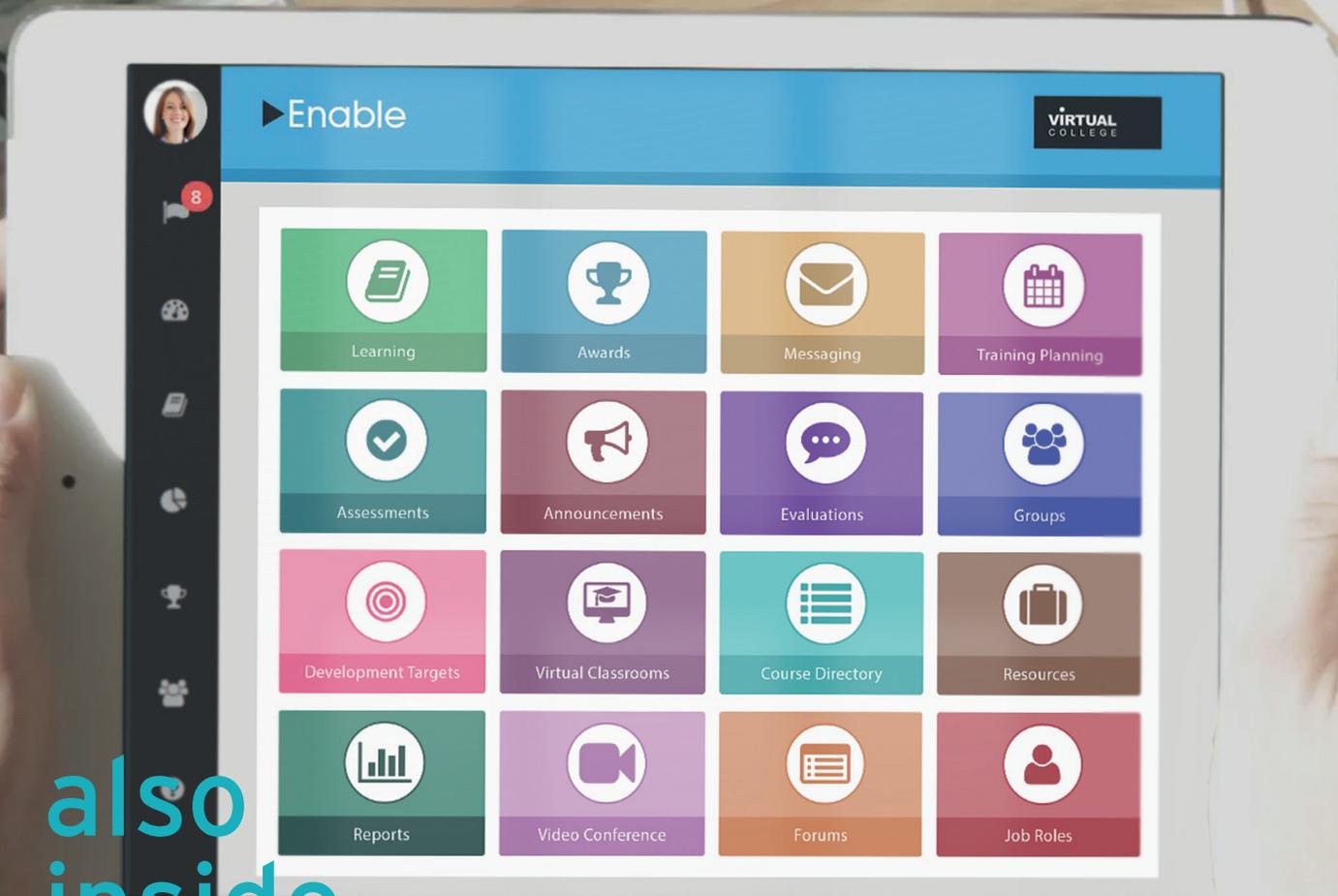


## VIRTUAL COLLEGE

pure technology group supports Virtual College's ambitious growth plans. The pure technology group is working closely with Virtual College in developing new and innovative technology solutions, saving them over £1million in the process...more on page 2



also  
inside...

### make IT simple

what hyper-convergent, cloud and the internet of things can do for you

p3

### castleford tigers

tptg sponsor the tigers on their 2017/18 campaign

p5

### clarion

providing flexibility for a growing law firm

p7



a word from .....

# the ceo

Stephen O'Brien

## 'World Class Service'

I am so very proud of our great (growing!) team...They work tirelessly to ensure that our customers are satisfied and happy each and every day.

In this very competitive market place, we work tremendously hard to give our customers the service they expect, on time, first time, every time. **"World Class Service"** is a mantra that runs right through the very core of our business. Our latest NPS score (92%) shows our commitment to this cause... it never wains!

In support of the above, it is essential that our team are equipped to cope

with the increased expectations – I was pleased to see a further 9 members of the team complete the famous 'Winning Friends and Influencing People' training course run by Dale Carnegie in quarter three. More penned in to attend in quarter four.

It's my pleasure to welcome four new members to our ever growing team and congratulate staff with several internal promotions. I'm also delighted to announce our continued sponsorship of Castleford Tigers for the 2017/2018 season, we wish them every success.

pt17 is set to be our biggest and most innovative event to date, featuring the world's latest technology for the world's biggest vendors. We'll be announcing

details very soon so make sure you don't miss out...

We enter Q4 17 with great optimism... with the group securing two of its largest, ground-breaking, deals in its history during the last quarter. It really has got everybody fired up to finish this financial year strongly. Nothing stands still in this business. I'm sure there'll be plenty to highlight in the next newsletter... Just not enough space to get it all in!

Until next time... enjoy the read.

Yours sincerely  
Stephen O'Brien

*Stephen O'Brien*

## Microsoft Azure promotion from april 2017

spend over  
**£10,000**  
and receive a  
**Microsoft Lumia 640xl**



secure

spend over  
**£30,000**  
and receive an  
all expenses  
trip to Venice  
or Rome



cost effective



spend over  
**£20,000**  
and receive a  
**Microsoft Surface Pro**



scalable

## discover the power of the cloud

find out more: [tptg.co.uk/azure](http://tptg.co.uk/azure)

[tptg.co.uk/azure](http://tptg.co.uk/azure)

0113 387 1070 | 01924 562 120

[hello@tptg.co.uk](mailto:hello@tptg.co.uk)



# pure technology group supports Virtual College's ambitious growth plans

The pure technology group is working closely with Virtual College in developing new and innovative technology solutions to support their position as one of the UK's leaders in e-learning, saving them **over £1million** in the process.

Virtual College is one of the UK's leading providers of online training resources and learning management software, and has been voted 'E-learning development Company of the Year' for the last two years. With over 2.5 million online learners, Virtual College is continuing to grow rapidly.

The pure technology group has been the chosen provider of IT services to Virtual College for several years, helping to support their growth.

Virtual College approached the pure technology group with an ambition to 'future-proof' their IT infrastructure to support the development of their next generation e-learning environment. Virtual College's investment of over £800,000 in new infrastructure will support their vision to grow to over 20m learners. It will provide huge scalability, high flexibility and also the ability to deploy cutting edge security to protect the integrity of its learner records.

The solution has been designed in conjunction with several global vendors, including Huawei, Microsoft

and Veeam. It will enhance their network efficiency and enable them to develop learning solutions faster.

**Jonathan Lumb, IT Manager at Virtual College, said:**

"The pure technology group has secured our infrastructure for the next 10 years. They over-delivered on our original project specifications and sourced new products we didn't realise were even available on the market. The capabilities of Huawei's FusionCube technology are highly impressive and I am looking forward to our organisation reaping the rewards of its superior performance."

*"The pure technology group is helping us realise some significant efficiencies. Their finance team, along with Bluestone Leasing, has put together a swift and manageable purchase plan which aggregates funding from 5 finance houses, allowing us to make a significant investment in the most cost-effective manner."*

- Neil Comer, Finance Director at Virtual College

Commenting on the project, **Cliff Fox, COO at the pure technology group, said:**

"It has been a pleasure to be part of such a ground-breaking project. Working alongside global brands such as Huawei and Microsoft is the key to delivering solutions of this magnitude in the most efficient manner, saving Virtual College £1million when compared to alternative solutions from other vendors".

"The support that Huawei has shown both ourselves and Virtual College has ensured that in conjunction with our technical teams, a solution was designed that encompassed all of the needs of Virtual College and strengthened our relationship with the customer for their next period of growth."

For more information about Virtual College visit: [www.virtual-college.co.uk](http://www.virtual-college.co.uk)



**James Blackburn**  
Group Marketing Manager



make

IT

simple

**T**echnology is a great sector to work in isn't it? There is though an awful lot of hyperbole or, in cruder terms, a lot of bullshit. The days of feeds and speeds and the most flashing lights should be long gone but it's still there sometimes. Realistically, technology has to be about results - how does the tech meet your aims? How does it simplify, save cost, increase productivity, make people's lives better and create a real difference?

Consumer technology has driven enterprise technology further and faster over the last decade because most people on the planet want the benefits - buy on-line, keep in touch, see what your friends have for dinner - all from the piece of metal, plastic and glass in the palm of your hand. It's the apps and what they can do that matter but for many it's good if the device is cool too - blame Apple for that one. It also has to work properly, be reliable and easy to use. In a business or organisation of many people this need is amplified; **TECHNOLOGY MUST BE:**

## fast, secure, resilient, scalable and available

Generally the principles of good design hold true whatever the technology is, but first and foremost it's what technology DOES that matters most. Let's look at recent and current trends to examine (briefly) what it COULD or WILL do for you... without the hype, exaggeration or the bullshit.

## hyper-convergence

### Definition:

Hyper-convergence can support common DataCentre availability and reliability requirements, infrastructure

is managed and workloads are deployed through a single interface to the underlying operating hardware. The difference between converged and hyper-converged infrastructures is that the building blocks of each of the subsystems in converged infrastructures are discrete; the server is separate and used as a server, just as the storage subsystem is separate and used as functional storage.

### what it really is:

The combination of network, compute and storage in one platform, ideally with one, unified, control panel.

### what could it do for you?

It could save physical space in a DataCentre and that in itself could save power, cooling and spatial costs. With management of a single console and less interoperability issues, the complexity of managing several infrastructure solutions in tandem is minimised, so that can save time. Single vendor management is invariably easier but as most hyper-converged solutions use lego-style blocks for functionality so the initial design, particularly about I/O, is a key consideration.

## cloud

### Definition:

There's a plethora of definitions for public, private and hybrid cloud but now, almost a decade on, most people have an idea of what 'cloud' is to them.

### what it really is:

compute/network/storage/applications and/or services that you rent, typically on subscription.

### what could it do for you?

It could revolutionise your

organisation - sound dramatic? Well not really, cloud is mature and over 80% of organisations now use at least one cloud service. Done correctly cloud should provide an easy model which finance people prefer - they should be able to see and forecast scalable budget costs for increase/decrease of resources, easily. It enables remote-working whilst maintaining appropriate security and IT management burdens can be eased. Let's face it, the technology world has been moving this way for 10 years and companies such as Microsoft and AWS are not spending billions on a fad - this is now; get on board.

## big data

### Definition:

Big data is a term for data sets that are so large or complex that traditional data processing applications are inadequate to deal with them. Challenges include analysis, capture, data curation, search, sharing, storage, transfer, visualisation, querying, updating and information privacy. The term 'big data' often refers simply to the use of predictive analytics, behaviour analytics, or certain other advanced data analytics methods that extract value from data, and seldom to a particular size of data set.

### what it really is:

A phrase coined by Gartner some years ago was 'Volume, Velocity, Variety' and that possibly summarises the huge growth in data as a consequence of the evolution of the Internet. It's true, data volume is growing exponentially; both in terms of human and machine generated data. As the Internet exploded data came with it and more recently the growth of mobile has pushed that even further

(there are now more mobile devices on the planet than there are people). But it's the variety of data that is taking this further. Data now emanates from more devices and more sources than ever before and that's an accelerating trend with much more to come as IoT develops. Storage needs are key but BI (Business Intelligence) is becoming an essential differentiator.

### what could it do for you?

Real-time analytics can do a lot; ask Amazon, Google and most e-tailers who can target advertising at individuals better than ever before. In fact the whole on-line piece has been revolutionised by analytics. In healthcare clinical decision support is improved and in the automotive sector the trend is towards service on requirement rather than cyclical, which saves cost. In general the age-old GIGO (Garbage In, Garbage Out) adage applies more than ever.

## software-defined-network (SDN)

### Definition:

an approach to computer networking that allows network administrators to programmatically initialise, control, change, and manage network behaviour dynamically via open interfaces and abstraction of lower-level functionality.

### what it really is:

centralised control of network hardware and services. Effectively, dispensing with individual intelligence of each device in favour of a centralised control model.

**what could it do for you?**

Quite a lot - remember having to deploy configs individually against large estates of wireless access points and controllers - time consuming wasn't it? Well, no more; apply the config centrally and deploy by policy, saves a huge amount of time as long as it's done correctly.

**internet of things (IoT)**

**Definition:**

The Internet of Things, or IoT because we love an acronym, is the internet working of physical devices, vehicles (also referred to as 'connected devices' or 'smart devices'), buildings, and other items—embedded with electronics, software, sensors, actuators, and network connectivity that enable these objects to collect and exchange data.

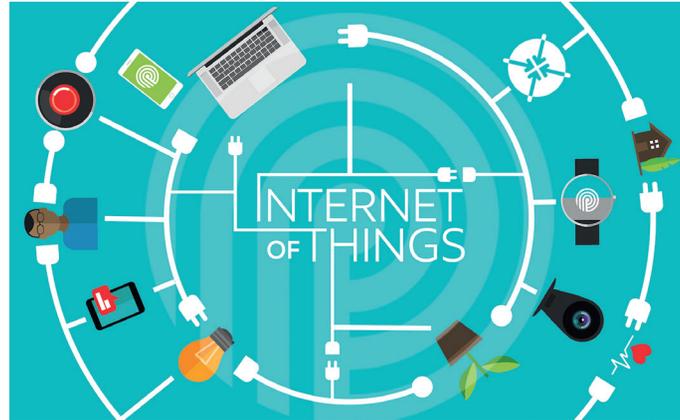
**what it really is:**

The biggest hype since cloud? Possibly, but it also has huge potential to change things dramatically. Connecting previously disparate and non-connected devices and objects could transform not just work but everyday life in a big way. Consider the humble bus, which can now alert a control centre when it detects the imminent requirement

for a replacement part. Software and common data standards are key.

**what could it do for you?**

Connecting everyday objects such as escalators, lifts, CCTV, doors, heating, lighting can create 'smart buildings' leading to a multitude of cost savings on management and maintenance.



Driverless cars will change life as we know it and automated DataCentres will change the technology industry globally. Hardware may become 'smart' but the real focus will be on the software.

**digital transformation**

**Definition:**

Digital transformation is the change

associated with the application of digital technology in all aspects of human society.

Digital transformation may be thought of as the third stage of embracing digital technologies: digital competence → digital usage → digital transformation, with usage and

transformative ability informing digital literacy. The transformation stage means that digital usages inherently enable new types of innovation and creativity in a particular domain, rather than simply enhance and support the traditional methods. In a narrower sense, 'digital transformation' may refer to the concept of 'going paperless' and affects both individual businesses and whole segments of

the society, such as government, mass communications, art, medicine, and science.

**what it really is:**

A cliché? Maybe. Overused? Certainly, and it can be applied to, or mean almost anything to do with technology.

**what could it do for you?**

Well if it's used as mechanism to improve ICT then great but it's too general to be meaningful unless applied to a strategy with some purpose, context and intentions. if someone says it then ask them what they mean.

Organisations are diverse, even within well-defined sectors. Requirements differ, desired outcomes are as different as the people involved. What's right for one organisation may well be wrong for another. We can help you cut through the bullshit and achieve your aims with technology.



**Cliff Fox**  
Group Chief  
Operating Director

Definitions courtesy of Wikipedia



this year at  
**pt17**



automation



cloud



convergence



drones



IoT



security



vr

more details  
**announced soon...**



pure technology group

proud sponsors of

# castleford tigers

2017/18  
season

The pure technology group is proud to announce the continued Sponsorship of Castleford Tigers for the 2017/2018 season.

The four-time Wembley Challenge Cup winners has grown into one of the most famous Rugby League Clubs in the UK, consistently producing players who have achieved worldwide status, while playing in the famous black and amber colours. 32 players have become Great Britain internationals and 29 have played for England, with numerous others

representing other international countries. The pure technology group is a pitch-side sponsor and hospitality to home matches is available to our customers; please contact your account manager for more details.

The group wishes Castleford Tigers the greatest success throughout the season and looks forward to a prosperous relationship together in the future. Their progress can be followed by clicking the link below.



fixtures:

<http://www.castigers.com/fixtures>



since march 2017, we've welcomed

# 4 new starters

to the group



**Alex McKay**  
**Technical Consultant**  
 Wakefield



**Louis Taylor**  
**Account Manager**  
 Wakefield



**Katie Haythorne**  
**Customer Services Advisor**  
 Wakefield



**Shazaib Hussain**  
**Marketing Assistant**  
 Leeds

internal promotions:



**James Blackburn**  
 promoted to  
**Group Marketing Manager**



**Simeon Banks**  
 promoted to  
**Group Consultancy Manager**



**Paul Kirkham**  
 promoted to  
**Service Delivery Executive**



## Fins' Story...

Service Desk Team Leader, **Fin Wightman**, summarises his career with the group.

2009

Started as Warehouse Storeman

2013

Promoted onto Service Desk as Service Desk Engineer (1st Line)

2015

Top of ticket closer board - with 95%-97% customer satisfaction on average

2016

Achieved ITIL v03 Accreditation

2017

Promoted to Service Desk Team Leader

### What inspired you to get into this industry?

My step-dad was my inspiration; he was very successful himself. I knew very little about the industry and he gave me the opportunity to develop my own career in the sector.

### What have you achieved over your time at tptg?

I started from knowing nothing about IT to becoming a leader amongst my peers. I began by learning basic hardware skills and built upon my knowledge until I was able to strip down and re-build complex printers, laptops and build servers and PC's.

### How have you developed over your time at tptg?

Over the past year I've been recognised as a leader of my team, and allocated extra responsibilities of the day-to-day running of the service desk which includes managing staff time and resource. I recently achieved a certificate in ITIL V3 and completed Dale Carnegies' 'How to Win Friends and Influence People' course. Since completion I've been able to maintain a 95% customer satisfaction rate.

# Clarion

Expect More



## providing flexibility

## for a growing law firm

### background

As a full service law firm based in the heart of Leeds, Clarion has expanded rapidly in recent years, growing into a £10.4m turnover business employing a team of 130 people. Serving private individuals, SMEs and blue chip clients, the firm prides itself on its dynamic, entrepreneurial approach, always looking for ways of adding value and providing the best possible service.

### challenges

Having expanded rapidly, Clarion, like many businesses, was faced with the problem of how to ensure its technology not only kept up with its current growth, but also had the capacity to allow for continued expansion. Rather than simply replacing its ageing IT equipment, the firm wanted to find a more dynamic solution which would give it the flexibility and security it needs, whilst also being cost effective.

### solution

The pure technology group proposed that Clarion move its IT to a private cloud facility and provided a full suite of licensing, allowing it to maximise its software estate and stay protected from any license infringements. As well as reducing its overall IT expenditure, this gave the firm a state-of-the-art system with enhanced flexibility, enabling it to add new systems very quickly. Dedicated nodes from the ServaCloud platform ensured Clarion shared no resource, giving it optimum IT performance.

ServaCare's 24 hour support provided Clarion with full transparency of its systems, including its CPU, RAM and system environment, allowing its performance to be optimised even when system changes are implemented.

As well as the additional security provided by a resilient, purpose-built data centre, PTG also implemented its comprehensive ServaStor Disaster Recovery solution which enabled Clarion staff to be back online within hours in the unlikely event of a total system failure.

### testimonial

*"PTG's private cloud solution offers a number of benefits, first and foremost is the ability for our IT to evolve with us – to implement our new practice management and document management systems we required nine new servers, these were turned on and ready to go in a matter of minutes. ServaCloud gives us the flexibility to grow our systems in a cost-effective way with monthly fees rather than having to invest in expensive server infrastructure which would quickly date."*

*"Having worked with PTG before, I trusted them to find the best solution for us – they have a very strong reputation in the legal world for delivering on technical projects and we are very pleased with what they have achieved here at Clarion."*

**Dan Mitchell, Head of IT, Clarion**



Flexible and cost effective solution



Optimised IT performance



Full Disaster Recovery solution

don't be shy...say hello!

[tptg\\_tweet](#) [f/tptgofficial](#) [in/tptgofficial](#)

Copyright © pure technology group limited. 2017. All rights reserved.

