

>proactives

wanstor

# Proactive Managed IT Services

Bringing unparalleled value for customers



# The Value of Proactives

Are you wasting money on unused licenses and slow networks? Do you suffer from unplanned downtime?  
Are you vulnerable to cyber attacks and downtime?

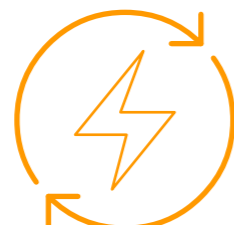
If you answered yes to any of these questions, you should engage with our Proactive services.

Proactive IT management focusses on planning, risk mitigation and managing situations before they develop into more serious problems. It can bring many benefits to customers such as:



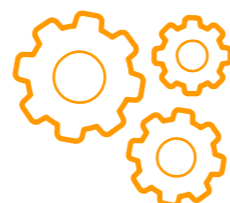
## Best practices and solutions

tailored to your specific needs and goals and in line with the latest technology trends



## Business continuity and disaster recovery

plans to ensure your operations run smoothly no matter what



## Automation solutions

to streamline your processes and boost your efficiency



## Cost optimisation

to eliminate unnecessary expenses and save money on licenses and services, and allocate funds on technology initiatives that will have the most impact



## Cybersecurity

assessments and protection to fortify your systems and data against threats



## IT optimisation

deep dives to uncover and fix any inefficiencies in your IT processes and workflows, and improve the performance and longevity of your infrastructure

# Our Proactive Services

At the heart of our service lies a suite of meticulously crafted 'Proactives' - a collection of modular, defined audits.

These audits are purpose-built to scrutinise every nook and cranny of your IT estate, ensuring optimal performance and resilience.

## But what truly sets us apart?

These audits aren't just routine procedures you can find on the internet; they're our intellectual property – a legacy built over two decades by experienced engineers who've honed their craft.

“Our proactive hunting is a gamechanger for customers. Focused on detecting legacy configurations before the vendors turn off support for them, such as TLS deprecation, or hugely impactful vulnerabilities like Log4j, we find and fix before it becomes an issue.”

Richard Kuczma, Chief Technical Officer



## Our Proactive Services



### Mandatory Proactive Health Checks

On each proactive day, we perform standard checks that cover essential elements including backups, anti-virus protocols and other mandatory components.



### Proactive Hunting

We're not waiting for issues to arise. Our proactive hunters seek out vulnerabilities and future problems – whether it's basic authentication weaknesses or the infamous 'Print Nightmare' – before they impact your operations. Urgent patches, fixes and real-time experience-based checks all form part of this activity.



### Deep-Dive Proactives

Beyond the surface we dive into the intricate layers of your infrastructure. Our experts unravel complexities, identify bottlenecks, and fine-tune systems for peak efficiency.

# A concise overview of our Deep-Dive Proactives

Our deep-dive proactives are really worth investing in for complete peace of mind that no stone has been left unturned when it comes to attaining peak efficiency across your IT estate.



### Deep Dive Azure

Focused on Microsoft Azure, ensuring robust configuration, security and efficiency



### Deep Dive AWS

Concentrates on AWS technologies, emphasizing configuration and security



### Deep Dive Microsoft 365

Safeguards security, optimises configuration, and maximises M365 utilisation



### Deep Dive Endpoints

Ensures devices meet security standards and business requirements



### Deep Dive Backups

Validates the security of backups along with configuration



### Deep Dive Networks

Network layer assets audited, firewall rules assessed, EOL devices tracked, Circuit upgrades identified



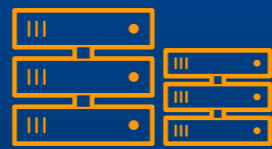
### Deep Dive Documentation

Cross-references and updates customer documentation for accurate support



### Deep Dive Antivirus

Verifies configurations and feature utilisation



### Deep Dive Intune / Autopilot

A point in time check of your current Intune and Autopilot Configuration



### Deep Dive Monitoring

Tracks best practices, ensuring sensors align with business needs



### Deep Dive Hosted Infrastructure

Validate on-premises & Wanstor-hosted configurations against business requirements



### Deep Dive Custom

Custom health checks on a particular part of your environment, like Active Directory - just ask!

# The Proactive Dashboard

All proactive results are accessed through our portal, giving real-time visibility of insights and recommendations.

## 01 Potential Cost Savings

Our executive summary reveals potential cost savings across various areas. Imagine optimising your IT budget while enhancing performance – now that’s a win-win!

**01 Potential Cost Savings**

Based on your latest Proactives Wanstor has identified these potential savings per year

# £10k

[Click for details](#)

## 02 Deep-Dive Proactives

The deep-dive proactives are precision-crafted solutions that delve into the intricate layers of your infrastructure to unravel complexities and bottlenecks.

Risk	Status	#
1 - Major Issue	1 - Project Required	22
2 - Critical	2 - Change Control	2341
3 - High	3 - Completed	46
4 - Medium		

## 03 Active Recommendations

Actionable insights at your fingertips. From best practices to strategic tweaks, our recommendations are designed to enable your business.

**03 Active Recommendations**

Details	Subject	Risk	Summary	Status	Created
→	OS	2 - Critical	Unsupported OS	In Progress (Project) Pending	21/10/2020
→	Security	2 - Critical	Unsupported OS	In Progress (Project) Pending	23/10/2020
→	Backup / DR	2 - Critical	Unsupported OS	Deferred	06/01/2021

**03 Closed Recommendations**

Details	Subject	Risk	Summary	Status	Created
→	Infra	2 - Critical	RD/VPN Solution (Security)	Completed	11/08/2020
→	Microsoft	2 - Critical	RD/VPN Solution (Security)	Completed	12/09/2020

## 04 Wanstor Score

Gives a clear indication of how healthy your IT is against our best practice, which has been carefully honed and crafted over the past twenty years.

**02 Deep-Dive Proactives**

Status	Report Type	Created
	M365	17/11/2021
	Azure	11/09/2022
	Backups	19/09/2022
	Hosted Infrastructure	29/09/2022

**04 Wanstor Score**

Measures Target (Green) Actual (Red)

Microsoft 365

## 05 Proactive Hunting

Think of us as digital detectives. We seek out vulnerabilities/future problems before they impact your operations. Urgent patches, real-time checks – our hunters are relentless.

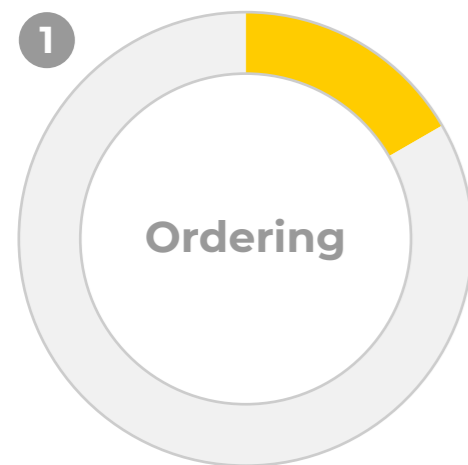
**05 Proactive Hunting**

Details	Question	Created
→	VMs created	06/01/2023
→	Azure AD connect	01/09/2023
→	Router disconnect	23/10/2023
→	Firewalls	29/11/2023

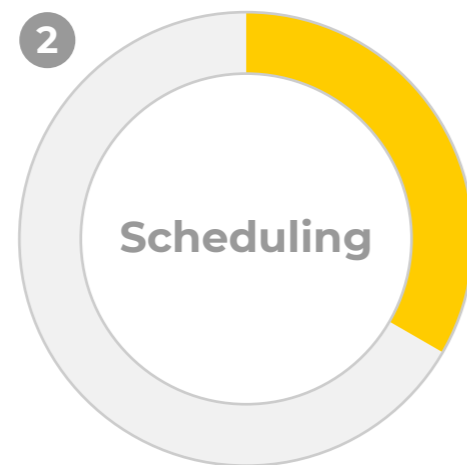
# Enhance your business with Proactive Services

We believe in staying ahead of the curve, that's why we recommend our customers embrace our proactive services regularly.

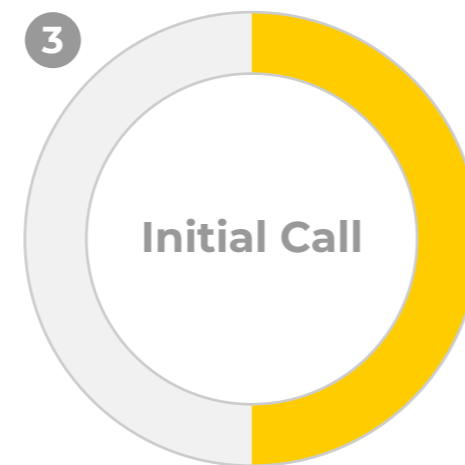
Our proactive services are tailored to each business depending on the size and complexity of their IT estate. We'd recommend monthly mandatory healthchecks and deep dives for maximum impact, which will all be coordinated through our proactive engineering team. We have a seamless process for conducting Proactive audits.



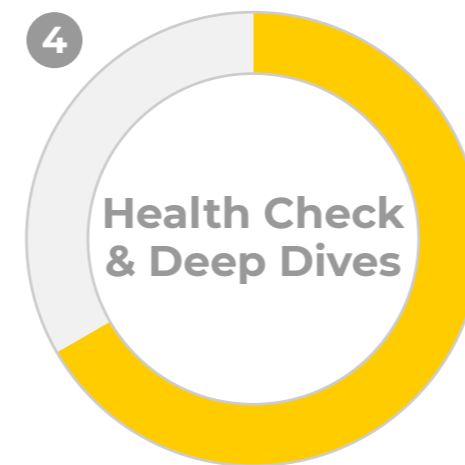
Easily request your Proactive Health Check and Deep Dives through our user-friendly portal or directly via your dedicated account manager



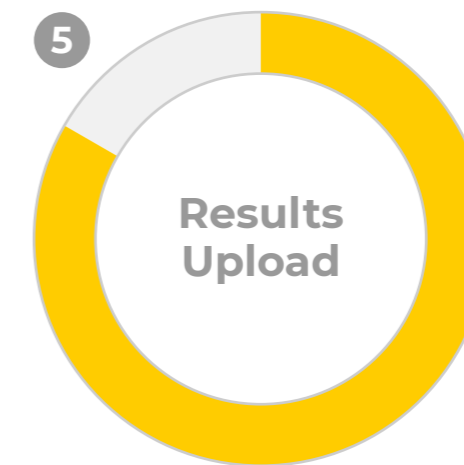
Our team of relevant engineers are promptly scheduled to address your needs



An engineer initiates a personalised conversation with you to address your unique requirements



Our skilled engineer performs thorough assessments, ensuring every aspect of your set-up is scrutinised



The engineer uploads detailed results into our secure Proactive Portal for your reference



If any issues are identified, our Account Manager proactively engages with you to schedule necessary remediation works

# Proactive is in our DNA

For over two decades, our commitment to proactivity has been the bedrock of our Managed IT Services.

It's not just a buzzword; it's woven into the very fabric of our company.

So when you choose us, you're not just getting Managed IT Services, you're getting a partner committed to predictive excellence on your digital journey.

“We're confident that the way we monitor and proactively improve your IT architecture and services is unlike any other MSP.”

**Mark Summers**  
Head of Proactive Services



Here's why proactivity is more than an adjective for us.



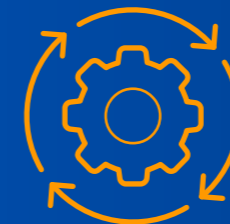
## Foundational DNA

From day one, we've embraced proactivity as a fundamental part of our identity. It's not an afterthought, it's who we are.



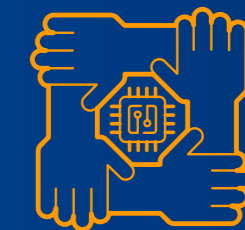
## Customer-centric

Our customer experience model revolves around proactivity. We anticipate needs, prevent issues, and empower businesses to thrive.



## Continuous improvement

Proactivity isn't static – it's dynamic. We're on a perpetual journey to enhance IT solutions, adapt to change and stay ahead.



## Technology Enabler

We don't just manage IT, we make technology an enabler for growth, efficiency and innovation.

# Why choose Wanstor for your proactive Managed IT Services?



## Enhanced efficiency and IT health

Proactive monitoring ensures peak performance of your infrastructure, workloads and applications



## Realise cost savings

By identifying inefficiencies and streamlining processes we help you save valuable resources



## Enhanced Security and Threat Protection

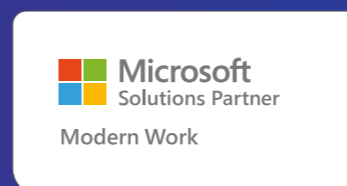
Swiftly detect performance bottlenecks, security vulnerabilities or hardware failures allowing timely intervention



## More time for transformation and innovation

We free up your over-stretched IT team by taking the burden of IT management off your shoulders

**20 years**  
building our IP in technology



Specialist  
Identity and Access  
Management





**Wanstor are more than just a IT provider,  
we're your trusted technology team.**



[www.wanstor.com](http://www.wanstor.com)



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Get in touch to find out more about our Proactive Services