Managed IT for the Mid Market

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The Acora Vision:
To provide the mid-market with an outstanding customer experience through innovation and great people and become the leading provider of IT services within 4 years.

About Acora

Award-winning IT managed services and business software partner

Acora is a UK-based, award winning IT services and technology partner with over 25 years' experience. We are ranked amongst the top 50 global managed services suppliers.

Financially stable with a strong balance sheet, Acora currently manages contractual revenues of more than £45m and employs over 200 people.

We provide a range of IT support and Microsoft-centric business software and cloud solutions to drive mid-market organisations to modernise their IT so they can compete and win in the digital economy.

210 employees
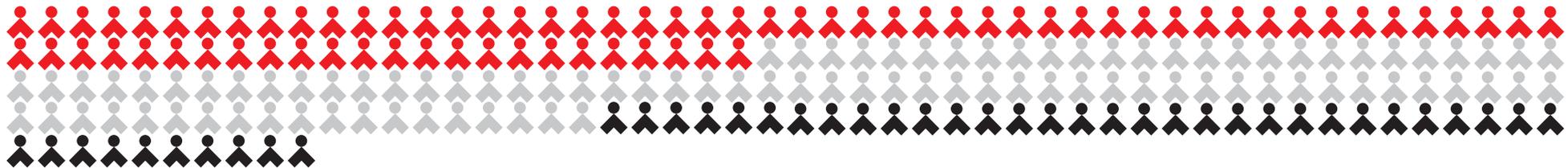
👤 FY2009 to 2011   👤 FY2012 to 2014   👤 FY2015 to 2017
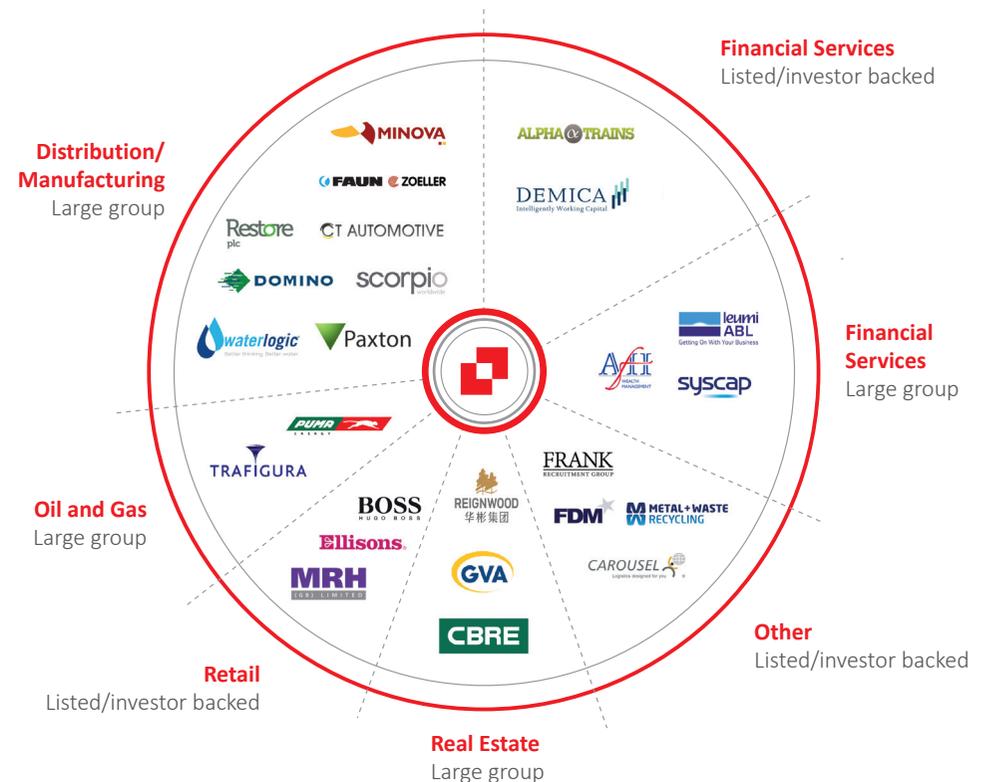
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Our Clients
Established partnerships

More than 200 clients trust Acora to take responsibility for part, or all, of their business IT, from the design and build of complex solutions to the day-to-day management of IT services.

They rely on us to understand what their businesses need and to deliver within budget, security and compliance parameters, so that they can maintain focus on their wider business goals.

Industry expertise
We don't define our clients by industry; we deliver IT solutions across a wide variety of sectors and subsectors.

Distribution/ Manufacturing
Large group

Financial Services
Listed/investor backed

Financial Services
Large group

Oil and Gas
Large group

Other
Listed/investor backed

Retail
Listed/investor backed

Real Estate
Large group

Our Approach
We follow a simple process

Our experience suggests it's not the technology alone that will deliver the return on investment and all the potential benefits to you and your employees. What's crucial is how the technology is designed and implemented, how the migration is managed, how the users are trained and how the users and platform are managed post installation.

Our **Advise**, **Transform** and **Manage** approach helps you navigate your way through the complex technology adoption and management process. The approach is tailored for each client; we can work with you at each step or apply a specific mix to suit your needs.

Advise – recommending the right direction for you
Transform – implementing your solution effectively
Manage – supporting the transformation for you

advise
transform
manage

Our Core Service Offerings
Innovative IT services

Managed Services

Our range of agile IT support services are designed to complement your internal IT provision where and when you need it.

❯ IT infrastructure support
❯ End user support
❯ Tailored IT support

Business Software

A 40 strong team of Microsoft Dynamics specialists and support staff will ensure the full functionality of your chosen application is applied and managed.

❯ Dynamics Business Central
❯ Dynamics 365
❯ SharePoint

Cloud Services

Focusing on the Microsoft cloud portfolio our professional services team can design, consult, deploy and manage your cloud solution, providing Infrastructure-as-a-Service (IaaS) and Software-as-a-Service (SaaS) solutions.

❯ Private cloud
❯ Microsoft Azure
❯ Hybrid cloud

Workspace Services

We can create a modern, secure, flexible workspace for you and successfully manoeuvre you through the adoption challenges.

❯ Office 365
❯ EMS
❯ Windows 10
❯ Microsoft 365

We also offer a range of **IT project services** that can help you, from your first steps into the cloud all the way to resolving complex IT problems. Through our **advisory services** you can also access our team of experienced IT consultants for strategic advice and practical guidance.

Why Choose Acora
IT experts with business knowledge

We employ experienced professionals with proven track records of IT service and project delivery across a broad range of businesses and industries.

Being aware of the commercial importance of IT ensures our teams deliver IT solutions that fully support your business objectives.
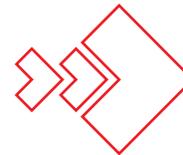
As well as solid IT experience and business acumen, we believe our success is down to a number of other key factors:
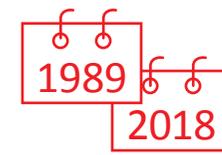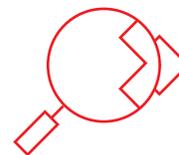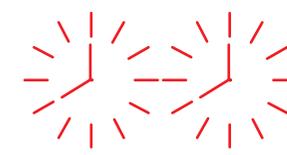
People

Systems

Process

1989
2018

Experience

Market focus

UK 24/7

Vendor partnerships

Mature services

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Frank Recruitment Group
Case Study – Recruitment

FRANK
RECRUITMENT GROUP

Business challenge

Frank Recruitment Group is an award-winning, multi-brand specialist global recruitment firm with over 1000 employees. The internal IT team were struggling to cope with the company's rapid growth. Frank's global CIO knew that the organisation's current systems and environment needed updating to improve agility and create a flexible working environment. Inevitably that meant moving away from on-premise technology and migrating to the cloud.

Acora solution
Acora's initial objective was to transform the company's datacentre environment by overseeing the design and build of the Microsoft Azure solution. Given their experience leveraging IaaS and PaaS, Frank then instructed Acora to carry out the migration too.

The Azure Migration project involved Frank's offices across Europe, US and Australia. The project took 6 months to complete and was delivered within the time and budget parameters set by Frank Recruitment.

Acora now provide ongoing 24/7 management and support of Frank Recruitment's Azure environment.

▟▙ *Through Acora we found a partner who could not only design and build our cloud platform in Azure, but also provide ongoing support of our environment. We now have a fully scalable, modern IT platform which enables us to focus on achieving further international expansion.* ▟▙

Mark Hill – Global CIO, Frank Recruitment Group

Outcomes

Flexible working – Frank Recruitment's global workforce are able to work anywhere and on any device and with increased collaboration

Cost saving – Moving the on-premise infrastructure over to Azure has meant retiring some traditional on premises infrastructure and software tools

High availability and global scalability – Moving to the cloud has enabled Frank Recruitment's IT department to scale much more easily across their global footprint

Improved security & compliance – Frank Recruitment's environment is safeguarded with tools and technologies from a world leader in IaaS security

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Alpha Trains
Case Study – Financial Services

Business challenge

Alpha Trains was sold to a consortium to maximise on core specialisms, but this created fragmented IT systems. This period of change and expansion into Europe, meant that the company needed a strategic assessment of its IT architecture, operating model and in-house IT service quickly.

Acora solution

A full strategic assessment – Acora undertook an assessment of IT services, IT architecture and operating model and the outsourced/in-house IT service.

Fully outsourced to Acora – Acora helped at a crucial time and created a robust and agile IT infrastructure and an outsourced IT help-desk.

Going continental – Acora moved Alpha Trains' UK resource to its European office with enhanced connectivity, virtualised desktops, improved disaster recovery capabilities, and an upgraded core financial platform.

Mobile working – Acora developed Alpha Trains' mobile working solutions by piloting tablet and mobile devices, while also enhancing the business's online project management and strategic data management capabilities.

Acora instil trust; the services they deliver are appropriate for our needs. They have been able to flex to the changing needs of our business and allow us to focus on our core business objectives without having to worry about the provision of IT services. Their service is backed by high quality reports which track service levels, improvements and project status and capacity.

Shaun Mills – *CEO, Alpha Trains*

Outcomes

A robust and agile IT infrastructure and an outsourced IT help-desk

Business consolidation in Europe

Upgraded core financial platform

Enhanced project and data management

2017 onwards
Acora recently re bid to extend the contract for a further 3 years.

As part of the new agreement, Acora has completed a migration of Alpha's back-office systems and services into Microsoft Azure, and continues to deliver infrastructure support and management to Alpha's workforce across 3 counties.

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Scorpio
Case Study – Retail

Business challenge

Scorpio came to us after a period of rapid growth that saw them expand from a £5m to £25m company. They knew their ageing infrastructure could not support their business. Working with some of the world's premium brands and increasingly demanding customers, Scorpio needed a new infrastructure that would leverage the quality of their service with innovative technology solutions.

Acora solution
Acora demonstrated the benefits of the IT services required to support the business. Acora installed Microsoft Dynamics NAV. This gave Scorpio the ERP system it needed to manage all aspects of its business and provide senior management with complete transparency on business performance. By virtualising their environment the IT became scalable, agile and cost-efficient. A new warehouse management system was introduced to streamline existing inventory management for efficiency, accuracy and enhanced productivity.

Acora is our trusted advisor because they talk about IT in a way that people can clearly understand and are able to use to make strategic business decisions. I think of Acora as a company with very capable business people that know an immense amount about IT.

Ian Cowie – *Managing Director, Scorpio*

Outcomes

Total focus: Acora takes full responsibility for all business IT (no in-house team)

Scalability and agility to respond to internal or external developments

High quality business intelligence for strategic decision making

High security and robust business continuity

Management platform and total transparency to protect quality of service

Success Stories
## How we helped our clients

Enhanced scalability & business agility with Microsoft Azure

We helped a major international recruitment company undergoing rapid global expansion replace their ageing infrastructure and migrate to the cloud to improve business agility and performance.

Modern, secure workspace with Microsoft Azure, Office 365 and PaloAlto

We helped an international professional services company build a more flexible, secure modern workplace for their global end users as well as increase the overall agility of the organisation.
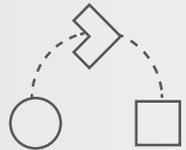
Infrastructure & service transformation

We transitioned a multinational private equity and venture capital company with over 350 employees into a new, multi-year managed service, providing 24/7 proactive management and support of all global infrastructure services.
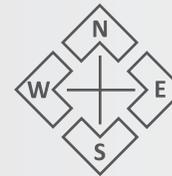
Board level IT representation

We provided strategic IT advice to a world leading manufacturer of water cooler systems and purification products to help them address a number of post-acquisition challenges.
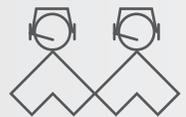
First line service desk support for leading property consultant

Our client is the UK's leading real estate advisory led business with 1,500 staff. For the past 7 years, we have been successfully providing comprehensive first line support, 7am-7pm, five days a week ,across the company's entire regional network.

24/7 infrastructure management & VIP support

With Acora's 24/7 infrastructure management solution we helped a world class veterinary practice reduce IT costs by eliminating the high excess charges for fixing VIP issues out of hours and minimising business disruption with out of hours remote patching.

Partnerships and Accreditation
Adopting technology for the modern digital economy

Partnerships

Just as we use only best-in-class methodologies and seek only world-class accreditation, we carefully assess our technology partners too. We maintain and develop skill sets across the full range of services, with extensive cross-industry and cross-sector experience.

Accreditation

Our ISO accreditations ensure that our processes and procedures are monitored and measured against an industry wide and recognised standard. Acora holds ISO accreditations for Security, Quality, Service Management and Business Continuity.

acora
The Choice of Leaders

If you would like to talk to us about any of our services, you can contact us via phone, email or through our website. Our team will be happy to help.

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