



mother  
technologies



IT SERVICES

# EXPERIENCED SUPPORT

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**Mother has been delivering best in class IT services and support to SME businesses since 2002. The breadth of our expertise and service means you can depend on us for everything, from day to day support, connectivity and hosting, right through to complete system design and installation.**

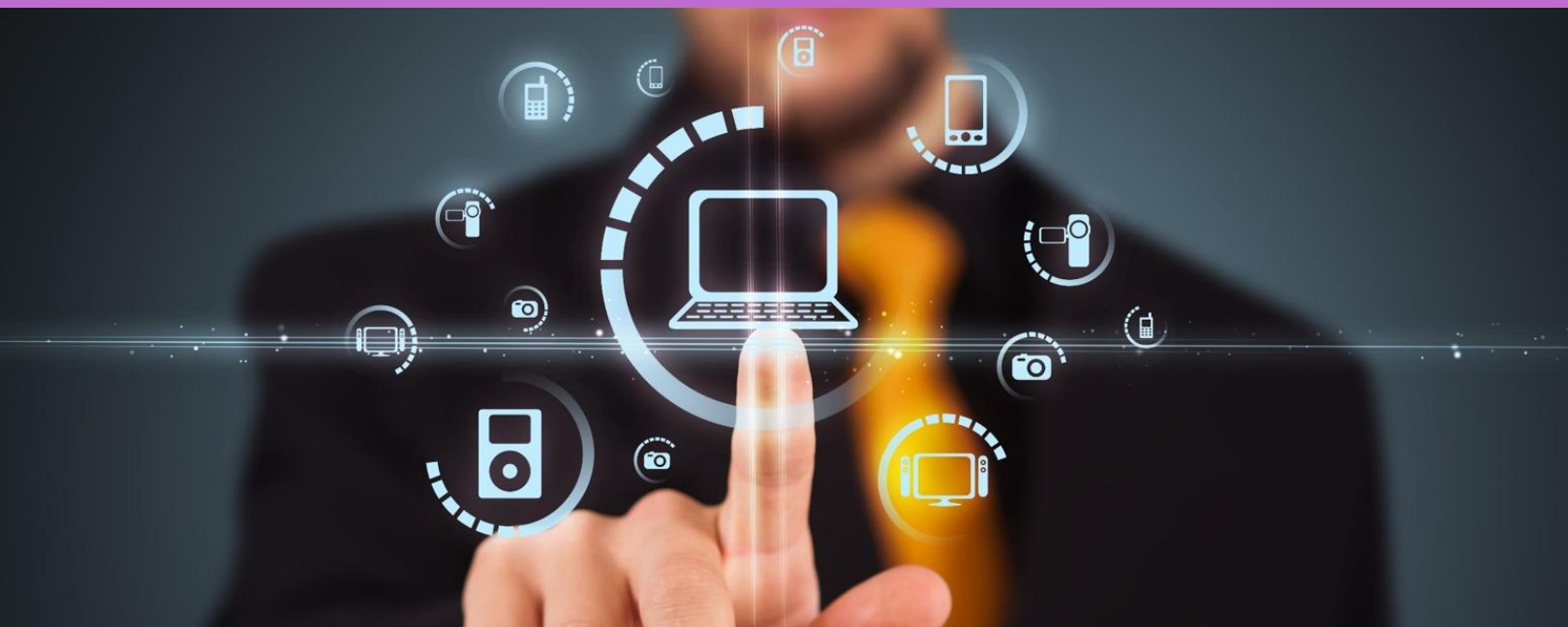
Whatever solution or level of support your business requires, Mother has the service, qualified staff and flexible payment options to suit. It's our ability to tailor our solutions and apply best practice knowledge to any scenario and for any budget that has been key to our success over the years. Few other providers can offer both the breadth of expertise combined with the level of personalised service best suited to the needs of SMB businesses.

Our customers choose us for our locality, the quality of our service and the value for money we provide. Our customer retention rate is testament to that, with many customers having stayed with us from the start. Customers using our ongoing IT support services will tell you that we become a natural extension of their own team and get to know their business intimately.



"Mother Technologies have been supplying us with IT support, telecoms and connectivity for a number of years now, and we've also recently started using their cloud services. They have always delivered as expected and we know we can count on them. The engineers are knowledgeable, professional and easy to deal with, and we appreciate the technical attention to detail and personalised service they provide."

Stephen Wilkins, IT Operations Manager, Johnston Fuels Ltd, Bathgate



# IT SERVICES

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## IT Helpdesk Support

Serving SME business is what we specialise in, although we support up to 1,500 users. Our helpdesk is the starting point for all day to day reactive support activities.



## 24Hr Monitoring & Managed Services

24 hour monitoring can be delivered as a standalone or complete service with preventative support activities. Avoid reactive support fixes and system downtime.



## Virtualisation

We utilise VMware® virtualisation solutions for both on premise and hosted systems. Consolidate your servers into less hardware and save on costs.

## DR

## Off-site Backup & Disaster Recovery

For peace of mind that your business is protected in the event of a failure or disaster, Mother provides a secure and resilient back up service.

## HW

## Servers, Desktops & Hardware

We can advise on and deliver all your hardware requirements, from complete infrastructure planning and design to just replacing individual pieces of equipment.



## Office Setup, Moves & Refurbishment

Mother provides all services required to get an office set up. Whether you're setting up a business, opening a branch, moving premise or overhauling your IT system.



## Data Connectivity & Network Security

Our network services cover everything from LAN and Wi-Fi to VPN and MPLS, online and network security covering firewalls, anti-virus, anti-spam and online content filtering.



## Thin Client

The adoption of thin client devices moves IT operations to a centralised, server based model. Thin client simplifies networks and delivers a reliable, cost effective system.



## IT Consultancy & Project Management

Our consultancy spans the breadth of system design, delivery, ongoing maintenance and planning. We accommodate one off projects and ongoing support.



## Cloud Solutions

Whether you're looking for private or public cloud, hosted Office 365 or complete system hosting, Mother has the hosted service to suit your requirements.



## Migration to Cloud

Eliminate capital expenditures by moving to a flexible, operational rental model and take the hassle out of IT. We'll take you through the whole process of migrating.

## SW

## Software Licensing

Whether it is a Microsoft volume licensing, Office 365 or a rental model (via SPLA for datacentre residents), we will advise, supply and keep you on the right side of licensing.

# SIMPLICITY

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**Our team provide day to day advice and technical support to keep your business running smoothly. Everything about our service is designed to offer flexibility and simplicity.**

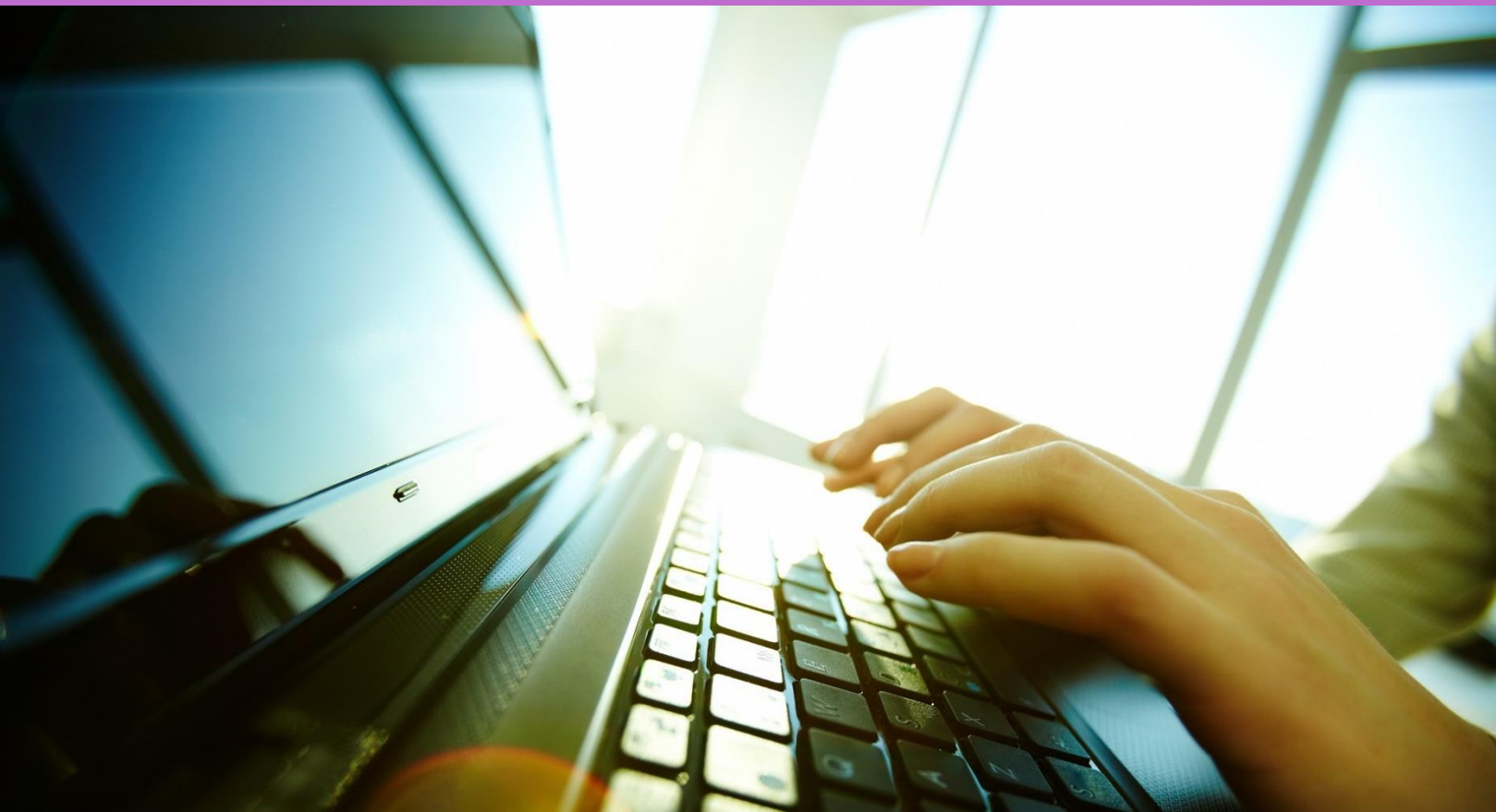
We understand that as an SME business, cost is always a top consideration, as is flexibility from your service provider. Whether you are without an internal IT function or just need supplementary support for busier periods and technical escalation, having access to trustworthy, good quality support is invaluable. You need a provider with a broad range of technical competency who knows your business and is always available.

Our service is all about simplicity, allowing you to keep your focus on your core operations without the costly and frustrating distraction that IT can become. We know how to support your IT systems cost effectively. We become a part of your team, providing supplementary support or delivering all levels of user support as and when you need us.

Given the breadth of our offering across IT, telecoms, hosting and connectivity, you get everything you need from one local supplier. This means less time wasted managing suppliers and the seamless delivery of a complete, joined up service.

**“In 2012 Turning Point Scotland embarked on a major overhaul of our IT systems together with Mother Technologies. Mother have been pivotal in the success of the new system design and roll out across our entire estate of around 500 devices. Mother have always found solutions and been proactive in driving our IT processes and systems forward.”**

**Michelle Ronald, ICT Manager, Turning Point Scotland, Glasgow**





# TECHNICAL SUPPORT

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**So much is resolved remotely today but sometimes it's better for all if we can see what's going on. Remote resolution is quick, but so are our field engineers when really troublesome issues warrant a visit.**

## The Helpdesk

You'll get to know all the engineers at Mother. Irrespective of their experience, they all provide Helpdesk support.

Our engineers rotate from projects, installations, field support and the Helpdesk. This exposes them to your business and its people making them far better positioned to provide the support you need.

You can contact the Helpdesk by logging tickets through our client portal, by email or by phone. Our Customer Services Supervisor will assign your ticket to the most suitable engineer. Assignment is based on those best suited depending upon the nature of the ticket and engineers availability. They are all performance based making it in their interest to satisfy service levels, respond quickly and close tickets as quickly as possible.

Via our client portal you can update tickets and track our progress. All of our team's activities are posted and available for you to see. You will receive a call and a notification from when we have closed the ticket and you can liaise with the engineer directly during the course of any open activity.

## Field Staff

Our Helpdesk Engineers are not all under one roof. Many are home-based workers strategically positioned to reach you quickly in the event of an on-site visit being required. They all have company vehicles and carry stock of commonly required items.

We run our IT & telephony systems on our hosted datacentre platform allowing our team to collaborate and access the tools they need to support you irrespective of their location.

We currently provide on-site support in Scotland's Central Belt and the North East.

## Managed Services

Fast reactive response is a key part of the technical support services we provide. Proactive support is even more important. By managing your assets carefully we can prevent many of the sparks that ignite the fires.

Mother will introduce needy and often neglected support activities that help prevent disruptive and costly support calls. Activities include routine cleaning, on-site health-checks, software updates, hot-fixes, service packs and the execution of policies and routines that will improve the performance, reliability and manageability of the network.

And it's not just the technical aspects of IT that need to be proactively managed. You need to be appraised of all matters relating to your systems to ensure smooth business operations are maintained.

Your Account Manager will provide you with comprehensive advice and all the information you need in order to make informed decisions.

- ✓ Review Meetings
- ✓ Asset Tracking
- ✓ Recommendations
- ✓ Hardware Renewals
- ✓ Software Renewals
- ✓ Budget Reports



# SUPPORT PACKAGES

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**Mother has flexible support packages ranging from Fixed-Cost, Bank of Hours and a Rolling Bank to level out the unwanted and unpredictable costs that IT can sometimes present.**

## Flexible IT Support Packages

Whatever your budget and billing preference, Mother has a pricing model to suit your business and support requirements. Technical Support can be purchased via 4 models. Choose from;

### Standard bank of hours

A bank of hours is purchased up front and can be drawn upon in 15 minute intervals. There is no minimum charge period. The bank can be used for all support activities (remote and on-site) during normal business hours and it can also be drawn upon for the installation of equipment too. Call-out charges are also deductible.

A bank of hours is purchased as a block purchase. Speak to us about the discount rates available.

### Rolling bank of hours

The rolling bank offers more payment flexibility over a year rather than laying capital out-front as with the Standard bank. Estimate your annual likely annual usage. We'll split that into four quarterly instalments but still give you the bank discount level for the commitment across the year. We'll top-up your bank every quarter in line with your instalments. Unused minutes carry into the next quarter and you can even burst your bank without penalty. You'll have busy periods and quiet periods and the Rolling Bank was introduced to bring financial consistency to unpredictable support requirements.

### Fixed Cost

Fixed price support is a fully managed IT service with unlimited hours. Irrespective of the problems you encounter, Mother will provide an unlimited amount of on-site and remote support to keep your business running smoothly.

### Fixed + Bank

You can combine Fixed Cost Agreement with a bank of hours. Many businesses are comfortable managing day to day desktop support but want the comfort of knowing their servers are in the hands of experts who build, configure and maintain servers as part of their everyday routine. This is very common and many businesses elect to outsource the support of the 'back-end' under a fixed-cost agreement and introduce a bank of hours for all other desktop activities.

## Hours of Business

Mother's standard hours of business are from Monday to Friday 8:30 am to 5:30 pm. We do not close on public holidays with the only exception being the four days over the festive period.

To minimise business downtime or disruption, it is very common for projects, upgrades and system maintenance to be performed out with normal business hours. We always entertain these requests. The time can be predetermined and built into your agreement or a small additional charge can be raised to cover the engineers overtime.

## On-Call Service

Businesses who need emergency support out with normal business hours can subscribe to our premium on-call service. Assistance is available 24/7.



# NETWORK MONITORING

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**Benefit from a 24Hr monitored service that makes sure your systems' health is always in check. Avoid failures, reactive fixes and disruption to your business operations by pre-emptively remediating issues before capacities are breached or failures occur.**

## 24Hr Monitoring

No business wants to be in the position of dealing with a catastrophic IT system or network failure. Access to your management systems and databases, voice services and internet connectivity is the foundation of modern business. Your ability to deliver a service to your customers depends on it. Protect your business's reputation and profitability by ensuring your fundamental infrastructure is properly managed.

## Dashboards

Mother will drop sensors onto your network and setup dashboards to remotely monitor your network and its performance. You can have access to the dashboard too so we can collectively address what's in need of attention. We'll keep tabs on your servers (the physical and the virtual), your switches and routers, the WAN, internet bandwidth usage, websites, applications and much more. Cleverly configured sensors tell us about bottlenecks and areas of your system that need attention before they become major problems that interrupt your business.

## Alerts

Large ceiling mounted plasmas and wallboards displaying monitoring-dashboards, engineers performance and high-priority tickets are significant features at Mother and there's no escaping warning signals when they fire. We also use a push email and SMS alert for serious issues and automated ticket generation for early warnings that need to be investigated but don't need an emergency response.

## Action

Our monitoring service isn't just dashboard displays and alerting. When systems fail, shutdown or behave incorrectly many of our sensors are programmed with remedial action that attempts automatic rectification by executing custom programs and scripts. This is extremely useful when trying to buy time and mask problems from users when trying to identify the root cause of an intermittent or recurring issue. We also rely heavily on automated action outwith business hours to prevent issues being presented to your staff at the beginning of a new business day.

## Reporting

Daily, Weekly, Monthly or alternative scheduled based reports can be sent to you automatically so you can review performance and trends. These are also very helpful at review meetings to clarify that historical issues have been addressed and put to bed.



# BACKUP & DISASTER RECOVERY

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**For business continuity in the event of hardware failure, Mother provides rock-solid back up and disaster recover services. Legacy tape drives satisfied backup and disaster recovery needs by writing to tape and then removing from site. Tapes don't satisfy today's demands but their two-pronged strategy to backup and then remove from site remains fundamental to any modern day solution.**

## A Rock Solid Solution

### Backup (Stage 1)

The most important function of any backup is actually the restoration. An off-site backup is little use if you have limited bandwidth and days pass whilst you try to retrieve your backup. Many cloud backup providers also have a data retrieval charge!

When retrieving individual files, off-site backups are generally satisfactory. But, if a large amount of data needs to be retrieved or an entire server needs to be restored then off-site backups are no use without bucket loads of bandwidth.

Any restore needs to be quick. The backup source needs to be available and on-site. For this reason, Mother will always write its customers backups to a local on-premise storage device before advancing to anything off-site. Typically, a default 14-day retention period is set on the storage device and this becomes the primary source for restoring lost or corrupt data.

### Disaster Recovery (Stage 2)

This is where off-site storage comes into its own. If anything untoward happens to the local storage device or the site suffers a catastrophic failure then that's when you must have an up to date copy of everything somewhere else.

In addition to performing a local backup, Mother will also send nightly backups to its datacentre for disaster recovery purposes. Our backup software, Veeam, performs both functions. You will normally need an Ethernet circuit upwards of 10Mb to ensure your data can be delivered to the datacentre within the given nightly window. Broadband will not suffice.

### Content

The content of the off-site and local backups comprise complete servers and their data. Backing up the data alone is of little value if you have suffered a server failure. Each server needs to be backed up in its entirety. Mother does this and it is very important.

### Backup Format

The format of our backups are virtual machine replicas. In other words, copies of your servers exist in a completely executable state allowing you to transfer and launch them on any physical machine (or host) that has a base VMware layer. We can even launch them in the datacentre allowing you to access them directly from there. This is the beauty of virtual machines. You can recover from a disaster very quickly. Most businesses do now have their servers running in a virtual environment for this reason and for the many benefits it brings. If your servers are not already virtualised, we can migrate them for you very easily.

### Archives

Many businesses request a retention period beyond the default 14 days. We can increase this to satisfy your preferred retention period and for historical archives spanning far greater periods, we have an archive to tape service. You do not need any tape drive hardware for this. The archives will be performed in the datacentre and we'll send you the tapes for comfort and safe keeping.





# VIRTUALISATION

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**Mother is a VMware® partner and delivers a full range of virtualisation software and services. Get the most from your server environments by installing VMware's market leading products, improving uptime and saving you time and money.**

## VMWare

Virtualisation is a software based method of creating virtual (or non-physical) servers, operating systems, storage spaces and network channels. What that means is one physical piece of hardware or network channel can be split into multiple portions that have different functions. You can run more tasks or operating systems on existing infrastructure, saving money and energy costs. Virtualisation provides more scalability and improves workloads.



## Benefits

The benefits of virtualisation have long been understood:

- ✓ Run multiple operating systems on one physical machine
- ✓ Reduce the number of servers required
- ✓ Increase IT efficiencies
- ✓ Reduce downtime
- ✓ Improve application availability
- ✓ Drive down hardware operating costs by up to 50%
- ✓ Drive down energy costs by up to 80%

## How Mother can help

Mother is a VMware Partner and Professional Solution Provider. VMware is the global leader in providing innovative and best in class virtualisation software, which is why we have chosen to partner with them.

We are happy to provide as much or as little support as you require for your virtual environments. Whether you need product advice, supply of licences or help virtualising and supporting a new virtualised environment, we can help you at every stage.



# CLOUD

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**Mother offers a range of cloud solutions which are housed in our regional datacentres across Scotland. Whichever business cloud solution you are looking for, Mother provides flexibility and as much or as little support as you require.**

## Mother's Private Cloud

Cloud computing facilitates the delivery of some or all of your business applications without the headache or considerations that have to be given to on-premise servers. That's the fundamental proposition that cloud offers – the removal of capital expenditure and complexity, everything else remains the same. Well, not quite the same. Users have the ability to access their applications from any location, anywhere in the world.

## Datacentres

Datacentres are designed to serve and no on-premise arrangement can match the power, resilience and serving capability of a datacentre. Mother has its own hosted platform which is distributed across four SSE (Scottish and Southern Energy) datacentres which are located in Edinburgh, Glasgow, Dundee and Aberdeen

High-end redundancy features in the SSE datacentres. Backup generators ensure guaranteed up-time and your services are replicated across multiple servers to eliminate any single point of failure. Snapshot backups of all servers are performed throughout the day and a minimum 14-day backup retention period exists by default.

## Datacentre Connections

The performance of your services is governed by how good a connection you have to the datacentre. For small offices and home workers, a good broadband connection will suffice. Larger sites will need more bandwidth. Mother's own circuits combine public internet access and private datacentre access in a single circuit. From the Datacentre to the Desktop, it's Mother all the way.

## Hosted desktops

Take advantage of our hosted desktop service in order to eliminate the costs and complexities associated with on-site

servers. Get access to all of your applications at a fraction of the on-premise cost while also benefiting from more system resiliency and disaster recovery provision. Everything you need, including day to day user IT support and software upgrades, is included at a fixed monthly price. You benefit from knowing exactly what your ongoing costs are, eliminating the need for capital expenditures or nasty surprises.

## Hosted Exchange

Exchange is the easiest component of your IT suite to move into the cloud. You will be completely unaware of the transition and will gain functionality and features that are costly to install and maintain on-premise. Exchange unleashes the full collaborative functionality of your MS Outlook client. Public folders, shared diaries, calendars and task-lists will all be available.

## Hosted servers

All of our datacentres utilise virtual servers built on VMware's virtualisation platform, VSphere. They can be supplied with or without Operating Systems and with performance characteristics to match your demand. Our entry level server has 1vCPU and 16GB RAM which can scale up to 24vCPUs and 384GB RAM.

## Scalable

Unlike traditional on-premise hardware, increasing the power of a server in the datacentre is simple and can be done within minutes. We assign power in increments of 1vCPU and 16GB and monitor the resource utilisation of all servers in the datacentre, advising you if any utilisation thresholds or bottlenecks appear. Storage capacity is similarly scalable. Each server is delivered with 200GB of hard disk space. Additional hard disk space beyond this is charged £0.12 per 1GB/per month. Your total disk space utilisation is pooled which means additional charges will not be incurred if all of your servers are collectively using less than your subscribed allocation.



# VDI & THIN CLIENT

**Simplify your IT operations and save money by switching to thin client. Thin Clients are an integral part of a VDI (Virtual Desktop Infrastructure) and their adoption rewards businesses with massive reductions in IT costs by standardising, centralising and simplifying the landscape.**

## Thin Client Simplicity

Thin clients are simple, small footprint devices that replace traditional PCs. Their sole purpose is to connect and present the virtual desktop that your Desktop Servers have been told to deliver. Simple.

## The Benefits

The benefits of moving to a thin client environment are significant with both short and long-term gains;

- ✓ Lower cost to purchase than PC's
- ✓ Traditional PC support almost eliminated completely drastically reducing IT support costs
- ✓ Lower operating and energy costs
- ✓ Lower licensing costs
- ✓ No moving parts – very reliable
- ✓ Twice the lifespan of a PC
- ✓ No antivirus software required – thin clients are virus immune
- ✓ Data security leakage concerns are minimised - data is never local.
- ✓ Users cannot install software or upset thin clients.
- ✓ Small footprint allows mounting for VESA mounting on the back of monitors.

## Going thin with Mother

Mother is a strong advocate and well known architect of virtual desktop infrastructures that utilise thin client technologies. Many customers come to Mother specifically for our expertise in this area of computing.

In 2004 Dundee City Council's thin-client roll-out stalled due to applications ill-suited to the environment and program file conflicts. Mother introduced application virtualisation to the Council in the shape of SoftGrid to help them with their deployment. Softgrid (purchased by Microsoft and now knows as AppV) virtualises applications and allows square pegs to be dropped into round holes – a challenge which readily needs to be overcome on terminal and remote desktop servers.

We have migrated many fitting customers from traditional 'fat' PC deployments to smarter, thinner landscapes and we are delivering over a thousand hosted desktops from our hosted platform in the datacentre every day.



**"SoftGrid is a truly unique solution. We can implement and migrate new users faster, deploy applications very efficiently, and invest our savings in critical, strategic IT projects."**

**Ged Bell, Head of Technology, Dundee City Council**





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