

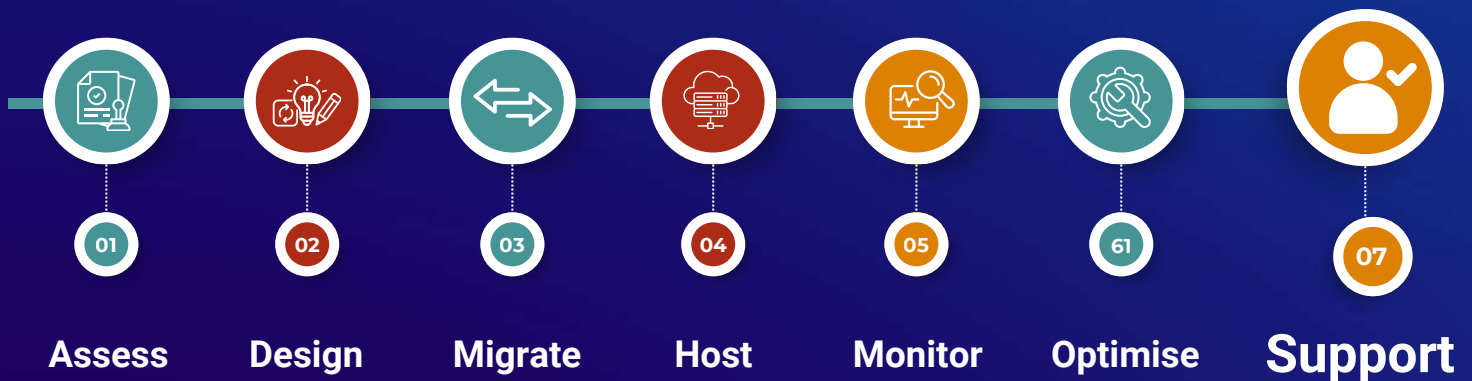
End-to-end IT infrastructure and managed services

Helping organisations build, secure and manage reliable IT environments through practical consultancy, managed services and ongoing support.

One partner across your IT environment

Managing IT infrastructure involves more than keeping servers running or responding when something goes wrong. Organisations need secure systems, reliable access to data, clear operational visibility and support that can adapt as their requirements change. Platned provides IT infrastructure and managed services across the full technology lifecycle. We help customers assess their current environment, plan improvements, complete migrations and manage their infrastructure over the long term. Our specialists work across cloud, on-premises and hybrid environments, bringing infrastructure, hosting, databases, Microsoft services, cybersecurity and user support together through one experienced partner.

How we support your IT environment



Our approach is based on understanding how your organisation operates, where the risks are and what your technology needs to support. This allows us to recommend practical improvements without introducing unnecessary complexity.

Why organisations choose Platned

IT services built around your business

Technology decisions should be based on what an organisation needs to achieve, not on a preference for a particular platform or product.

Platned works with customers to understand their current systems, operational priorities, security requirements and plans for growth. We then help them design and manage an IT environment that supports those needs.



Strategic IT consultancy

Our consultants assess your existing environment and identify where technology, security or support improvements are required.

Recommendations are shaped around business priorities, budgets and operational risks.

This can include infrastructure roadmaps, cloud planning, technology investment decisions, capacity requirements and security improvements.



End-to-end project delivery.

IT projects often involve several suppliers, platforms and internal teams. Platned can manage the complete delivery process, from discovery and planning through to implementation, testing and handover.

A coordinated approach helps reduce disruption, clarify responsibilities and keep technical decisions aligned with the original business requirements.



Proactive management

Effective IT support should address emerging problems before users or operations are affected.

Platned monitors system health, performance, backups, security and capacity. Automated alerts and regular reviews help our specialists identify risks early and take action before they become more serious.



Security and resilience

Security is considered throughout the design, migration and management of an IT environment. This includes identity and access controls, endpoint protection, email security, network security, vulnerability management, backup and disaster recovery.



Long-term support

Once a project is complete, Platned can continue to manage, monitor and improve the environment. Customers gain access to experienced specialists without needing to build every technical capability internally. Support can cover individual services or the wider IT environment, depending on the customer's requirements.

Credentials and experience

Experience you can rely on

Platned combines technical knowledge with experience supporting organisations across different industries, locations and IT environments.

Our global delivery capability enables us to provide consultancy, project delivery and ongoing support to customers operating across multiple regions.



Platned capabilities

Experienced cloud, infrastructure, database and cybersecurity specialists.

Global delivery and support capability.

Support for cloud, on-premises and hybrid environments.

Experience working with enterprise and business-critical systems.

Proactive monitoring and managed services.

Support for Microsoft Azure, AWS and Microsoft 365.

Practical consultancy based on operational requirements.

Security, resilience and business continuity support.

Certifications and partnerships

This section can feature Platned's confirmed:

ISO certifications.

Microsoft accreditations.

Cybersecurity certifications.

Industry partnerships.

Other relevant credentials.



Cloud and infrastructure services

Reliable infrastructure, wherever it is hosted

Your infrastructure needs to remain secure, available and able to support changing workloads. Platned helps organisations design, implement and manage infrastructure across on-premises, cloud and hybrid environments.

Rather than treating servers, networks, storage and cloud services as separate areas, we consider how the complete environment works together.



Infrastructure management

Platned supports the technology that underpins day-to-day operations, including:

- Windows and Linux servers.
- Physical and virtualised environments.
- VMware and Hyper-V.
- Networks, routers, switches and wireless access points.
- Firewalls and secure remote access.
- Storage and data protection.
- Cloud and on-premises infrastructure.
- Hybrid environments.

Our services can include installation, configuration, maintenance, troubleshooting and ongoing optimisation.



Cloud services

Platned helps customers plan, implement and manage cloud services based on their operational, security and commercial requirements.

Our capabilities include:

- Microsoft Azure.
- Amazon Web Services.
- Hybrid cloud environments.
- Cloud infrastructure management.
- Cloud governance.
- Cost and resource optimisation.
- Application and data migration.
- Security configuration.
- Performance and capacity management.



Managed infrastructure services

Ongoing management helps keep infrastructure secure, supported and fit for purpose. Platned can provide:

- Proactive monitoring.
- Patch and update management.
- Performance optimisation.
- Capacity planning.
- Infrastructure support.
- Backup monitoring.
- Security maintenance.
- Technology lifecycle management.

This gives internal IT teams access to additional expertise and helps reduce the time spent on routine administration and issue resolution.

Hosting services

Hosting backed by ongoing management

Hosting is not only about where systems and data are located. The infrastructure must be monitored, protected, maintained and able to recover when disruption occurs. Platned provides managed hosting services for organisations that need reliable infrastructure without the burden of managing every element internally. Our hosting services can include:

- ▶ Private cloud hosting.
- ▶ Public cloud hosting.
- ▶ Hybrid hosting.
- ▶ Infrastructure management.
- ▶ Platform monitoring.
- ▶ High-availability configurations.
- ▶ Backup and recovery.
- ▶ Disaster recovery.
- ▶ Business continuity planning.
- ▶ Performance and capacity optimisation.
- ▶ Security and patch management.
- ▶ Ongoing technical support.



We work with customers to determine the most appropriate hosting model based on their applications, data, security requirements, availability targets and future plans. The result is a managed environment supported by specialists who understand both the infrastructure and the operational requirements it serves.

Migration services

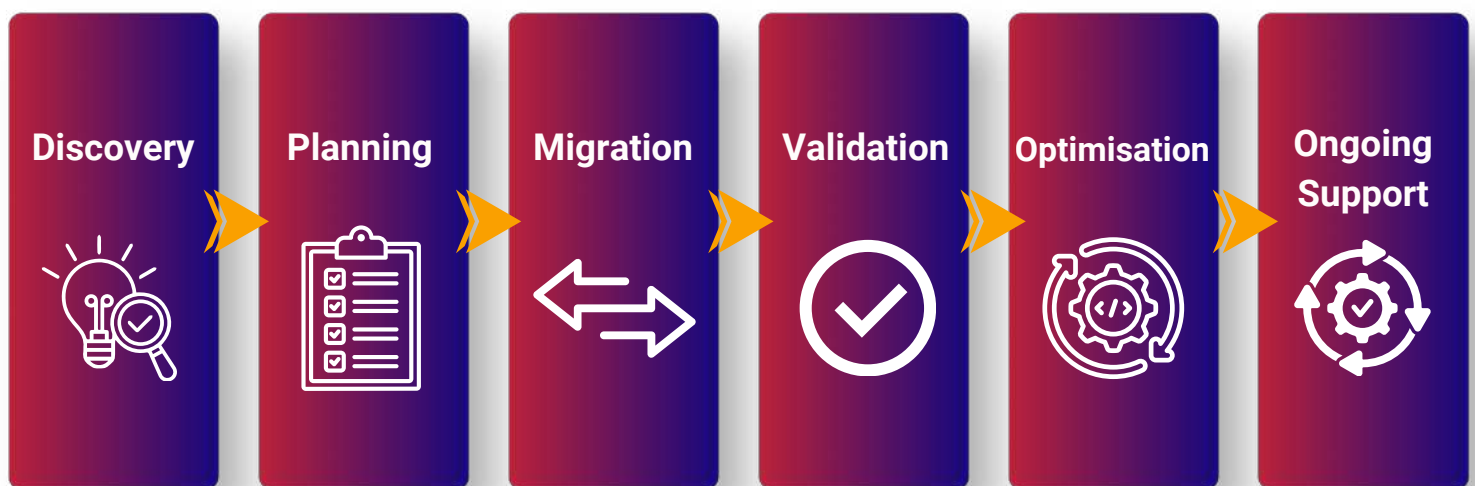
Plan and complete migrations with less disruption

Infrastructure and cloud migrations can create unnecessary risk when dependencies, data volumes, security requirements or business processes are not fully understood. Platned provides structured migration services covering planning, technical delivery, testing and ongoing support. We begin by assessing the existing environment, identifying dependencies and agreeing how the migration will be completed.

Migration services include

- Cloud migration.
- Infrastructure migration.
- Server migration.
- Application migration.
- Database migration.
- Microsoft 365 migration.
- Email migration.
- Data migration.
- Hybrid environment migration.

Our migration approach



Validation is completed before the environment is handed over. This helps confirm that data, applications, access controls, integrations and operational processes are working as expected.

Once the migration is complete, Platned can continue to monitor, support and optimise the new environment.

Monitoring and operational visibility

See what is happening across your environment

IT teams need clear information about system health, performance, security and capacity. Without that visibility, issues may only become apparent once users or business operations are affected.

Platned provides monitoring across key parts of the IT environment, helping customers understand current performance and identify emerging risks.

Monitoring can cover

- ✓ Infrastructure monitoring.
- ✓ Server health and performance.
- ✓ Database health.
- ✓ Network performance.
- ✓ Applications and services.
- ✓ Security events.
- ✓ Backup status.
- ✓ Storage and capacity.
- ✓ Cloud resources.
- ✓ Service-level performance.

Clear information for technical teams and business leaders

Real-time dashboards and automated alerts give technical teams the information they need to investigate and address issues quickly.

Trend analysis can identify recurring problems, gradual performance changes and potential capacity constraints. Regular reporting also gives business and IT leaders a clearer understanding of service performance, availability and areas requiring investment.

This approach helps move IT support away from repeated firefighting and towards earlier, better-informed action.

Database services

Protect the data your organisation depends on

Databases support many of the applications and services organisations rely on every day. Poor performance, failed backups or security weaknesses can affect users, reporting and wider business operations.

Platned provides database services that help customers maintain performance, availability and data protection.

Our database capabilities include:

- Database administration.
- Installation and configuration.
- Performance monitoring.
- Performance tuning.
- Health checks.
- Backup and recovery.
- Disaster recovery planning.
- Security management.
- Access control.
- Upgrades and patching.
- Capacity planning.
- Troubleshooting.
- Ongoing support.

We can provide support for a specific database requirement or include database management within a wider infrastructure and managed services agreement.

Regular monitoring and maintenance help identify performance problems, backup failures and capacity risks before they cause more serious disruption.

Cybersecurity services

Practical protection across your IT environment

Cybersecurity cannot be managed through a single product. Organisations need controls that protect users, devices, data, email, networks and cloud services, alongside clear plans for detecting and responding to threats.

Platned brings these areas together through a practical approach covering protection, detection and response.



Protect

We help customers reduce exposure through services and controls including:

- Microsoft Defender for Office 365.
- Microsoft Defender for Cloud.
- Microsoft Defender for Endpoint.
- Email security and protection.
- Endpoint detection and response.
- Extended detection and response.
- Multi-factor authentication.
- Data loss prevention.
- Encryption.
- Secure remote access.
- SASE and zero-trust network access.
- Security awareness training.



Detect

Regular monitoring and assessment can identify weaknesses before they are exploited. Services include:

- Vulnerability management.
- Vulnerability assessments.
- Penetration testing.
- Threat monitoring.
- Endpoint monitoring.
- Security assessments.
- Security configuration reviews.



Respond

Where an incident occurs, a planned response can reduce disruption and support a faster recovery.

Planned can help with:

- Incident response planning.
- Backup and recovery.
- Disaster recovery.
- Business continuity planning.
- Security remediation.
- Compliance support.
- Cyber Essentials and Cyber Essentials Plus preparation.

Microsoft workplace services

Manage the Microsoft services your teams use every day

Microsoft 365 now supports communication, collaboration, document management, device control, automation and security across many organisations.

Platned helps customers configure, migrate, secure and manage their Microsoft environment so that users can work effectively without placing unnecessary pressure on internal IT teams.

Microsoft workplace services

- Microsoft 365 consultancy and assessment.
- Exchange Online.
- SharePoint.
- Microsoft Teams.
- Microsoft Intune.
- Microsoft Power Platform.
- Email and data migration.
- User and device management.
- Identity and access management.
- Security and compliance configuration.
- Backup and recovery.
- Licensing and cost optimisation.
- Governance.
- User training and adoption.
- Integration with other business systems.
- Ongoing support and maintenance.



We can also develop workflows and tailored solutions using SharePoint and Microsoft Power Platform, helping organisations simplify repetitive processes and connect Microsoft 365 with other systems.

Customer success

Support that works as part of your team

Platned works closely with customers to understand their environment, operational priorities and internal capabilities. Our aim is to provide support that complements the internal IT team and gives the organisation access to the specialist knowledge it needs.



Platned became an extension of our internal IT team, providing proactive support that improved system reliability and reduced operational overhead.

Global Manufacturing Organisation



The migration was well planned, professionally delivered and completed with minimal disruption to our business.

Energy & Utilities Company



The visibility we now have across our infrastructure allows us to resolve issues before they affect our users.

Construction & Engineering Organisation

Why partner with Platned?

One partner for every stage of your IT journey

IT environments continue to change as organisations adopt cloud services, strengthen security and respond to new operational requirements. Managing that change can be difficult when responsibility is divided across multiple suppliers.

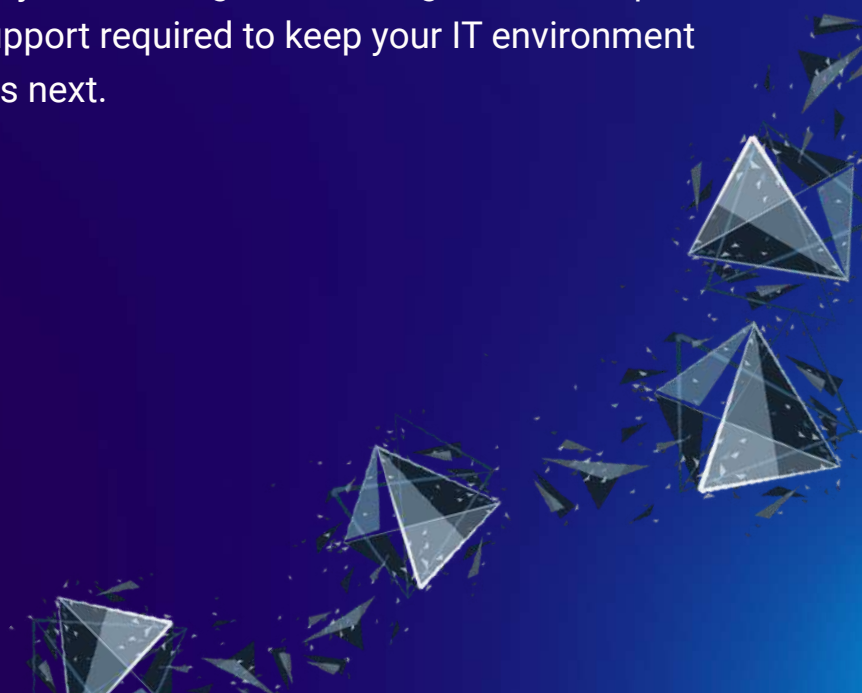
Platned provides a single point of support across infrastructure, cloud, hosting, migration, databases, Microsoft services and cybersecurity.

We can help you understand your current environment, plan the right improvements and complete projects with clear ownership. Once those projects are complete, our specialists can continue to monitor, manage and optimise the environment.

With Platned, you gain:

- Practical advice based on your operational requirements.
- Access to experienced technical specialists.
- Support across cloud, on-premises and hybrid environments.
- Proactive monitoring and maintenance.
- Greater visibility across infrastructure and service performance.
- A coordinated approach to security, resilience and recovery.
- Ongoing support that can adapt as your organisation changes.

Whether you need help with a specific project or a long-term managed services partner, Platned can provide the expertise and support required to keep your IT environment secure, reliable and ready for what comes next.



Talk to Platned about your IT environment

Whether you are planning a migration, reviewing your cybersecurity, moving to the cloud or looking for ongoing infrastructure support, our specialists can help you identify the right next step.



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