



**Factory Internet**  
Cloud :: Connect :: Consult



# Factory Internet

# Introduction

HERE AT FACTORY INTERNET, OUR CUSTOMERS ARE OUR NUMBER ONE PRIORITY.

Welcome to Factory Internet, where unparalleled cybersecurity meets commitment to community and social value. In the digital age, where threats evolve faster than ever, we stand as your unwavering shield and partner, protecting your most critical assets with precision, passion, and prowess. Our foundation is built on a robust blend of cutting-edge technology, human expertise, and a deep-rooted ethos of giving back to the communities we serve.

Our strength lies in our people—a diverse team of experts whose expertise is only matched by their dedication and care for our clients. Each member of our team is not just a specialist in their field but a passionate advocate for cybersecurity, driven by the commitment to protect and serve our clients' interests. Their expertise is continuously honed through ongoing education and exposure to the latest cyber trends, ensuring that our collective knowledge serves as your most potent cyber defence.

We are more than a cybersecurity and managed services provider. We are a partner, a protector, and a proud community member, dedicated to delivering excellence in everything we do. Whether safeguarding your critical operations or enriching the community fabric, we do it with passion, expertise, and an unwavering commitment to positive impact.

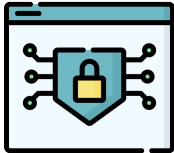
Welcome to Factory Internet—where your security is our mission, and our community is our inspiration.

Robert Morgan

Founder, Factory Internet

# Services We Offer

Factory Internet offers a variety of services to meet your growing business needs. We get to know you - your strengths, challenges, history, and current needs - and we get to know your market. Together with your team, we define the problem and create goals to solve it.



## CYBER SECURITY & SOC SERVICES

Providing Security Services such as Vulnerability Scanning, Pen Testing, Cyber Security Governance assistance through to our Fully Managed SOC/MDR service.



## MANAGED SERVICES

Securing availability and assured operations on platforms hosted anywhere in the world. Our team provide support to mission critical workloads running in clouds, datacentres and manufacturing facilities across the world.



## PLATFORM HOSTING

Providing secure and isolating hosted from our own fully managed self-hosted UK based private cloud platform. For customers with complex privacy, security and availability requirements.



## TAILORED OPERATIONS

Combining all the expertise across Factory into professional services. Our professional services are outcome based, and unlike a single resource, our consultants have our entire team to fall back on, dedicated test labs and huge investment into hardware and software to help accelerate delivery of complex requirements.

# Our Customers

It's truly a privilege to serve such a distinguished and forward-thinking clientele, and their success stories are a constant reminder of what is possible when passion meets partnership.



PURECHANNELS®

# Partners and Suppliers

In our quest to deliver cutting-edge technology and unparalleled security solutions within the managed services domain, our suppliers emerge as invaluable pillars of strength and expertise. Their consistent dedication to quality, innovation, and reliability ensures that we are equipped with the best tools and resources to serve our clients. Their foresight in anticipating industry trends, coupled with an unwavering commitment to research and development, allows us to stay ahead of the curve. Collaborating with such esteemed suppliers fortifies our promise to deliver excellence, making them not just vendors, but esteemed partners in our shared journey towards a technologically secure and advanced future.



# Our Team

In the vast realm of Managed Service and Security Providers, what truly sets a service apart? It's the people behind it. At Factory Internet, our team isn't just good, they're exceptional. Here's why partnering with us isn't just a choice, it's a strategic investment for your organisation's future.



## MASTERY OVER ENTERPRISE IT SYSTEMS AND SECURITY

- **Proven Expertise:** Our team possesses a deep understanding of the intricacies of enterprise IT systems. From implementation to management, we've got you covered.
- **Security at Its Finest:** We don't just know security, we live it. Our team is well-versed in the latest security protocols, ensuring your business remains impervious to threats.

## CHAMPIONS OF OPEN SOURCE

- **Open-Source Advocates:** We believe in the power of open source. Our team harnesses its flexibility to tailor solutions, ensuring you get a system that's both robust and adaptable.
- **Cutting-Edge Innovations:** Open source is at the forefront of tech innovation, and our team ensures you're always ahead of the curve.

## AN INVESTMENT IN KNOWLEDGE

- **Continuous Training:** At Factory, learning never stops. We invest heavily in training, ensuring our team stays updated with the latest advancements and best practices.
- **Empowered to Excel:** Our commitment to knowledge means when our team works on your projects, they bring the most recent and effective strategies to the table.

## ROOTED IN COMMUNITY & SOCIAL VALUE

- **Local Employment Champions:** We believe in uplifting our community. By hiring locally, we not only boost the local economy but also ensure that our team understands the unique challenges and nuances of our clientele.
- **Commitment to Social Value:** Our ethos transcends business. Investing in social initiatives, we ensure that our success reverberates positively within the community.

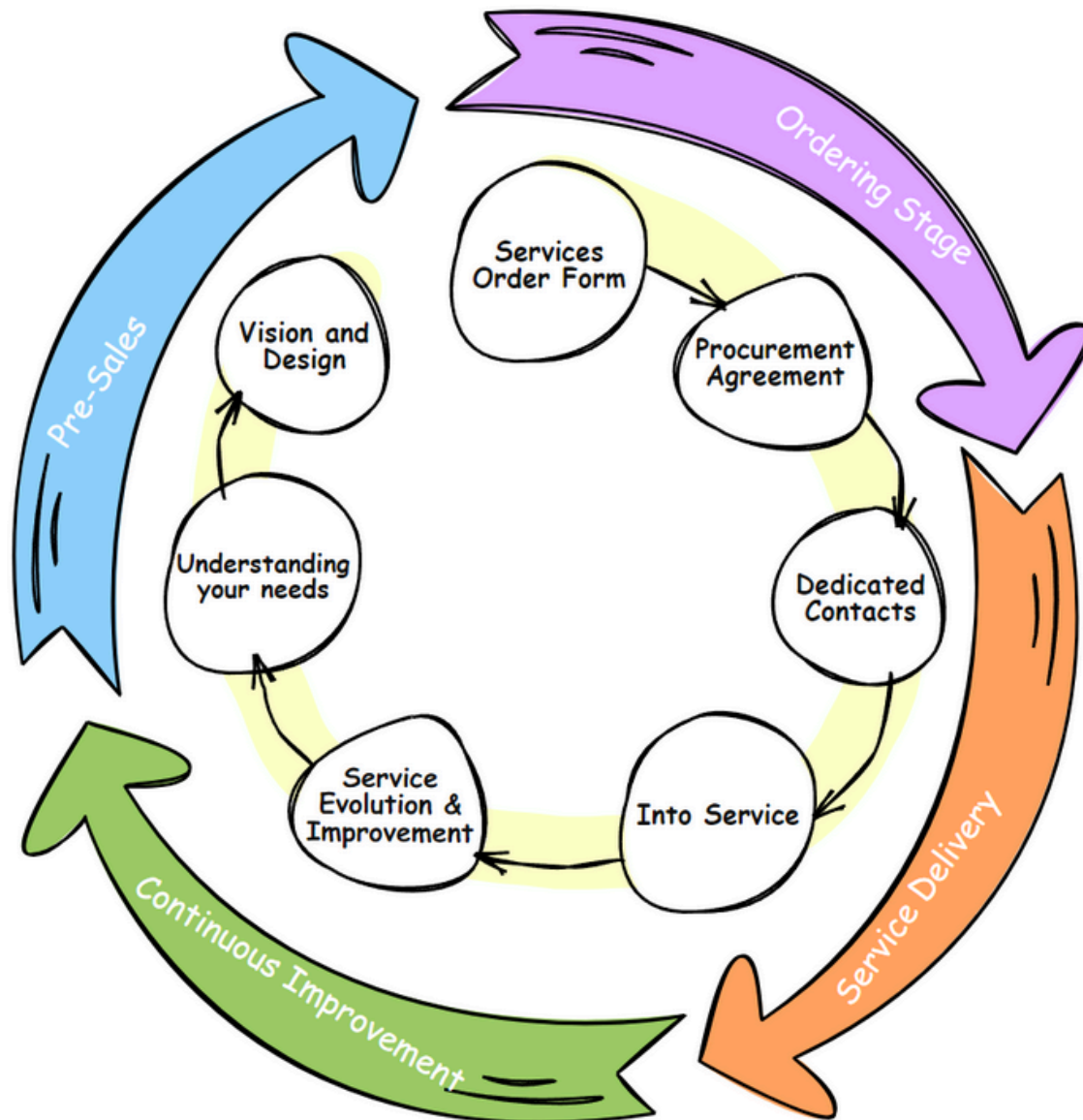
## VALUE BEYOND SERVICE

- **Unparalleled Value Proposition:** Our competitive pricing coupled with top-tier service ensures you receive maximum ROI.
- **Trust is Our Foundation:** We value the faith you place in us. With a team driven by integrity, reliability, and dedication, your business is in trusted hands.

With Factory Internet, you're not just getting a service; you're gaining a partner, a team that's as invested in your success as you are.

Let's build the future, together!

# How we deliver services



## PRE-SALES SCOPING

Prior to any contractual commitment, we work through your design goals and aspirations.

Our approach is a requirements based architectural assessment to align and recommend an appropriate solution.

## TEAM ASSIGNMENT

Over a period of two weeks, our management team performs an in-depth analysis of the project's requirements. Based on this, we identify and shortlist team members with the specific skills and expertise needed for the project to succeed.

By the end of this phase, we will have a dedicated team, tailored specifically to the project's needs, ensuring an optimal outcome.

## CONTRACT AND ORDERING

We organise contracts and order forms, we're used to working with procurement and legal teams and can work with your teams to align terms/bespoke arrangements where required.

## IMPLEMENTATION PROCESS

Leveraging our Project Framework, Our tried-and-tested project framework guides the entire implementation process. This framework is designed based on industry best practice and our extensive experience in delivering successful projects.



# Service Delivery

Choosing to partner with us is not just about placing an order. It's the first step in a transformative journey where your vision is expertly moulded into tangible results. Here's how we ensure that the leap from your aspiration to its realization is smooth and efficient.



## REQUIREMENT GATHERING

Tailored Solutions begin by detailing out your unique needs and aspirations. Our dedicated team collaborates with you, fine-tuning every detail to ensure that what we deliver is truly tailored to your vision.



## FINALIZING DESIGN AND COMMERCIAL INVESTMENT

Transparent & Competitive, with your requirements in hand, we'll present a pricing model that's not only competitive but fully transparent. No hidden charges, no surprises. Just straightforward value.



## ARCHITECTURE & IMPLEMENTATION

We customise all of our solutions to meet your needs. During implementation, you'll spend time with our solutions engineers who will ensure your services are tailored to your needs.



## DELIVERY INTO SERVICE

Once up and running, your service becomes supported by named contacts dedicated to you and your team. This gives you a personal service where our team are known to you and responsible for ensuring quality service throughout your contract.



## CONTINUOUS IMPROVEMENT

We believe most service providers fail by delivering a static service and never evolving it. With Factory, our service, product and roadmap updates become your updates. We evolve our services, and your implementation. This ensures you get maximum value from our services, and is the leading reason we believe so few customers ever leave Factory.



# Service Management

## CUSTOMER VALUE

Our belief is simple: your success equates to our success. This isn't just about managing systems and security; it's about elevating your operations, ensuring that every service we offer not only meets but exceeds your expectations.

## TECHNICAL EXPERTISE

Our team isn't just composed of experts; it's composed of passionate individuals who are committed to excellence.

- **Primary Technical Contact:** Your main point of touch, someone who understands the ins and outs of your systems, ensuring that solutions are tailored and efficient.
- **Secondary Technical Contact:** A backup expert, ensuring that even in the absence of the primary contact, you never experience a lapse in service.



## SEAMLESS SERVICE & COMMUNICATION

Transparency and constant communication form the backbone of our service approach.

- **Service Contact:** Your dedicated representative focused on ensuring that every service aligns with your needs and is delivered with precision.
- **Regular Updates:** From regular check-ins to detailed reports, we ensure that you're always informed about your systems' status.

## ASSURED CONTINUITY

In the rare event that things don't go as planned, we've got you covered.

- **Escalation Contact:** A dedicated senior team member ready to step in and address any challenges, ensuring that issues are swiftly resolved, and service continuity is maintained.

In partnering with Factory, you're not just getting a service; you're getting a commitment. A commitment that places your value and our technical expertise at its core. A commitment that ensures, no matter the challenge, you have a team that's ready, skilled, and dedicated. So, let's journey together, towards efficiency, excellence, and unparalleled success.

# Next Steps

So you want to proceed?

Ask for a follow-up meeting, we can refine any changes you need and then start provisioning asap.



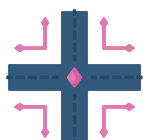
## REQUIREMENTS

We only move once we've locked down requirements with you. Depending on the complexity of your service, this might take 5 minutes, or it might take a few hours! We'll book a meeting and help get this done.



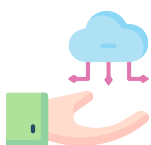
## LEGAL AND COMMERCIAL TERMS

We'll get a contract, order form and pricing together for review. Once this is signed and accepted we'll start the provision of your order.



## PROVISION PROCESS

For simple services/amendments to an existing service, we'll get on with amending that inline with your normal service requirements/change control procedures if they apply. For new services, we'll start animating things very quickly!



## DELIVERY INTO SERVICE

We'll introduce you to your team, normally some of those people will have been part of the pre-sales process (our technical engineers get involved early so they understand your requirements earlier on).



## GO LIVE/PROJECT COMPLETION

We'll aim to get your services delivered, running and delivered to your satisfaction as promptly as possible.