tptg.co.uk

IT expertise.
innovation.
world-class service.

what's inside?

04 about us
not your typical IT provider

05 purevalues
our culture

06 purehistory
our journey so far

08 purecloud
ITaaS, PaaS and hyperscale

12 purebackup
cloud-backup and data protection

14 puresupport
comprehensive support services

18 pureprocurement
world-class procurement and online store

20 Device as a Service
welcome to the 'as a Service' era

22 puredesign
bespoke solution design & professional services

24 professional services
asset tagging, imaging & disposal

26 purenetwork
ultra fast WAN and internet services

28 puresecurity
cyber assurance and tiered security

30 pureprint
powerful print solutions

32 pureinfrastructure
cloud, traditional and hyper-converged

34 purecommunications
modern communication solutions

36 purevr
VR/AR/MR solutions

38 pureIoT
IoT services with real-world benefits

40 puredr
rapid disaster recovery

42 puredev
coming soon 2020

44 sectors
commercial, public sector and purepartner

50 giving back
supporting local charities

52 ticket guide and get in touch
support available 24/7 / 365

not your typical IT provider.

We offer a comprehensive range of innovative IT & professional services based out of our three UK service centres – delivering maximum value and supporting our customers across their entire IT strategy. Services include; datacentre/cloud, hardware provision for core infrastructure, endpoint build and configuration, imaging & asset tagging, deployment & complete life cycle management, from selection to ethical disposal – all backed by world-class Service Desk support.

Our rigorous quality assurance processes, coupled with industry standard ISO 9001, 27001 & Cyber Essentials+ certifications ensure we deliver professionally designed, high quality and secure IT solutions to our customers, whilst achieving maximum value.

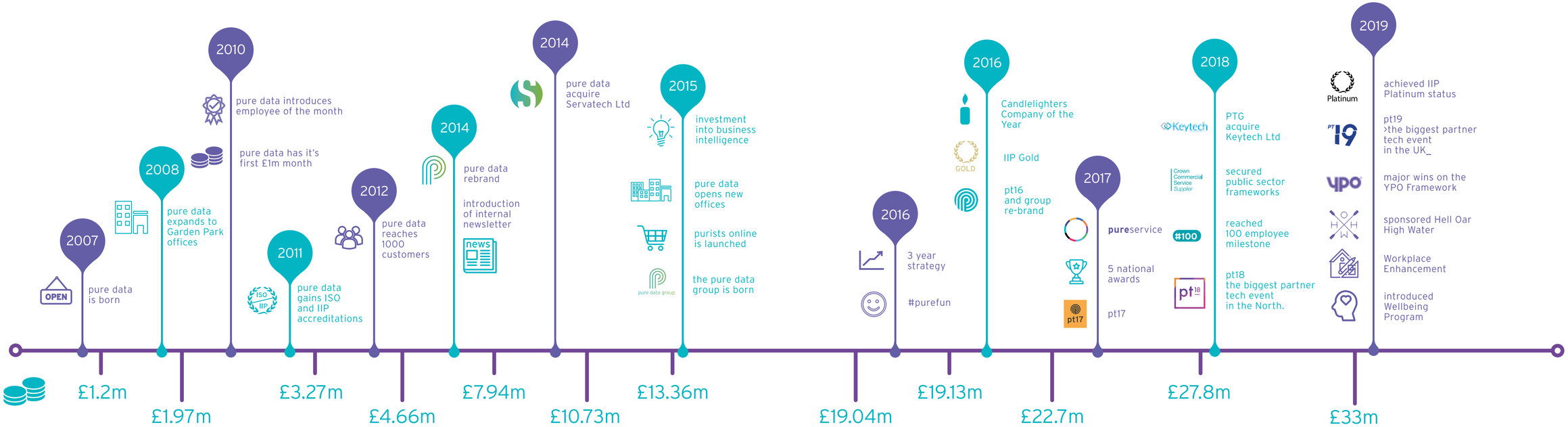
Our Net Promotor Score™ (NPS), which is consistently above 90%, demonstrates our success in delivering outstanding customer service.

But it's not just what we do – it's how we do it. Highly experienced, qualified and certified Technical Consultants provide tailored end-to-end solutions to match the technical and commercial needs of each customer. Our approach is founded on key principles: we listen, we think, we design, we deploy, we support; but the most important factor is that we care.

- 24 hour service desk
- global partnerships
- ITIL and ISO certified
- world-class supply chain
- personal account management
- IIP platinum accredited

- be human
- own it
- work hard
- love your job
- standards matter
- look after your customers
- think big
- speak up

purevalues



purehistory

modern, secure and scalable.

No multiple logins, no messy integrations; just one simple cloud desktop.

purecloud offers a range of award-winning cloud and hosted services, built on either a hybrid, private or public hosted infrastructure – and with flexible subscription plans you'll never have to pay for more than you need.

Our private cloud platform spans over five UK datacentres with Tier 4 facilities - providing: device, service, system and geographic resilience, enhanced security, power resilience and fire suppression.

Solutions range from mission-critical 'Active/Active' datacentre design to 'Active/Standby' and 'Hybrid/On-Premise'. Your systems aren't just 'somewhere in the cloud' - they're in defined locations, protected by a reputable, ISO9001, ISO27001 regulated, UK company.

Hyperscale cloud services are also provisioned within Microsoft 365, Microsoft Azure and AWS according to customer requirement. PTG is one of only a few Microsoft Tier 1 CSP providers in the UK, bringing customers one of the most accredited, cost effective and supported experiences available in the UK.

active/active

The optimal choice for high dependency systems, an active replica of your systems are kept in real-time mirrored hardware, ensuring that in the unlikely event of a disaster you suffer minimal (often Zero) downtime. Ensuring business can always continue.

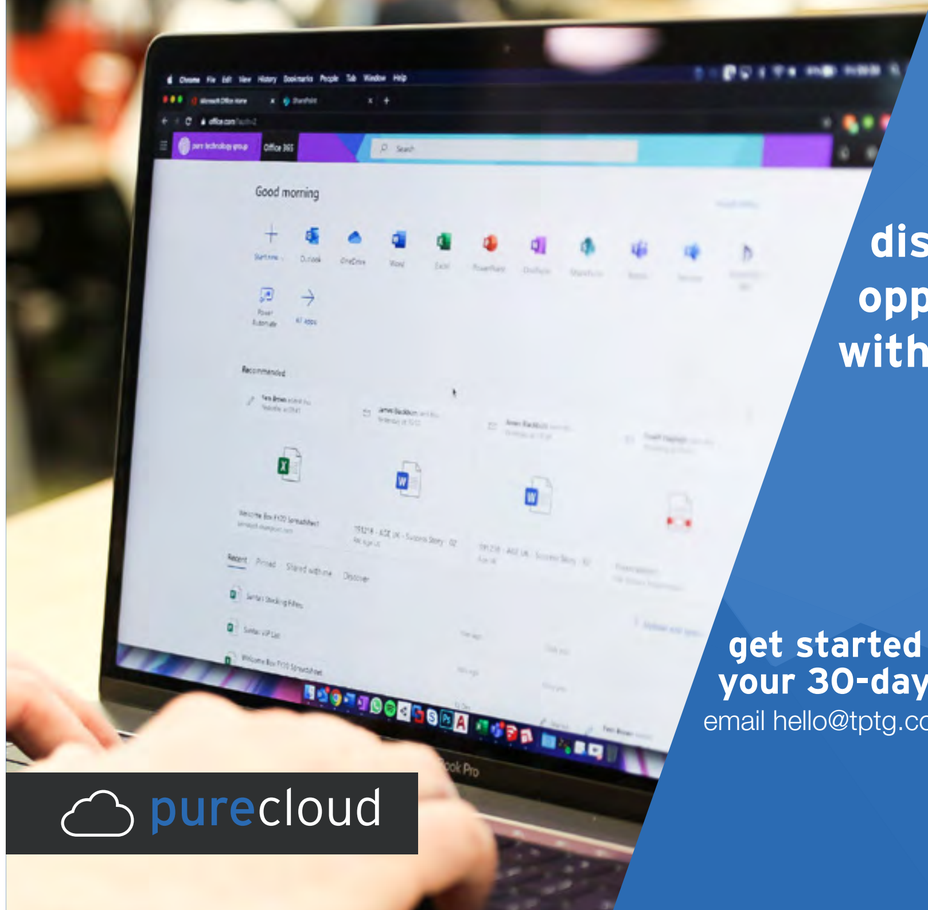
active/standby

When your business can cope with minimal downtime (>15 minutes) your systems can run in a standby state with a duplicate platform taking just 15-30 minutes to restore key functionality in the event of a disaster.

hybrid/on-premise

When procuring separate equipment isn't an option for whatever reason, you can utilise our puredr platform to replicate your on-premise infrastructure to our Datacentres (DC). This takes away the worry of running a second DC and provides a full DR (disaster recovery) solution in an easy to cost and budget OpEx model. Fully managed by our UK Service Desk - we worry about your systems so you don't have to.

aws Microsoft Azure Microsoft 365



purecloud

discover endless opportunities with purecloud

get started today with your 30-day free trial

email hello@tptg.co.uk with code CLOUD30.

ITaaS, PaaS and hyperscale.

*pure*cloud offers complete flexibility on cloud services comprising IT-as-a-Service, Platform-as-a-Service and global hyperscale models tailored to each customer requirement.

ITaaS

The ITaaS service from PTG is a technology-delivery method that treats IT as a commodity, providing an organisation with exactly the amount of hardware, software, and support that it needs for an agreed-on monthly fee. In this context, IT encompasses all the required enterprise datacentre technologies for creating, storing, exchanging, and using business data, securely segregated.

Based on our purecloud service, ITaaS takes a headache away from your organisation when trying to deliver core IT services. Using our team of experts, we design a platform according to budget within our own UK based datacentres, plus public cloud services such as; Microsoft Azure, Amazon Web Services and the Google G-Cloud platform.

PaaS

Built on the same enterprise architecture as ITaaS, PaaS provides a dedicated and more customisable datacentre platform, providing additional scale and flexibility for customers with elevated demand or specific technology and application requirements.

hyperscale

Hyperscale is the combination of leading products to create a single line solution for procuring Microsoft 365, and security, backup and support services offered through our subscription pricing model.

Starting from an entry-level Microsoft 365 Business Premium subscription, the hyperscale bundles we offer incorporate as many or few Microsoft products as required within a simple easy to manage monthly subscription.

Security is provided using some of the best services on the market. This includes email and web security, plus threat management in the cloud, whilst perimeter and endpoint protection provide a tiered security solution all in one subscription and supported by our Service Desk teams.

All cloud models are designed as a completely new infrastructure, or a migration of your current on-premise or legacy architecture, fully supported by our team of fully accredited industry-leading support personnel.

minimal upfront IT investment

continuous monitoring of services

scalability

single provider for cloud services

flexibility with real time licensing consumption

cost efficient, flexible pricing

cloud back-up and data protection.

Get all the data protection you need in one seamless cloud solution.

Make sure your data is Offsite, Secure and Safe with purebackup – a cloud backup service that uploads and stores your data off-site, to military encryption standards, at our UK datacentres.

Choose from our range of online or disk-to-disk backup solutions and Software-as-a-Service (SaaS) offers, to build a cost-effective solution that meets your offsite backup requirements.

why choose purebackup?

cloud based offsite storage

Your data is copied to geographically resilient UK datacentres with encrypted delta-changes fed automatically protecting against fire, theft, flood, viruses and user error.

autonomic healing

purebackup's autonomic healing feature checks the consistency of your backups on a daily basis, referencing and repairing bad sectors from other copies of your data.

secure encryption

Your data is encrypted to FIPS 140-2 military standard before it leaves your location. A unique encryption key ensures your data is seen only by you.

rapid recovery

We have a 100% recovery record with our cloud backup infrastructure, including test and live invocations.

UK based support

Not all providers offer a tailored service. With purebackup you'll have 24/7 access to friendly and knowledgeable support staff who can assist you with any technical support requirements.

Asigra. Microsoft Azure VEEAM

comprehensive support services.

Build your own bespoke support package with a comprehensive range of Support and Professional Services, which can be provided for any platform: on premise; cloud and/or hybrid systems.

With an IIP Platinum accreditation we're dedicated to providing training and development to our staff. We know that continual improvement is vital to our success, and we never let-up. We've forged high-level, direct relationships with the world's top manufacturers, so our engineers are 'always on the pulse' with the latest technologies.

Both ISO9001 and ISO27001 certifications ensure you're in safe hands - the implementation of our effective and robust Quality Management System (QMS) ensures that we focus on the important areas of our business and improve efficiencies, leading to increased productivity and service provision. Our information security risks are fully-managed including threats, vulnerabilities and impacts. Information security controls are in place to address risks.

A combination of highly skilled engineers, collaborative culture and dedication results in our consistently high customer satisfaction rates - our teams maintain your systems pro-actively and answer any queries you may have; and they do it better than anyone else.

We operate two Service Desk operations over two locations (Wakefield and Wigan). They cross-collaborate on shift patterns to provide **24/7 service**, manage an average of 5,200 ticket pm pro-actively.

managed backup

To ensure that a reliable and consistent backup is taken on a regular basis we monitor and manage your backup daily. Once completed you receive a backup report and any failures will be automatically logged and investigated.

managed AV

To ensure that a reliable and consistent Anti-Virus service is provided we can monitor and manage your AV estate. This includes keeping AV and the AV console up to date (subject to subscription). Once completed you receive an AV report and issues are automatically logged and investigated.

managed server/endpoint

To ensure that a reliable and consistent Server and Endpoint estate is managed effectively we provide on-site support, coupled with the Service Desk, this combines into a seamless product that ensures your servers, endpoints and people maintain productivity.

managed patch

Patch management service provides the confidence that your servers and endpoints are being regularly assessed and patched. Patches are centrally managed and are approved/denied in correspondence within a defined change process.

average monthly statistics (2019)

6 secs
average call waiting time

97.46%
first call to fix

5200
service desk tickets resolved

97.22%
service desk SLA's met

100%
site service SLA

96.6%
NPS score

puresupport

quality matters.

Our reputation and long-term customer relationships matter immensely and looking after customers is simply the right thing to do.

We have measured customer feedback for several years in a number of ways; typically ad-hoc surveys and questionnaires. Whilst these measures showed positive results it became clear that the response volume was less than 2% and not completely representative. It was also evident that asking multiple questions was time-consuming for the customer – we wanted a better way.

In 2017 we introduced Net Promoter Score® (NPS); an established method used to gauge the loyalty of customer relationships. It is a relatively simple algorythm originally conceived and developed by Bain & Company, Fred Reichheld and Satmetrix Systems.

NPS has become the de-facto in the technology sector, as used by global technologies such as Dell Technologies, HP, Canon, Microsoft, Apple and Sony. It's highly adaptable and other sectors including Retail, Media and Financial Services are steadily adopting the methodology.

how it works

Customers are asked one simple question; "On a scale of 0 to 10, how likely are you to recommend this company's product or service to a friend or a colleague?" Based on the rating from 0 to 10. Results are then classified into 3 categories: detractors (0-6), passives (7-8) and promoters (9-10). The NPS score is determined by subtracting the percentage of detractors from the percentage of promoters.

why use NPS?

Simplicity – NPS surveys require one single button-click response, keeping the burden on the customer low. Moreover, the key 'likelihood to recommend' question is scored on a simple scale, which can be tracked in real-time and cumulative. This means it is easy to track progress and it is uniform. There is, of course, an option to leave comments or narrative if desired but it's not mandatory.

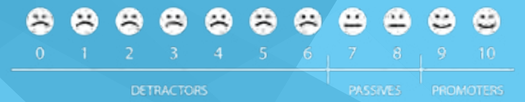
Fast Closed-Loop Management – the NPS system allows instant visibility of customer feedback and allows Service Managers to contact a customer who gives an unfavourable score (a detractor) and identify the customer's concerns and fix problems. As standard practice, our Service Managers make a phone call to customers who have given a low score within 2 hours of receipt.

CSI

As part of our quality and ITIL processes, we use a Continual Service Improvement (CSI) programme. Issues highlighted within the quality process are identified and a plan put in place to rectify the issue. Improvements may be suggested by anyone within the group. These are reviewed, planned and implemented as necessary. The CSI process allows us to make continual, measured and monitored improvements to the service we deliver our customers, learning from what has gone previously.

In achieving our ISO certifications, we work in a structured method to, ensure audits are undertaken on an annual basis and update all relevant policies and processes accordingly. Risk assessments show clear undertaken risks which are then managed via control measures. Continual improvement ensures our customers receive services meeting requirement and allows us to maintain our consistent performance.

NPS 0-10 scoring mechanism



% – % = NET PROMOTER SCORE

96.6%

NPS score

(never below 90% since inception in Jan. 2017)

purchase IT the way you want to.

Our procurement team are the most experienced, resourceful and well-connected purchasers in the IT industry, and they'll work alongside your Account Manager to ensure you receive a personalised service and that your expectations are always met.

Through the teams supply chain and global vendor relationships you'll receive the most competitive pricing and best lead times in the market - we can even hold onto the stock and batch deliver it if you need us to.

Need an out of hours service? Simply jump online onto our intuitive e-commerce platform: store.tptg.co.uk. Our easy-to-use store allows for repeat ordering and run-rate transactions meaning your next purchase is just a few clicks away.

order around the clock

Our intuitive e-commerce platform is available whenever you need it.

personalised service

Your dedicated Account Manager understands your IT requirements.

significant purchasing power

We provide the best solutions to maximise your IT budgets.

store.tptg.co.uk

Get the latest hardware at the press of a button, delivered on time - every time. It's the online go-to for your everyday IT requirements.

- integrated AI - suggested & related products
- latest products, lowest costs & stock availability
- customer-specific contract pricing
- user - friendly / responsive design

pureprocurement

welcome to the 'as a Service era'.

Device as a Service (DaaS) combines services to design, configure and support IT assets from order to end of life, as a service.

The service delivers a manufacturer-agnostic, service model that simplifies how organisations equip people with the right hardware, support, device management, and lifecycle services to improve productivity, IT efficiency, and cost management. This can include Microsoft 365, endpoint security, and/or other application software to deliver full functionality for your people.

what makes DaaS different?

DaaS is designed around what works for your business, combining equipment which suits how you work. Our experienced team design, configure, support and maintain according to your requirements. All on a predictive OpEx cost model rather than CapEx - thus maximising your IT budgets.

image build and pre-load

We preload your image during the manufacturing process along with configuration parameters according to YOUR specification. Meaning that your people recieve a device ready to work on Day 1. Automating configuration activities takes the complexity out of large deployments. Our scalable services maximise the efficiency of your deployments by automating mundane and time intensive desk-side tasks with a simple, user-admin wizard. No technician is required.

managed deployment

Managed Deployment Services provide comprehensive project management and onsite support resources to ensure your deployment is completed on time and within budget. Get the resources you need to successfully plan and oversee even the most complex deployment.

We provide customisable plans for the exact resources you need to fill the gaps in your project scheduling, planning and execution.

project management

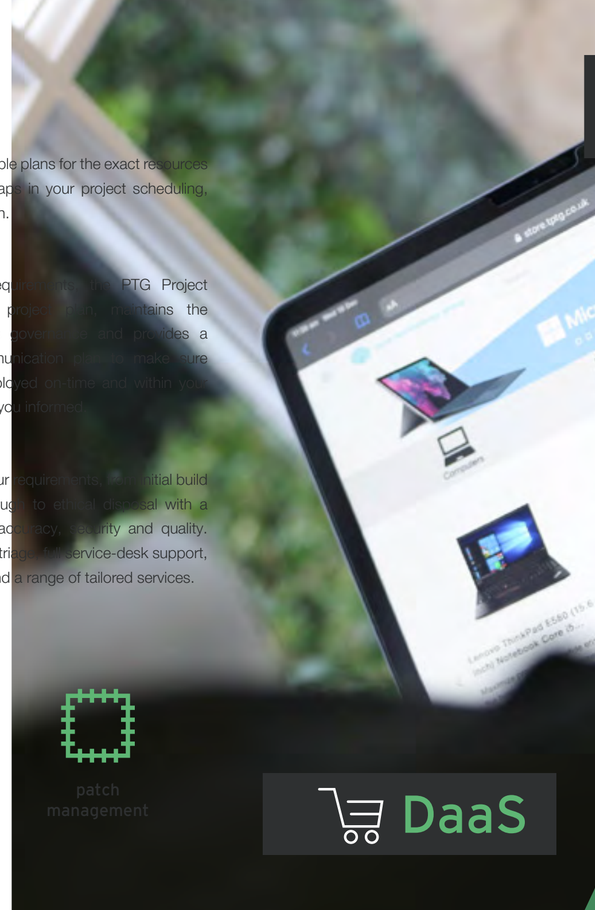
Based on project requirements, the PTG Project Manager creates a project plan, maintains the schedule, establishes governance and provides a comprehensive communication plan to make sure your systems are deployed on-time and within your budget while keeping you informed.

service management

Designed to match your requirements, from initial build and deployment, through to ethical disposal with a strong emphasis on accuracy, security and quality. This can include initial triage for service-desk support, patch management and a range of tailored services.

DaaS benefits

- cost-effective
- OpEx over CapEx
- endpoint security included
- lifecycle management
- patch management



"cloud is the norm and endpoint is the logical OpEx progression."

DaaS

welcome to the 'as a Service era.'

manage

We ensure fleet efficiency with on-site field services, asset management, security, and more.

support

Our in-house Service Desk resolve technical issues as a single point of contact regardless of vendor.

plan

We design a service plan that provides the right devices for your people.

retire

We ethically dispose of retired devices securely and environmentally.

deploy

We tailor the way your people receive new devices and gain assistance in using them.

customise

We customise the image load, system settings, and more, to simplify deployment and increase consistency.

DaaS

Bitdefender Barracuda DELL hp Lenovo mimecast

bespoke solution design & professional services.

We provide a specifically designed IT infrastructure focussed on your strategic aims. We understand that every organisation is unique and ensure we have an understanding of your organisation, technology and vision before beginning the design.

Technology is designed and configured to suit you and we understand that it's 'never one size fits all'. Research of various options is always considered. Highly experienced, qualified and certified Solutions Architects provide tailored end-to-end solutions to match the technical and commercial needs of each customer. We ensure that solutions are viable to budget, meet your desired outcomes, not only for now but for the future too. We'll always seek to maximise your investment in technology.

The Solutions Architects team are experts in designing technical solutions across our portfolio such as multi-cloud, WAN, infrastructure, security, and communications. Our approach is founded on key principles: we listen, we think, we design, we deploy, we support; but the most important factor is that we care.

Working in partnership with leading global technology companies allows us to deliver the very latest technology and expertise.

fast

With an ever-increasing demand on technology and IT platforms, performance is the absolute priority. Utilising manufacturers from around the world we will always design a platform which is fast enough for your needs; not just for today but for tomorrow as well.

resilient

IT systems are relied on more and more, working with our team of experienced consultants we will always design and advise on a solution that is as resilient as it possibly can be.

available

In today's always-on world, simple, secure and reliable systems access is critical. Your local, remote and secure access is tailored specifically to your needs.

secure

The IT threat landscape is increasingly hostile, with the rising popularity of the 'dark web' the threat to IT systems is ever increasing. We will always advise on the best way to secure your systems, and to continually monitor and protect these using our puresecurity service.

scalable

Change happens, more often these changes happen quickly and IT systems need to expand (or decrease) rapidly. Whilst we can't look into the future we can design systems with headroom to allow for growth, scale easily without disruption to core services.

We manage a large variety of IT projects, ranging from relatively simple endpoint rollouts at a scale from tens, hundreds and thousands, to highly complex datacentre projects including Platform-as-a-Service (PaaS) for mission-critical environments where fault-tolerance, security and geographic resilience are essential.

For endpoint services, we supply, configure, deliver and deploy the entire endpoint device estate, including software licensing, device imaging, asset-tagging, refurbishment, secure and ethical disposal.

All logistics, deployment and training are undertaken with the lowest Carbon Footprint possible and professionally project managed. The result is a modern refreshed endpoint estate, managed and future proofed.

In tandem with other services we can offer full lifecycle management of endpoint and datacentre infrastructure including imaging, RFID tagging, refurbishment, secure decommission and ethical disposal.

A variety of imaging services are available; ranging from at source through global manufacturers and distributors to more bespoke local services, using replication, Microsoft Deployment Services and SCCM. Using proven gold images guarantees successful deployment.

RFID tagging at every stage of the life-cycle grants full visibility, auditability, security, monitoring and end-to-end asset management.

Achieve maximum return for your redundant electronics through our asset recovery scheme with refurbishment to PAS141 standards. Our fully auditable and accredited refurbishment and resale practices ensure that products being released back into second user markets are safe, fully tested and fit for purpose. We have some unique features in our refurbishment solutions, which may extend the lifecycle of your IT estate, deliver significant cost savings and lower your carbon footprint too.

Depending on your needs, we can erase, shred and securely destroy all types of data media and hardware to the highest government / MOD standards with complete audit trail of destruction.

Our consultancy does not just extend to the traditional network-compute-storage environment, as we actively consult and design on more nascent technologies including VR/AR/MR and IoT as these newer technologies become pervasive in the market.

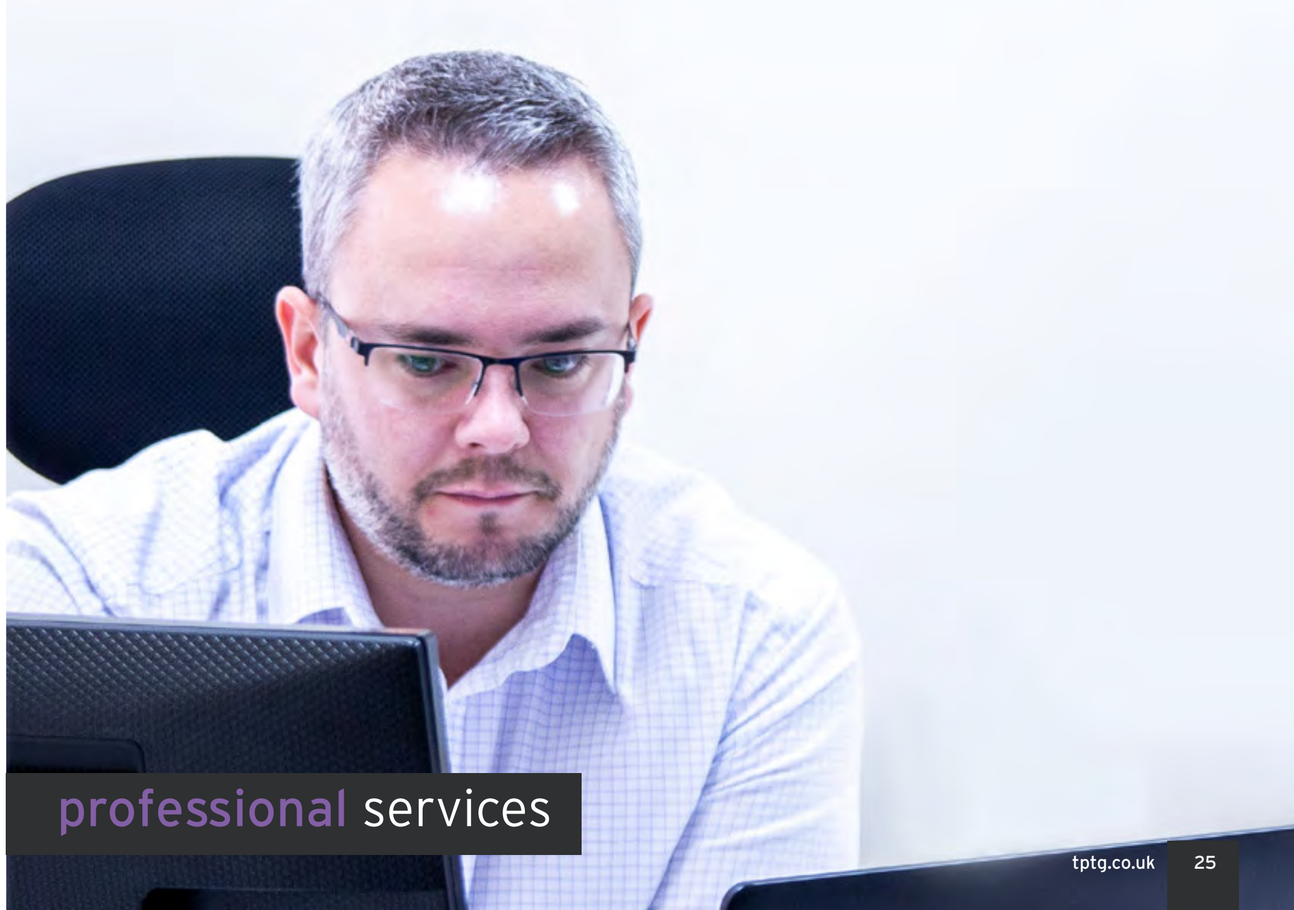
We follow a 'lead-not-follow' strategy with regard to innovative technology as we believe it's better to master new technologies early in the adoption cycle.

This diligence extends to Project Management too. Our Programme and Project Managers hold PRINCE2™ Practitioner qualifications in addition to technical certifications. Experience shows us that Project Management experience alone is insufficient, and our Project Managers are typically IT Technical personnel benefiting from many years' experience in the field who have carried that knowledge into a career in Project Management.

"The end result was a project completed on budget, well within the timescale and which met the brief proposed in the tender response. We will continue to work with PTG for other aspects of our Digital Technology estate."

Ben Morris,
Supplier Manager
at RSPB.

rspb giving nature a home



professional services

everything is connected.

We're making business-grade connectivity affordable.

Freedom of connectivity has never been so important. Today's inter-connected world requires always-on, reliable and fast communications – between sites, between organisations, between people.

We provide a suite of ultra-fast internet solutions that are robust for business, achieving connectivity to multiple sites and/or the internet using only the best telecom providers, partners and technology to provide the best fit for our customers.

Whether you need to increase your speeds, simplify complex connectivity or provide direct office communications for the secure transfer of information, we can help.

dark fibre

Dark Fibre offers a dedicated, unmonitored, unlit optical fibre path between two locations. Our nationwide network of metro and long-distance dark fibre supports our own network build, extension and helps us deliver bespoke customer solutions.

FTTP

Our symmetrical, gigabit speed products allow us to create modern, full fibre broadband solutions for customers that fall within reach of our FTTP network.

SD WAN

Software defined WAN solutions allow organisations to reconsider network design, blending reliability from reduced cost Ethernet circuits with fast bandwidth on DSL, fibre and even 4G/5G services.

wifi 6

802.11ax, also called WiFi 6, provides big advantages, taking wireless beyond Gigabit speeds, and improving reliability. We can heat-map your locations, design fast Wi-Fi and integrate to hard-wire for optimal performance.

gateway to cloud services

managed security

hybrid WAN resilience

AEROHIVE NETWORKS BT Tunnl™ Virgin media

purenetwork

invest in a tiered security model.

Cyber threats continue to evolve with attacks becoming more frequent, sophisticated and targeted. Our advanced cyber security services pro-actively protect your organisation effectively to reduce exposure and defend against the latest threats.

Cyber security issues are becoming a day-to-day struggle for businesses. The average time to identify a breach in 2019 was 206 days* - therefore it's critical that organisations take cyber security seriously and invest in advanced measures that extend well beyond traditional perimeter defences.

Our tiered security approach uses technologies from leading security vendors and providers to minimise threat, from the cloud through to endpoint device – helping you safeguard your systems, data and people. Beyond that we have a number of managed cyber security services which are designed to help you identify, mitigate and pro-actively defend against security risks and attacks.

*source: IBM

penetration testing & assessments

We identify any weaknesses and vulnerabilities across your IT environment making sure your defences are strengthened against attack helping to mitigate any risk.

user awareness training

We'll help you embed a strong culture of cyber awareness with tailored security training and phishing simulation ensuring your staff are the first line of defence.

tiered security

Cloud, Firewall and Endpoint protection - our proven tiered security model puts the necessary control measures in place to help secure your organisation and negate attacks, including zero-day threats.

Barracuda Bitdefender Check Point SOFTWARE TECHNOLOGIES LTD. CLOUDFLARE

CROWDSTRIKE F-Secure mimecast SOPHOS Symantec.cloud.

our tiered security model

tier 1 - cloud AV-AS-CC

Protection before your on-site network

Cloud security protects you from threats BEFORE your perimeter. It provides you with protection from zero-day attacks, denial-of-service attacks and maximises bandwidth.

tier 2 - perimeter firewall - proxy CC-IPS-IDS

Protection at the perimeter of the network

Traditional firewall technology with proxy control to avoid unwanted content and prevent attacks against the network. Examples of attacks can be hacking, intrusion and malware.

tier 3 - endpoint AV-AS-2FA DLP, encryption and MDM

Protection at the end of the network

Security for computers/devices (Endpoints). This stops vulnerabilities outside of the network. This includes on-demand scanning and protection against threats transmitted by removable media.

puresecurity

powerful print solutions.

pureprint provides powerful business workflow and streamlined managed print solutions. We use the latest tools for efficient printer fleet management, helping reduce IT workload and costs, whilst enhancing employee productivity. Enable users to print securely – wherever the business demands. We continuously monitor your printing environment and use ongoing process improvements to save you time and money. The service addresses environmental sustainability, finding innovative ways to eliminate unnecessary printing and reduce your usage and waste.

Our customers have access to the latest tools to reduce their admin. The last thing we want is to lose time over mundane tasks. We can offer standardised equipment to drive efficiency and productivity, and improved reporting to enable consistent service levels. Through our proactive support model, we monitor, maintain and manage your environment with an experienced technical team for round the clock support.

Our automated stock replenishment system increases work-flow efficiency and productivity, and improves sustainability with the automatic ordering of new ink, only when necessary. This means reduced costs ensuring you only pay for what you've used.

As mobile devices become increasingly more important, we face the growing challenge of keeping data protected while supporting productivity. Our mobile print solutions allow people to print to office devices or public print locations, with the security features compliance demands. Print confidentiality - utilisation controls and consumable management are just some of the features that allow us to help you reduce your print costs.

We understand that accessability to print solutions whilst on the move can be a great advantage to our customers. New smart technology allows you to easily scan and copy documents from either your phone or tablet.

The future of print is forvever evolving and we are continuously looking at new, innovative technologies that can be provided to our customers. With an ever expanding list of suppliers and vendors the world of 3D printing can be opened up to you. No project will be too complex to achieve with high quality and fast results, and access to the latest 3D printing technology.

reduced admin

cost reduction

environmentally friendly

cloud, traditional and hyperconverged.

Today's customers want seamless, intuitive and personalised experiences while they're using products and services. Your business must be always-on and your infrastructure must predict change before it happens - we can help you to optimise your IT systems through modernisation, automation and by transforming your network architecture, hardware and software.

Efficiency and control can be maintained through automated everyday operations and apps can be developed faster and smarter with our large ecosystem of partners.

Our team has extensive experience in generating and establishing IT infrastructure solutions for all forms of business, from SMEs to large corporations – using their significant capabilities to offer you a scalable infrastructure solution that can flexibly mature with your business.

Whatever your requirements are – we'll help you manage, store, backup, secure and, importantly, extract value from your data – whether that's on-premise, in the cloud – or with a perfect mix of the two.

Business demands are changing, it's not just server storage and software, it's the way they come together to make a true solution. Build yours today.

converged or hyper-converged

Integrate compute, storage, networking and virtualisation resources under a single administrative control with a hybrid infrastructure or simply improve your existing environment with a converged solution, built for handling a variety of workloads and systems.

on-premise, hybrid or cloud

Moving business critical systems to the cloud isn't for everyone. We get that, so whether you want to build a scalable solution on-site, in the cloud, or build a solution that blends the two – our team will design a solution best fit for your organisation.

Cap-Ex, Op-Ex or PaaS

Make your investment upfront, in monthly manageable payments through a tailored leasing package or rent the infrastructure to run your platform from one of our Tier-4 secure, dedicated datacentres.

DELL EMC FUJITSU Hewlett Packard Enterprise Lenovo

compute

Deploy high-performance nodes that form the architectural backbone for multi-cloud, AI, data analytics and critical line of business applications.

storage

Optimise your data with physical and software-defined storage solutions for on-premise, cloud, converged and virtualised environments.

network

Maximise the value of your IT infrastructure with multi-platform software and operating systems that accelerate your workloads and simplify administration.

pureinfrastructure

modern communication solutions.

We understand the importance of a well structured communication system. purecommunication offers a comprehensive range of fully-tailored communication solutions, including on-premise and hosted IP telephony, video and collaboration, plus calls with inclusive lines and minutes designed specifically and individually to your requirements.

We can provide intelligent insight into your usage, deliver video calling through your desk phone or PC and use your smartphone as an office extension. We use a pricing model with no hidden costs where you 'pay for what you use' on a monthly basis, with no on-site equipment required. Furthermore, your workforce have plug-in access with a headset as long as there is an internet connection: at work, at home or any other location.

Our managed communication services reduce costs and simplify operations by delivering telephony through your internet-connection. SIP trunking is more cost-effective and is now the communications connectivity of choice for the future.

Our tailored solutions and exceptional support are unrivalled in the IT industry, partnering with well-known industry bodies around the UK. The experienced technicians provide around the clock support and the ability to build tailored solutions to suit your business needs.

why choose **pure**communications?

convergence

It makes sense to align with a partner that understands and can provide you with telephony, communications and IT all converging and sharing technologies.

reduced costs

Our pricing model is transparant: no hidden costs. What's more, the influence we carry with vendors in telephony and IT means that we can provide the entire package and pass cost benefits through to you.

great customer service

Our customer service has the personal touch. We pride ourselves on offering a friendly, tailored service.

tailored solutions

It's not a case of one-size-fits-all with us. We can tailor specific communications services and solutions to meet your strategic aims.

AVAYA Höllr™ Microsoft Teams

purecommunications

enterprise ready, AR, MR and VR solutions.

There's nothing quite like wandering through an interactive landscape and our purevr solution can develop completely new ways to help your audience connect with your VR experience. Whether it's gaze-activated hotspots, controllers that allow you to engage with the 3D virtual environment, or tailor-made VR apps: our extensive VR services offer a new and exciting realm of audience participation and engagement.

purevr offers the best Virtual Reality/Augmented Reality/Mixed Reality solutions in the UK, bringing innovative, disruptive, enterprise-ready solutions to market to aid and enhance how you work now.

If you're thinking about exploring the virtual world, our pureVR solution is ready for you. Our expert team will help you craft a virtual reality experience that will stand out. Collaborating with us will ensure a sculpted experience engaging directly with your audience, immersing them into your world and your story. From there, we'll work closely with you to identify the right VR platforms for your experience, before sharing it with the non-virtual world.

hyperVSN

hyperVSN is the ultimate solution for creating, managing and displaying your unique 3D visuals with a holographic effect. A unique combination of high-tech projection units and a smart content management platform, both working together to create an immersive visual experience.

Toshiba DynaEdge

The Toshiba DynaEdge is a high-performance wearable Windows 10-based mobile edge computing device, which works alongside a companion pair of Assisted Reality AR100 Viewer smart glasses. Designed to bring hands-free wearable working to enterprise - DynaEdge enables large enterprises to improve efficiency, quality of performance and operating flexibility in a constantly evolving working environment.

Microsoft HoloLens

The Microsoft HoloLens is a holographic computer built into a headset that lets you see, hear, and interact with holograms within any environment. HoloLens is a self-contained all-in-one unit that does not require additional computing hardware to function. Using high-definition lenses and spatial sound technology HoloLens creates an immersive, interactive Augmented Reality experience.

VRaaS

Limited only by your imagination; we've developed our own VR platform to create bespoke virtual and augmented reality content on iOS or Android for training and induction solutions. Downloadable on almost any phone, tablet or headset – the app offers a completely customisable, innovative and interactive experience.

Download on the App Store

GET IT ON Google Play

IoT services with real-world benefits.

pureIoT is the combination of multiple solutions, vendors and service providers to provide IoT services with real-world benefits and we're proud to be the first service provider in the UK to offer a number of 'pre-packaged' solutions ready for market.

Whilst our solutions are pre-packaged, they're designed to resolve your business challenges through our bespoke development services.

If your problem falls outside of our pre-packaged solutions our bespoke development is available to solve unique business problems, wrapped within our trusted Professional Services for design, deployment and support.

The marketplace has 1000s of sensors and differing types of connectivity and analytics - you need a partner that can design a solution for best fit, from concept to deployment.

our IoT packages:

SMART Parking

Our SMART Parking package provides accurate information to assist with the monitoring of parking space occupancy.

Collect information to obtain summaries about total space utilisation, average use and peak times to help you manage your parking facility for visitors and employees.

An intelligent Parking Sensor is securely mounted to the surface of the road, instantly transmitting activity data via the IoT Gateway located in the building.

SMART Environment

The SMART Environment package provides accurate monitoring of people moving in a specific place plus building environmental parameters including temperature, humidity, ambient light, carbon monoxide and sound.

Set security alerts to advise you if unexpected movement occurs. Collect data to inform and alert you when there are changes to the environmental conditions in order to provide the perfect working environment. Save money by reducing wasted energy costs, turning lights and heating off in unused areas.

efficient resource utilisation

enhanced customer experiences

improved productivity

high-quality data and analytics

ARROW comms 365 LoRaWAN

SMART Parking

+

SMART Environment

=

SMART Spaces

want to know more about pureIoT?

call us on **0113 387 1070**

pureIoT

fast, secure, cloud-based disaster recovery.

puredr provides Disaster Recovery-as-a-Service (DRaaS) as part of a comprehensive availability strategy, embracing virtualisation and storage investments in your datacentre and extending them through the hybrid cloud.

puredr is an affordable and efficient image-based VM replication delivering true cloud-based disaster recovery for ALL applications (RTPOs < 15 minutes) through a trusted UK based DRaaS provider. Get the most out of DRaaS with Veeam Cloud Connect VM replication, providing fully integrated, fast and secure cloud-based DR (disaster recovery).

what makes puredr unique

Built in technology: Integrates with Veeam Availability solutions leverage investment in existing technology and knowledge.

Single infrastructure: Avoid the need to maintain a secondary site and incur capital expenses in order to build and support additional infrastructure for off-site backup or DR.

Simple networking: Built-in network extension appliances to simplify networking complexity and preserve communication with and between running VMs, regardless of the physical location.

fast, flexible fail-over

Easily switch production to standby VMs from a secure, mobile-friendly portal or your on-site console. Fail-over specific VMs or an entire site with 1-click fail-over orchestration. Maintain fail-over plans alongside standby VMs for quick recovery from even large-scale outages.

streamlined failbacks

Switch production back to your restored datacentre – or to an entirely new datacentre (out-of-place restore) – with zero data loss and minimal disruption. Minimise network traffic by transferring just the deltas between VM images in preparation for failback.

seamless integration

Replication is fully integrated into Veeam user interfaces and workflows. Just point your replication jobs at our cloud host, failover and back as with any other replication target.

recovery assurance

Test failover of an entire site or select VMs without affecting production. Veeam also makes it easy to periodically failover and run production at your DR site (considered a best practice by many).

VEEAM

delivered DRaaS to ensure business continuity

GDPR

supports compliance with GDPR and DPA

automated and simplified DR testing with 1-click failover

puredr

get your 30-day free trial today

call us on **0113 387 1070**

puredev

coming soon

Bespoke application development for mobile and web apps, e-commerce and more.

partnerships and certifications.

We're proud to have direct relationships with some of the leading global technology vendors and manufacturers.

By working strategically with a select number of partners it ensures that our engineers are regularly trained and kept up to date to support and deploy all of our technologies, we can offer the most competitive pricing on the market and that we have a direct link with the vendor, keeping them involved from design through to deployment of any solution.

Our people are our biggest asset – recognised as Investors in People Platinum we ensure each member of our team receives a personal development plan (PDP), as well as funded investment and training to support their professional development.

We also hold a number of internationally recognised certifications to ensure compliance, best practice and secure data management. Delivering world-class service to customers is our aim and our accreditations are a key part of our strategy to support that.

commercial

trusted technology partner for some of the UK's leading brands

We provide a comprehensive range of IT solutions and services to the SME commercial sector, mid-market and enterprise. Our success is fuelled by our passion for the three things that matter most to our company – our customers, our people & technology. Our commitment to service excellence and solution knowledge serves over 1,500 commercial customers across many industries.

digital transformation in the public sector.

Being able to provide technical expertise and the best-value possible in the public sector has been a priority for us since our inception in 2007. We now feature on a number of key frameworks in the UK to support our aim of providing digital transformation services in the public sector.

With expertise spanning across a number of sectors including blue-light, education, healthcare and local authorities - our commitment to service excellence and solution knowledge is earning us a growing reputation for the provision of public sector solutions.

trusted supplier

A trusted supplier to many public sector organisations, represented on an increasing number of public sector frameworks.

public sector expertise

We have an experienced team of security cleared and DBS checked Presales, Solution Architects, Deployment Specialists, Technical and Service Desk Engineers.

operational excellence

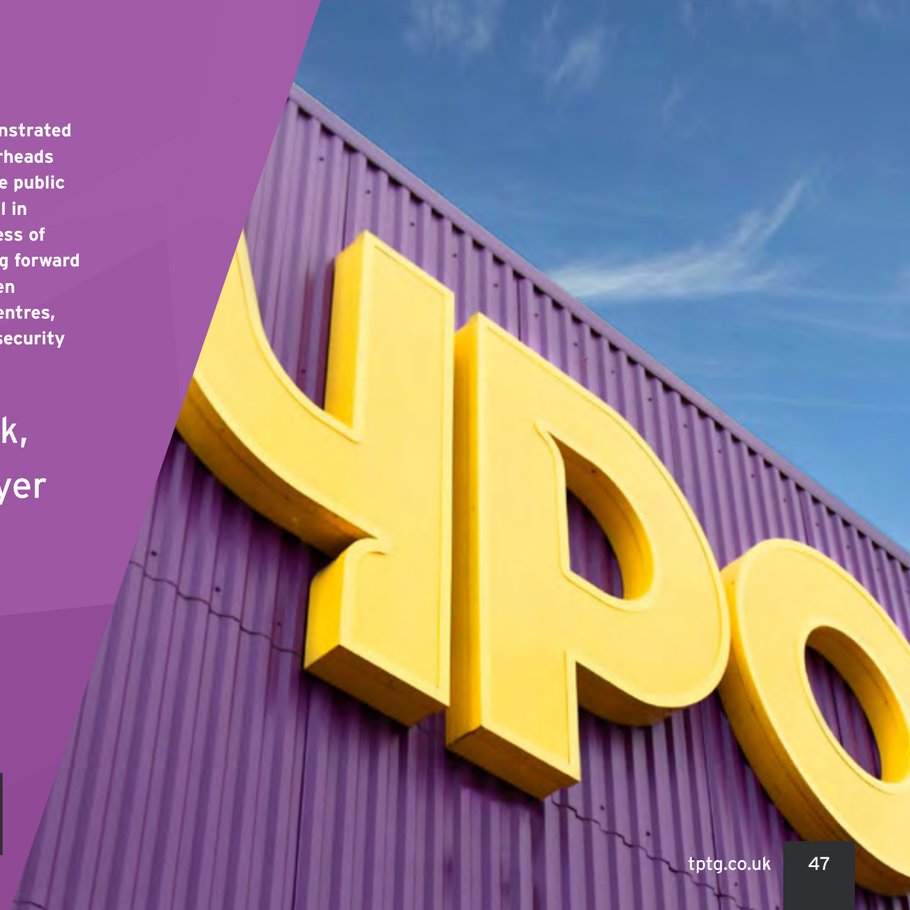
We are Cyber Essentials Plus accredited and apply full ITIL, Prince2, ISO 9001 and ISO 27001 processes throughout our operations.

committed to the public sector

Our extensive experience of working with Public Sector organisations gives us a deep understanding of the vision, challenges and opportunities across the wider public sector.

"The pure technology group demonstrated its passion to be one of the spearheads for digital transformation into the public sector and has been instrumental in supporting us in the design process of this new framework. We're looking forward to developing our partnership even further across the 00944 datacentres, maintenance, cloud hosting and security framework."

Zoe Morgan-Kriek, ICT Category Buyer at YPO.



public sector

building partnerships for the future.

purepartner gives you a platform to further fulfil your customer requirements by expanding your current product portfolio. You will see results from our partnership because we see the value in understanding our customers, it isn't about selling IT – it's much more about tailoring technology solutions and services to customer requirement.

The purepartner programme has been structured to work in conjunction with a multitude of business services. We can deliver a bespoke service with opportunities for customers to access the latest technology from leading global brands.

Puredesign allows for services to be tailored to customer requirement delivering your desired business outcomes. We aim to build strong customer relationships and ensure our Solutions Architect's have a broad understanding of a company, its technology and vision, before beginning the design.

Our pureprocurement solutions team have built vendor and supplier relationships with customer access to global brands. Our team deliver competitive pricing and the best lead times on the market. We pride ourselves on delivering a world class service. puresupport solution offers a comprehensive range of Support and Professional Services, which can be provided as a package for any platform: on premise; cloud and/or hybrid systems.

integrity

We will devote our resource to developing your business, your customers business and gain your trust.

innovation

Our focus on innovation will guarantee you have access to the latest exciting technology.

certification

Commitment to globally recognised training and accreditation keeps our professionals ahead of the curve.

we care

We strive to be your IT partner of choice and provide you with the best customer experience possible… Not just at the outset but for the long term.

are you our next partner? get in touch today on **0113 387 1070**

service more of your customers needs and win projects you couldn't fulfill alone

we value our relationships as together is always better and we keep it simple, flexible and consistent

get personalised advice from experts who know you, your business and your customers

#oneteam, one effort.

we are proud to support and promote Candlelighters.

Founded in 1976 by families and medical staff, Candlelighters continues to help support children suffering with cancer and their families.

Proceeds go towards the funding of research, family holidays, grants and additional services within the hospital and vital support for families battling children's cancer. Candlelighters involve themselves in all kinds of projects, providing aid for ordinary families experiencing difficult circumstances.

Each year we commit a targeted amount to donate to Candlelighters and we work hard to increase the level of donation year on year. We're proud to support such a great charity, which makes a huge difference to children's lives and looks forward to continued year-on-year support.

Over the last 5 years, we've taken part in a wide variety of fundraising activities including:

- yorkshire 3 peaks
- great north run
- snowdon by night
- tough mudder 2018 & 2019
- coast to coast
- raffles
- cake sales
- monthly salary donations

for more information or to support their cause: tptg.co.uk/about/giving-back

Candlelighters

Together we Can fight childrens cancer

www.candlelighters.org.uk

aiming big in 2020...

Activities are already in the pipeline for future funding as part of PTGs #Summer100 campaign, a campaign designed to support the Groups aspirations of achieving £100,000 raised for the Charity by the end of summer 2020. #Summer100 will consist of a number of fundraising activities taking place across June to September.

- leeds 10k
- skydive

ticket guide

1. Call the service desk to log a ticket. (All P1 incidents must be logged via telephone).
2. Email the service desk. You'll get a reply with the details you've sent and a ticket reference number.
3. Log a ticket via the web portal or mobile app. Please contact your account manager to discuss set up for this service.

Support is available 24/7 - 365

Leeds (head office)

pure technology group
The Mill
Springfield Mills
Leeds
LS28 5LY

0113 387 1070
hello@tptg.co.uk
9am - 5.30pm

Wakefield

pure technology group
Chapelthorpe Hall
Church Lane
Wakefield
WF4 3JB

01924 562 100
hello@tptg.co.uk
8.30am - 6pm

Wigan

pure technology group
Smithy Court
Wigan
WN3 6PS

01942 311 150
01942 311 151
hello@tptg.co.uk
9am - 5.30pm

are you our next customer?

our team is ready to discuss your ideas.

All information in this catalogue is © pure technology group.
All rights reserved. All vendor logos, brand names and references are © respective owners.
All people shown in this catalogue are pure technology group personnel - 'no synthesisers'.
Service Catalogue V2.2