoke multi-country mobile plan was implemented across the company, enhancing NVIDIA's team collaboration, whilst significantly reducing costs.

To the delight of NVIDIA, Croft's original proposal was achieved and the business now saves 50% on their telecoms costs!

NVIDIA are now consolidating their broader telecoms across Europe with Croft.

Some of our Business Mobile Services Clients





Trust Croft

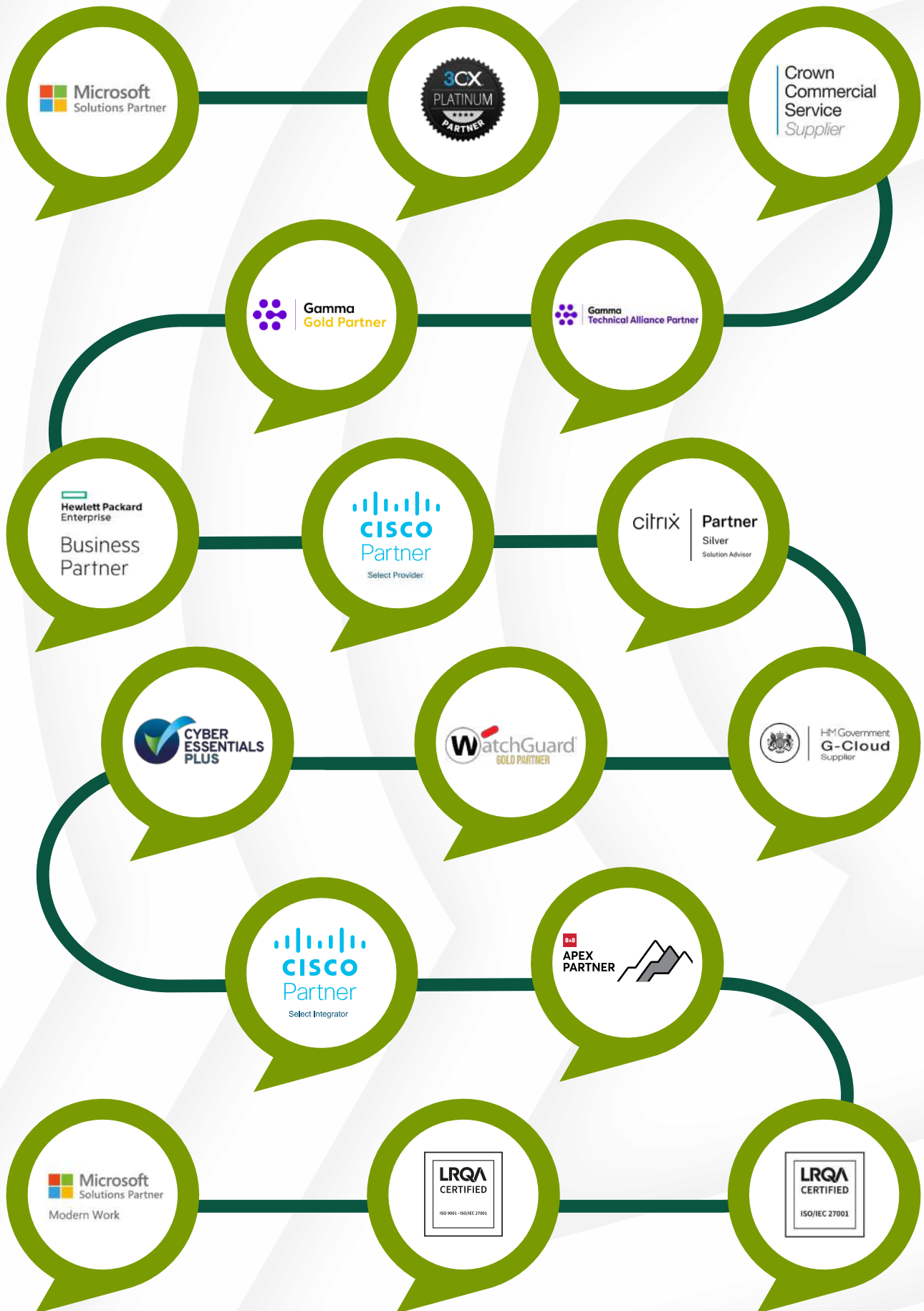
Technology forms the backbone of your business operations. Selecting a trustworthy supplier is crucial for your success.

At Croft, we understand this importance. Our dedicated team continuously pursues industry leading accreditations and undergoes rigorous training to stay ahead of the curve.

Find out more about our acceditations.

04

Our Accreditations



National Reach, Local Support

Croft has grown to become one of the UK's leading business technology companies.

Now reaching the breadth of the country, with local support you can rely on.

Find out more about our locations.

05

Our Locations





What Our Clients Say

Croft has grown to become one of the UK's leading business technology companies.

Now reaching the breadth of the country, with local support you can rely on.

[Read our client testimonials.](#)

06

Client Testimonials

“ Croft has supplied our mobile telephone contract for over ten years including assisting us with moving our fleet of over 500 numbers to the EE network.

The mobile fleet consists of a number of different handsets and data options and Croft were extremely thorough during the process of the changeover, ensuring that all of our UK and international requirements were met and advised of the various options open to us.

Over the years Croft has been looking after our fleet, and the support and account management received have been exceptional. Overall, we are extremely satisfied with the team at Croft and look forward to the relationship continuing in years to come. ”

Jo Smyth
Production Support Analyst
T. Rowe Price

“ Croft understood the urgent need to get a system deployed, and they approached the challenge in their usual professional, quick and concise manner, involving on-site IT staff to ensure our system was fit for purpose, as it was being designed. ”

Matthew O'Malley
Technical Manager
ESco

“ We are changing our mobile phone contract providers, announced Jan our office manager. Now I am hopeless with technology, so to speak of more data, new SIMs and tethering was lost on me. We even had a countdown to 'new SIM day'. It dawned ominously, and with no children on hand; I had to swap networks myself.

It went seamlessly, as has our move to Croft. We received great service from people who value our business. I can now use my mobile at home as I have a better signal, and we are saving money as a business. What's not to like? ”

David Hesketh
Managing Director
Laurent Perrier

“ The passion the team at Croft show for their business really shines through – the attention to detail, emphasis on possible savings and clear cloud-based approach is very impressive.

We feel their attitude to what we perceive as issues is very positive with all questions answered openly and without hesitation. We don't feel that they gives us "sales talk" as their passion and enthusiasm are clear in everything they do.

Croft is providing an innovative approach for us and showing our IT infrastructure undergoing continual progress to keep us up to date in the evolving world of IT and communications. ”

Caroline Swales
Finance Manager
Aberdeen Foyer

“ Following from serious IT problems which left us without some critical systems for weeks, it was recommended that we bring in the team at Croft. The turnaround was superb. Within days we had actionable information enabling us to make the strategic decisions required to restore operations. The comprehensive investigation, insights and reports meant we could resolve our IT issues, exponentially improve our infrastructure and systems and restore critical confidence for our team and our clients. I described Croft as the “Rolls Royce” of IT – a title well deserved. If you find yourself stuck, these are the people for you. ”

Jacqui McElhinney
Head of Finance
Floors Castle

“ A massive thank you to the team at Croft who have steered us through complex compliance, upgrades and major improvements to our systems and network.

A great effort and a continuation of the premier service we have come to expect across the full range of services we have been provided (IT, mobiles, landline, consultancy, data et al.) which is critical for any finance business.

I look forward to their continued recommendations, being challenged on the status quo and the push they continue to give us as a business. ”

Cat Bent
Operations Manager
Creditas

Google
Reviews ★★★★★



**Discuss
challenges.
Get solutions.**

Contact Us



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..... 01920 466 466



..... croftmsp.com

