



CONSULTANCY · CLOUD · HOSTING · SECURITY



IT Infrastructure and Managed Services



Platform-Independent by design
Whatever your business runs on.



2026

SUMMARY

Cloud, hosting, migration, security
and managed services

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TABLE OF CONTENTS

- 03 What we do
- 04 Why organisations choose Platned
- 05 Cloud and infrastructure
- 06 Hosting and managed services
- 07 Migration services
- 08 Cybersecurity services
- 09 Monitoring and visibility
- 10 Database and Microsoft services
- 11 Why partner with Platned
- 12 Talk to us

AT A GLANCE

Six offices worldwide

Azure, AWS and Microsoft 365 supported

ISO 27001:2022 information security certified

JOSCAR-AU defence supply chain registered

Infrastructure You Cannot Afford To Lose

Platned designs, migrates, hosts, secures, monitors and supports the platform your business runs on, whatever runs on top of it. This document sets out each of those services, who they suit, and what an engagement looks like in practice.

Where To Start

If you are weighing up a partner, begin with what we do and why organisations choose us. If you already know what you need, cloud, hosting, migration, security, monitoring, databases or Microsoft 365, go straight to that section.



Platform-independent by design. Whatever your business runs on, we keep the platform underneath it secure, available and supported.

Who This Is For

- Organisations running business-critical systems with a small internal IT team
- IT leaders who want one accountable partner, not four suppliers
- Businesses moving to cloud or hybrid who want the move done once, properly
- Teams carrying infrastructure risk they have no capacity to reduce



One Partner For The Platform Beneath Your Business

Most organisations do not have an infrastructure problem in isolation. They have systems that must stay available, a security posture that has to survive scrutiny, and an internal team already fully committed.

Platned takes on the platform underneath, servers, cloud, databases, network and security, so your people stay focused on the business, not the plumbing beneath it. We are not tied to one application vendor: we support Azure, AWS, on-premises and hybrid, whichever runs on top.

Seven Stages, One Accountable Team

Infrastructure work rarely arrives as a single clean project. An assessment turns into a migration, the migration into a hosting arrangement, and that needs monitoring behind it. We cover the full lifecycle, so the team that assessed your environment is the team still supporting it three years later.



Responsibilities are written down before work starts. Our approach is based on understanding how your organisation operates, where the risks are and what your technology needs to support, so we can recommend practical improvements without introducing unnecessary complexity.

Strategic IT Consultancy

Consultants assess the existing environment and identify where technology, security or support needs to improve, shaped around business priorities, budget and operational risk including infrastructure roadmaps, cloud planning, capacity and investment decisions.

End-To-End Project Delivery

Projects usually involve several suppliers, platforms and internal teams. Platned can run the whole delivery from discovery, planning, implementation, testing and handover to reducing disruption and keeping decisions tied to the business requirement.

Why Organisations Choose Platned

Technology decisions should be driven by what the organisation needs to achieve, not by a supplier's preference for a particular platform or product.

6

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01

Platform-Independent By Design

We support the infrastructure under any major business application. Recommendations follow your operational priorities, not a product we need to sell.

02

One Accountable Partner

Infrastructure, hosting, databases, Microsoft services, security and user support under a single agreement, with one escalation route.

03

Global Delivery Capability

Offices in the UK, USA, UAE, Australia, Denmark and Sri Lanka, providing consultancy, project delivery and ongoing support to customers across multiple regions.

04

Certified And Independently Assessed

ISO 27001:2022 certified and JOSCAR-AU registered. We hold our own operations to the standards we recommend to you.

05

Built For Business-Critical Systems

Experience running environments where an hour of downtime carries an immediate operational and financial cost.

06

Proactive, Not Reactive

Monitoring, patching and capacity review are part of the service, so most issues are handled before they reach your users.

Cloud and Infrastructure Services

Reliable Infrastructure, Wherever It Is Hosted

Your infrastructure has to stay secure, available and able to absorb changing workloads. Rather than treating servers, networks, storage and cloud as separate problems, we design and manage the environment as one system, because that is how it fails.



Infrastructure Management

- Windows and Linux server estates
- Physical, virtualised and containerised workloads
- VMware and Hyper-V
- Networks, routing, switching and wireless
- Firewalls and secure remote access
- Storage, backup and data protection

Cloud Services

- Microsoft Azure and Amazon Web Services
- Landing zone and architecture design
- Cloud governance and policy
- Cost and resource optimisation
- Application and data migration
- Security configuration and hardening

Cost and Resource Optimisation

Cloud cost is shaped by sizing, reserved capacity, storage tiering and unused resources. These are reviewed as part of cloud governance and cloud infrastructure management, alongside performance and capacity management.

Hosting and Managed Services

Hosting is half of it. The other half is who runs it.

Where a system is hosted matters far less than whether it is monitored, patched, backed up and genuinely recoverable. Platned provides managed hosting for organisations that need dependable infrastructure without building and retaining every specialism internally.



Hosting Models

- Private cloud hosting
- Public cloud hosting
- Hybrid hosting
- High-availability configurations
- Disaster recovery environments

What Comes With It

- Platform and infrastructure monitoring
- Patch and update management
- Backup, recovery and disaster recovery
- Business continuity planning
- Performance and capacity optimisation
- Security and vulnerability management
- Technology lifecycle management
- Ongoing technical support

Choosing The Right Hosting Model

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.

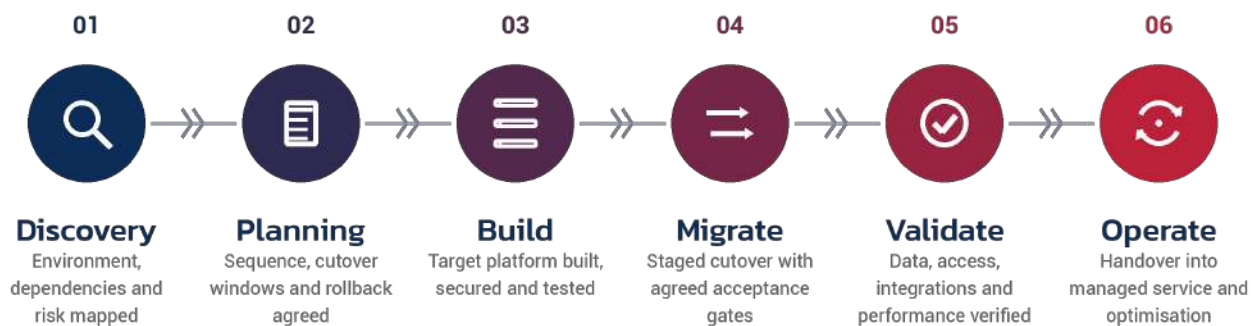
Backup, Recovery And Continuity

Backup and recovery, disaster recovery and business continuity planning are included in the managed hosting service, alongside high-availability configurations and platform monitoring.

Migration Services

Plan And Complete Migrations With Less Disruption

Migrations create risk when dependencies, data volumes, integrations or security requirements are only partly understood. We reduce that risk by doing discovery properly, agreeing cutover and rollback in advance, and validating the result before sign-off.



What We Migrate

- Cloud and data centre migration
- Server and infrastructure migration
- Application migration
- Database migration
- Microsoft 365 and email migration
- Data migration and consolidation
- Hybrid environment migration
- Platform and OS version upgrades

Risks We Design Out Early

- Undocumented integrations found at cutover
- Licensing that does not transfer
- Data volumes that make the window unrealistic
- Access models that do not map cleanly across
- No tested rollback if acceptance fails
- Performance never validated under real load



Validation is completed before handover and covers data integrity, access controls, integrations and performance against acceptance criteria agreed in advance. Once the migration is complete, the same team can continue to monitor, support and optimise the new environment.

Cybersecurity Services

Practical Protection Across Your IT Environment

Security cannot be delivered through a single product. Organisations need controls covering users, devices, data, email, networks and cloud services, together with a tested plan for detecting and responding to incidents – brought together as one approach, not a stack of disconnected tools.

Protect

Reduce the attack surface

- Microsoft Defender for Office 365, Cloud and Endpoint
- Endpoint and extended detection (EDR / XDR)
- Multi-factor authentication and identity
- Email security and secure remote access
- Data loss prevention and encryption
- SASE and zero-trust network access
- Security awareness training

Detect

Find weakness early

- Vulnerability management and assessments
- Penetration testing
- Threat and endpoint monitoring
- Security assessments
- Security configuration reviews
- Patch compliance

Respond

Contain and recover fast

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

Security Is Also A Supplier Question

If we manage your infrastructure, we become part of your attack surface and your supply chain risk. We are ISO 27001:2022 certified and JOSCAR-AU registered, and security is considered throughout the design, migration and management of every environment we run.

Monitoring and Operational Visibility

See What Is Happening Before Your Users Do

Without visibility, problems surface only once users or operations are already affected. We monitor the parts of the environment that matter and turn that data into something both technical teams and business leaders can act on.



What We Monitor

- Infrastructure and server health
- Performance and capacity
- Database health and query load
- Network performance and availability
- Applications and services
- Security events and anomalies
- Backup status and success rates
- Storage and capacity trends
- Cloud resource consumption
- Service-level performance

For Technical Teams

Real-time dashboards and automated alerts give your engineers what they need to investigate quickly – with context attached, rather than a raw alarm and a guess.

For Business Leaders

Trend analysis identifies recurring problems, gradual performance decline and approaching capacity limits, so investment decisions rest on evidence.

What You Receive, And When

- Live dashboards, available to your team continuously
- Automated alerting against agreed thresholds
- Monthly service report covering availability and incidents
- Capacity and trend commentary, not just charts
- Quarterly review of risks and recommended investment
- Post-incident reviews for any Priority 1 event



Database and Microsoft Workplace Services

Protect The Data Your Organisation Depends On

Databases sit under most of the applications your organisation relies on daily. Poor performance, a failed backup or weak access control affects users, reporting and operations at the same time.

- Database administration
- Installation and configuration
- Performance monitoring and tuning
- Health checks and remediation
- Backup, recovery and DR planning
- Security and access control
- Upgrades and patching
- Capacity planning
- Root cause analysis
- Ongoing specialist support

Database management can be bought as a standalone service or included within a wider infrastructure and managed services agreement.

Manage The Microsoft Tools Your Teams Use Every Day

Microsoft 365 now carries communication, collaboration, document management, device control and a significant part of most organisations' security posture. We configure, migrate, secure and manage that environment.

- Microsoft 365 consultancy and assessment
- Exchange Online, SharePoint and Teams
- Microsoft Intune and device management
- Identity and access management
- Security and compliance configuration
- Email and data migration
- Backup and recovery
- Licensing and cost optimisation
- Governance and lifecycle policy
- Integration with other business systems

We also build workflows and tailored solutions using SharePoint and the Microsoft Power Platform, connecting Microsoft 365 to the other systems your business runs on.



Why Partner With Platned?

One Partner For Every Stage Of Your IT Journey

IT environments keep changing as organisations adopt cloud services, strengthen security and respond to new requirements. Managing that change is difficult when responsibility is divided across suppliers.

Platned provides a single point of support across infrastructure, cloud, hosting, migration, databases, Microsoft services and cybersecurity helping you understand your environment, plan the right improvements and complete projects with clear ownership.

With Platned, you gain

- Practical advice based on your requirements
- Access to experienced technical specialists
- Support across cloud, on-premises and hybrid
- Proactive monitoring and maintenance
- Greater visibility across your infrastructure
- A coordinated approach to security and recovery
- Support that adapts as your needs change

Effective support addresses problems before users or operations are affected, so we monitor system health, performance, backups, security and capacity, with regular reviews to identify risks early. After a project completes, Platned can continue to manage, monitor and improve the environment.

Customer Success

MANUFACTURING: UNITED STATES PAC

Analytical instruments for hydrocarbon and petrochemical industries. Part of Indicor, 500+ staff. Platned manages four businesses across 18 locations.

"Platned's monitoring service provides us with a glass box solution. We have direct visibility of the system and access to the tools – something we didn't have with our previous provider."

Stevan Bibby Global IT Infrastructure and Systems Director, PAC

AGRICULTURAL PRODUCTS : EUROPE Sumi Agro Europe

Sumitomo Corporation group. Crop protection and fertilizers in six European countries. Vendor hosting moved to Platned-managed Azure – 99.9% uptime.

"I'll sometimes come in to see an email sent during the previous night, advising me of a successful preventative action that has already been taken."

Kam Saran Group IT Manager, Sumi Agro Europe

MANUFACTURING : UNITED KINGDOM Videndum Production Solutions

Hardware for the motion picture and television industries. 1,900+ employees, eleven countries. Disaster recovery to a 15-minute recovery point.

"We consider Platned as an extension of our in-house ERP team."

Harley Williams Head of Business Systems, Videndum



Talk To Us About Your IT Environment

Whether you are planning a migration, reviewing your security position, moving to cloud or looking for ongoing infrastructure support, we can help you work out the right next step.

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