



MANAGING DATA
SECURELY

MTI **OVERVIEW**

MANAGING DATA SECURELY
FOR OVER 25 YEARS

COMPANY OVERVIEW

GLOBAL SOLUTIONS & SERVICES PROVIDER, MANAGING DATA SECURELY FOR OVER 25 YEARS

OUR COMPANY

MTI is a global solutions and services provider, underpinned with operational excellence and experience, gained through thousands of client and partner engagements. Over 25 years of working extensively across public, social and private market sectors has enabled MTI to develop proven methodologies and best practices aligned with recognised industry standards (ITIL) and Prince2.

Our 'One MTI' culture and approach ensures that we do not operate in silos. Our experienced consultants work collaboratively to provide holistic, tailored solutions and services that solve business challenges, across our Datacentre, Managed Services, Security and Services practices, engaging across organisations - from the board room, to the back office and operational front line.

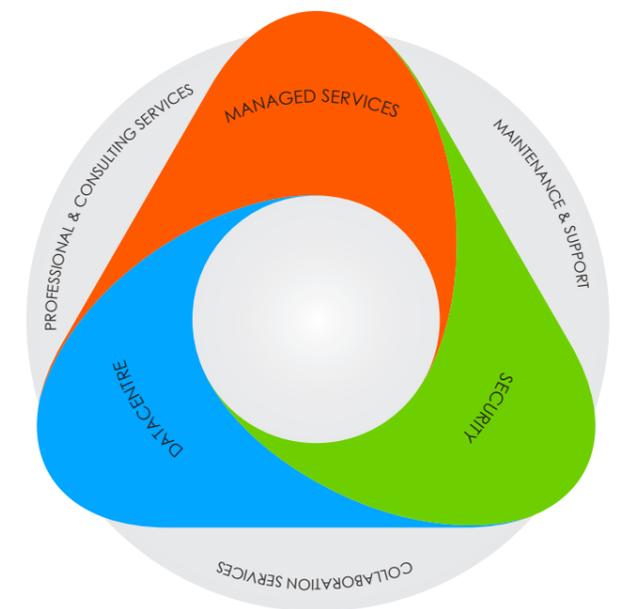
We leverage the expertise we have acquired as market leaders, to provide guidance on ways to innovate and streamline IT solutions and services, to support and accelerate business transformation. We offer an extensive portfolio of solutions and services, across the corporate datacentre (private cloud), hosted (public cloud) or hybrid environments, with flexible, tailored contracts to meet capex, opex or utility-based requirements.

We work in partnership with our clients, to provide support and guidance through the myriad of choice available in the market today, to ensure the right strategic decisions and investments are made. At MTI, our team of committed, capable and highly motivated people care about the relationships we build. Our highly skilled and experienced consultants demonstrate thought leadership and share best

OUR PEOPLE

practices, to ensure we deliver real and lasting results and pragmatically drive change.

We try to think and act like business partners by working hard to understand the market, the challenges and objectives of the business and the people, so they become our objectives. We form a mutual plan, aligning risk and aspirations to demonstrate true partnership. We take the time to understand an organisation's culture and help mitigate risk through knowledge transfer, to ensure change is successfully adopted and valued by individuals as well as organisations. We are committed to innovation that matters, service excellence and continuous improvement of the value we are able to deliver through our people, solutions and services.



DATA CENTRE OVERVIEW

IN A DYNAMIC AND HIGHLY COMPETITIVE MARKET, UNLEASHING THE POWER OF DIGITAL INFORMATION, ENSURING BUSINESS AGILITY, MOBILITY, FLEXIBILITY, OPERATIONAL EFFICIENCY AND MITIGATION OF RISK ARE KEY TO SUCCESS

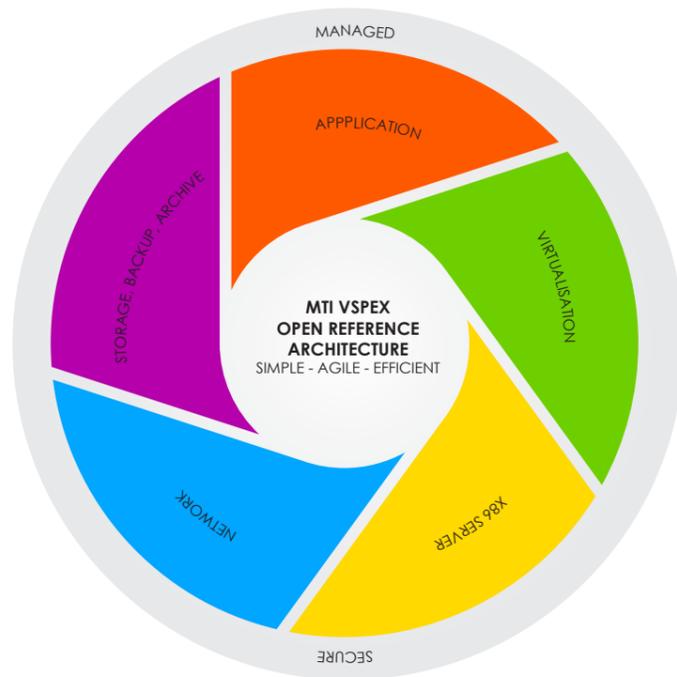
MTI offers guidance on ways to innovate and streamline IT solutions and services to support and accelerate business transformation, to ensure the right strategic decisions and investments are made

SERVICE ORIENTED INFRASTRUCTURE

MTI is a market leader in service oriented, converged infrastructure and data management solutions, built on enterprise-class platforms and open reference architectures, through assessment, design, deployment, support, management, professional and consulting services. MTI has the expertise and highest levels of skilled resource to tailor a solution to meet specific business challenges, technical and service requirements.

IT organisations face a number of significant challenges - rising stakeholder expectations, flat or declining budgets, the pressure to do more with less, more complex and stringent regulations and

the continual emergence of new technologies. To achieve optimum performance, an organization must identify which IT capabilities are most critical to success, shaping the environment, infrastructure, processes and resources to support the requirements of the business in the most cost effective way possible. Our approach to IT transformation is holistic. We try to work with our clients to identify a number of quick wins in the initial stages of the program, to help fund investment and demonstrate an ROI as early as possible. In our experience, our clients demonstrate a full ROI within 12-18 months.



DATA CENTRE PORTFOLIO OF SOLUTIONS & SERVICES

MTI offers an extensive range of solutions and services, underpinned by operational excellence and experience, gained through thousands of client and partner engagements.

- Assessment & discovery
- Backup, recovery & archive
- Big data
- Business continuity
- Cloud
- Compute
- Converged infrastructure
- Datacentre
- Design & implementation
- Disaster recovery
- IT transformation
- Maintenance & support
- Migration
- Optimisation & validation
- Planning & project management
- Professional & consulting services
- Remote Infrastructure Management (RIM)
- Residency
- Storage
- Training & knowledge transfer
- Virtualisation
- XaaS

SERVICES

To underpin the solutions portfolio, MTI offers a range of professional, consulting, support and management services. Utilising industry standard practices such as ITIL and Prince2, our highly qualified consultants work across all industry sectors with a broad range of organisations - from multi-national organisations, to smaller specialised businesses - designing and delivering complex projects on time and on budget.

Our highly skilled and experienced consultants demonstrate thought leadership and share best practices, to ensure we deliver real and lasting results. Our collaborative approach builds trust and emphasises team work. We care about results and pragmatically drive change.

We offer 24x7x365 global coverage for maintenance, support and managed services, through our Secure Operations Centre (SOC), manned by a team of experienced, multi-lingual engineers that handle first, second and third line calls through to resolution. From break-fix contracts, to Remote Infrastructure Management (RIM) and fully managed, on-site residency services, MTI offers proactive monitoring, analysis, management and reporting through flexible, tailored contracts to meet service level requirements.

Client and partner care are of paramount importance and our team of committed, capable, highly motivated people, care about the relationships we build, are committed to service excellence and continuous improvement, exceeding expectation wherever possible. We believe this is the primary reason our clients and partners would recommend MTI to others.

MTI VSPEX

MTI has developed an open, reference architecture with Cisco, EMC and VMware, that addresses complete compute, network, storage and virtualisation requirements for the datacentre. MTI VSPEX accelerates IT transformation and offers a cloud-ready, tailored, agile platform to meet business challenges and deliver the highest levels of application availability, optimised performance, protection, compliance and capacity efficiencies. A pre-validated reference architecture for the virtualised datacentre, MTI VSPEX minimises risk and decreases time to deployment.



MANAGED SERVICES OVERVIEW

THE INCREASING COMPLEXITY OF IT ENVIRONMENTS MEANS THAT MORE AND MORE ORGANISATIONS ARE TURNING TO MANAGED SERVICES TO KEEP PACE WITH RAPIDLY CHANGING BUSINESS REQUIREMENTS

Utilising a managed service enables organisations to deploy new technologies more quickly, focus on strategic activities, remain agile and reduce business risk

SLEEP TIGHT, EVERY NIGHT

MTI's Managed Services practice delivers a comprehensive range of remote infrastructure support, monitoring & management solutions, to empower businesses to become more responsive to dynamic IT requirements.

Backed by unrivalled knowledge and expertise of datacentre technologies and security solutions, MTI's Managed Services portfolio encompasses Remote Infrastructure Management (RIM), Cloud Services (XaaS), Security-as-a-Service (SECaaS) and a range of professional, consulting and assessment services. Our highly-qualified teams provide a true end-to-end service - including design, implementation, operation and support - enabling our clients to use IT resources more effectively and to focus on the road ahead.

MTI offers four different levels of service within its managed services portfolio – monitor, analyse,

manage and complete. Our customers can be assured that we deliver services against a globally recognised set of industry standards (ITIL & Prince 2), processes & governance at all four levels.

All service levels are available 24 hours per day, 7 days per week, 365 days per year, or on a flexible, tailored contract basis according to client requirements.

	MONITOR	Provides intelligent, proactive monitoring and alerting related to IT Architecture issues, includes event and escalation management. Customer retains responsibility for IT management
	ANALYSE	Provides intelligent, proactive monitoring and alerting, plus capacity & performance management, with aligned continual service improvement. In addition to event and escalation management, alerts will be analysed and specific courses of action recommended for resolution. Includes reporting and on-going service delivery management
	MANAGE	Provides a managed service, includes monitor, plus analyse, plus full operations management to include incident, problem and change management, root cause analysis, availability management, service request execution, provisioning and performance impact analysis. IT Issues are addressed either remotely or on-site, as required
	COMPLETE	Provides a fully managed service, includes monitor, plus analyse, plus manage and dedicated on-site resource

CLOUD - PUBLIC, PRIVATE & HYBRID

MTI offers an extensive portfolio of solutions and services, for the corporate datacentre (private cloud), hosted (public cloud) or hybrid cloud environments, with flexible, tailored, global contracts, underpinned by 24x7x365 proactive support, to meet capex, opex or utility based requirements. All service offerings are built on enterprise-class platforms, using open reference architectures. Our portfolio includes Remote Infrastructure Management (RIM) and a variety of Everything-as-a-Service (XaaS), complemented by a range of professional, consulting and assessment services such as IT Transformation and Cloud Readiness Assessment (CRA).

REMOTE INFRASTRUCTURE MANAGEMENT

A Remote Infrastructure Management (RIM) service offers a flexible contract framework to provide proactive monitoring, analysis and management of physical and virtual infrastructure, digital IT assets, environment and service processes (ITIL). Specifically designed to deliver operational efficiencies, continual process improvement and mitigation of risk, MTI's Remote Infrastructure Management (RIM) offers peace of mind and provides a client with the information needed to make informed decisions, to ensure IT service availability, lowering the risk of IT failures and service outages.

Whether it's to help identify performance gaps, or proactively identify potential issues to avoid service downtime, organisations are looking towards managed services to help simplify and improve their IT infrastructure management and reduce on-going operational cost.

Leaving an organisation safe in the knowledge that day-to-day services are running at optimum levels, MTI's Remote Infrastructure Management (RIM) frees IT teams to focus on more valuable and strategic tasks for the business.

CLOUD SERVICES (XaaS)

MTI's Everything-as-a-Service portfolio includes an extensive range of global services such as Archive-as-a-Service (AaaS), Backup-as-a-Service (BaaS), Compute-as-a-Service, (CaaS), Desktop-as-a-Service (DaaS), Disaster-Recovery-as-a-Service (DRaaS), Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) and Storage-as-a-Service (STaaS). With over 25 years of experience in the design, implementation, service transition, support and management of secure cloud environments, MTI works with clients to understand business, technical, operational, service and commercial requirements, goals and objectives, to establish a short, medium and long term plan to ensure the right strategic decisions and investments are made.

SECURITY-AS-A-SERVICE (SECaaS)

MTI has an extensive portfolio of security solutions and services including application and infrastructure protection, web applications, network, security, CHECK and CREST penetration testing, IT health checks, testing services, firewall and security control application management, Tiger team, Citrix, VMware, PDA, wireless and physical security assessments and forensic audits. MTI offers Testing-as-a-Service (TaaS) and Compliance-In-The-Cloud and is rapidly developing other security offerings 'as-a-Service'.

CLOUD READINESS ASSESSMENT (CRA)

MTI's Cloud Readiness Assessment (CRA) provides clarity on how to start the journey to the cloud, to become a cloud-enabled organisation.

Through a comprehensive assessment and discovery service, MTI will help to determine the key challenges that need to be overcome, identify immediate business, technical, operational, service and security goals and objectives and resource requirements, to establish a plan that will underpin the next stage of business transformation and provide strong return on investment (ROI).

SECURITY OVERVIEW

CYBER CRIME AFFECTS ORGANISATIONS OF ALL SHAPES AND SIZES. WITH CYBER CRIMINALS' METHODS OF COMPROMISING VALUABLE INFORMATION CONTINUING TO EVOLVE, SECURITY IS NOW MORE IMPORTANT THAN EVER BEFORE

With agile cyber security defences and information assurance, organisations can be protected against security breaches and the reputational, financial and regulatory penalties that follow

THE FIFTH EMERGENCY SERVICE

The MTI Security practice focuses on securing corporate data, delivering technical controls and services to thousands of clients, protecting millions of users, addressing every aspect of information security. Through the MTI Security Practice clients and partners can be assured that their data is secure.

In an ever-changing, dynamic market, where competition is high and regulations continue to become more complex and stringent, the security threats of yesterday are still as real and valid today, but the landscape has shifted, with threats becoming even more complex and aggressive. With the introduction of the Cloud, remote working, organised crime and viruses morphing into malware, the challenges facing IT and security professionals continue to grow exponentially. IT security had previously been defined by three words: confidentiality, integrity and availability. Now IT Security professionals also need to focus on compliance, risk and policy. The experienced MTI Security consultants work collaboratively to provide holistic,

tailored solutions and services. They deliver comprehensive CHECK and CREST penetration testing and IT Health Checks to clients in all market sectors. Assessments can be tailored to various compliance standards, including PSN CoCo, ISO 27001, Data Protection Act (DPA), eGaming and N3 NHS IGSoC. Assessments also include remediation and re-testing to ensure organisations achieve and maintain compliance quickly and efficiently.

MTI maintains ISO 27001, ISO 9001 and ISO 17025 for Vulnerability and Penetration Testing for Danish Gambling Authority certifications.

 INFORMATION RISK MANAGEMENT ISO 27001, Data Protection Act, Policy Development & Delivery				
 SECURITY TESTING SERVICES Penetration Testing, Client-Side Exploitation, Social Engineering, Incident Response, Forensic Investigation, Tablet & Mobile Device Testing, Web & Citrix Application Testing, and (PSN) IT Health Checks				
PROTECTION Firewalls & Remote Access Intrusion & Prevention DDoS System/Device Protection Network Access Control Web & Database	APPLICATION DELIVERY WAN Optimisation Load Balancing Datacentre	CONTENT MANAGEMENT Secure Web Browsing Email Management Data Loss Prevention Forensics Sandboxing	IDENTITY & ACCESS Strong Authentication Access Control Audit	SECURITY OPERATIONS Vulnerability & Patching, Configuration Management Security Information & Event Management Governance, Risk & Compliance
   MANAGED, TECHNICAL & PROFESSIONAL SERVICES Design, Implementation & Deployment, Planning, Project management, Training and Knowledge Transfer				
 				

SECURITY TESTING SERVICES

Security testing ensures that vulnerabilities in working practices, mobile devices, applications, servers and infrastructure hosts are identified and assessed by trusted and experienced consultants. This enables risks to be qualified, ranked and addressed in priority order, before they are exploited by malicious external or internal attacks.

The MTI Security Testing practice has over a decade of experience in conducting extensive CHECK and CREST style penetration tests, across a wide variety of host and client environments. Applying stringent, innovative testing methodologies meets the highest levels of security assurance requirements.

SERVICE LISTING

The MTI security cleared and highly skilled testing team has developed and continues to evolve many bespoke penetration testing (and ethical hacking) methodologies. Popular assessments include:

- iPhone/iPad/Android/Blackberry testing
- Social engineering
- Phishing & client-side exploitation
- Domain compromise
- Forensic investigation & incident response (CIH)
- PSN IT Health Checks
- Internal & external penetration testing (OWASP)
- Wireless security testing
- Cloud & virtual environment assessments
- Citrix Break-out testing
- VoIP infrastructure testing
- Windows, Linux & Solaris hardening reviews
- Network infrastructure reviews

SECURITY CONSULTING SERVICES

The MTI Security Services portfolio covers the complete spectrum of security consulting to include; ISO 27001, Data Protection Act and general security advice. We utilise industry standards, frameworks and best practices, to ensure appropriate information assurance is achieved. We are able to provide support through initial review, to a full update of all corporate security policies. In an ever-changing, dynamic market, where regulations continue to become more complex and stringent, we also provide guidance to our clients, to understand and comply with the specific laws and regulations that are relevant to their industry.



SERVICES OVERVIEW

DELIVERING VALUE THROUGH PEOPLE, SOLUTIONS & SERVICES...

SERVICES FACTS & FIGURES

- Over 25 years of experience
- Over 2,600 contracts and 1,800 clients
- Over 200+ net new service clients in 2013
- 6,634 consulting days spent delivering client and partner projects in 2013
- Client satisfaction excellence with average score of 98%
- Client retention rate of over 98%
- 24x7x365 global coverage through our Secure Operations Centre (SOC)
- 99% of 13,436 helpdesk tickets addressed within SLA response times
- Average response time for managed services calls less than five minutes
- Average response time for maintenance and support calls less than 11 minutes

SERVICE PORTFOLIO

- Archive-as-a-Service (AaaS)
- Backup-as-a-Service (BaaS)
- Cloud Services (Private, Public, Hybrid)
- Desktop-as-a-Service (DaaS)
- Disaster Recovery-as-a-Service (DRaaS)
- Infrastructure-as-a-Service (IaaS)
- Remote Infrastructure Management (RIM)
- Security-as-a-Service (SECaaS)
- Storage-as-a-Service (STaaS)
- Testing-as-a-Service (TaaS)

PROFESSIONAL & CONSULTING SERVICES

- Assessment & Discovery Services
- Audit & ISO Services
- Design & Implementation Services
- Information Protection Services
- IT Transformation Services
- Migration Services
- Optimisation & Validation Services
- Penetration & Application Testing Services
- Planning & Project Management Services
- Regulatory Compliance, Policy & Process Services
- Residency
- Security & Risk Management Services
- Training & knowledge transfer services





MANAGING DATA
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CONTACT MTI

MTI - GLOBAL SOLUTIONS AND SERVICES PROVIDER
DATACENTRE - MANAGED SERVICES - SECURITY
TO FIND OUT MORE, PLEASE VISIT MTI.COM

CALL US ON +44 (0)1483 520 200
EMAIL US AT UKINFO@MTI.COM