



# Quadrис for healthcare

IT solutions that enable better care for everyone

 QUADRIS



# Welcome to Quadris

Starting Quadris in 2005, I couldn't have imagined how the IT landscape would have changed and the type of business that we would be over fifteen years later. We might deal with very different projects today, but our ethos of developing the best people and putting our customers first has never changed.

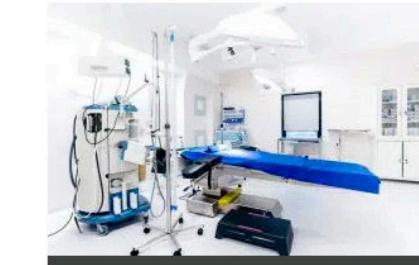
We're not the largest MSP in the UK, but neither do we pretend or wish to be, because we pride ourselves on the personal service that we offer to each and every customer. It's why we have partnerships today with customers that have been with us since the very beginning.

If you're therefore looking to work with some of the most friendly, skilful and well-trained IT professionals in the UK, then we'd love to have a chat.

**Gavin Young**  
Managing Director



# Introducing Solutions for the health & medical sector



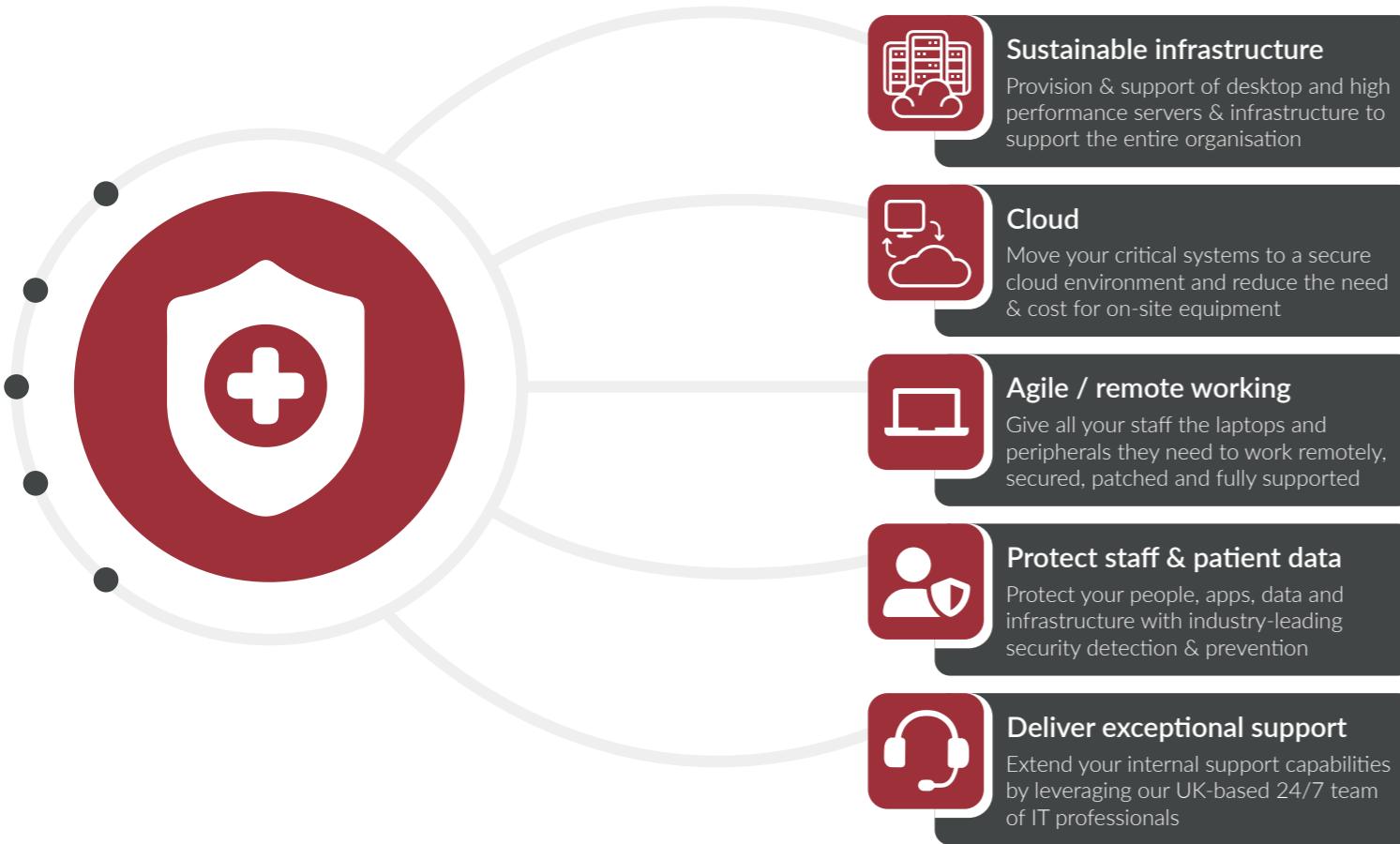
We develop, deliver, manage, and support hospital-wide IT solutions that allow health and care professionals across a range of disciplines to do their job efficiently, effectively, and securely wherever they may be. We work with professional healthcare and medical institutions across Europe within public health / NHS, hospices and the private medical sector to achieve better clinical and operational outcomes.

Within the UK, our dedicated healthcare team has over 20 years experience of working with and delivering IT solutions across oncology, pathology and the wider NHS.



# Our services

## What do we offer?



Working directly and often in partnership with some of the leading providers of professional medical imaging, scanning and diagnosis equipment, we deliver a range of professional services to our healthcare and medical customers.

From the provision of high performance IVDR-compliant IT infrastructure and cloud computing through to a range of managed services that help extend, secure and support your internal IT teams.

As a complete Managed Service Provider (MSP), we have the knowledge, team, experience and professional certifications needed to operate in this demanding sector.

# Work from anywhere

## Agile / remote working

Our Managed Digital Workspace service gives your users everything they need to work from home as safely, securely and conveniently as if they were in your offices. We manage the supply and rapid replacement of damaged or faulty equipment and provide your remote teams with front-line support via our dedicated service desk.

### How does it work?

- We deliver pre-configured equipment to your new starters (and support existing devices)
- All devices are remotely updated, secured and maintained for you
- We provide front-line phone and email support & assistance to all your users
- Replacement devices are sent direct from our hub to your users

### What can we supply?

Our service covers new and existing devices with new equipment fully specified by you. This can include laptops, desktops, mobile phones, monitors and all required peripherals. We will take over the task of ensuring every device is managed, maintained, monitored and secured until the end of its life-cycle.



**Free up** IT resource



**Increase** productivity



**Reduce** overall IT costs



**Secure** your devices



## Managed security for health services

### How well are you protecting your patient data?

Any organisation needs to keep its confidential data safe and secure, but your organisation has an added obligation to keep the personal data of your patients behind closed doors. This means you have to be extra vigilant around data stored on personal devices, on-site and in the cloud.

### Are you sure your remote workforce is secured?

Your organisation is likely moving (or moved) to an agile working model, where your staff can work from the hospital, a surgery or home. This gives them the freedom to perform their roles from any location, but with the added threat of data behind accessible outside of your walls.

### How secure are your legacy systems?

Your latest systems and storage are likely to be protected to an extent, but how secure are your legacy systems that perhaps haven't been touched or audited in years? Are they running on hardware and operating systems that are not even supported any more?

### Are you operating to required frameworks?

Your systems are likely governed by a set of frameworks that you must adhere to, such as the Data Security Protection Toolkit (DSPT), the Government's secure email standard (DCB1596), ISO27001, ISO9001 and Cyber Essentials Plus. As an organisation, are you working within these?

**Cybersecurity can sound bizarre, but getting it wrong puts patients at risk**

Mike Fell, NHS Digital

# Security

## Protecting your staff & patient data

In a world where security breaches make the headlines almost every day, protecting your organisation from accidental or malicious attacks, and securing your IT, has never been of greater concern.

Whether you're looking to overcome an internal skills shortage or simply audit and solidify your defences, our Managed Security Services provides the people, tools and management needed to protect you, your people and your organisation 24 hours per day, 365 days of the year.

### How can we assist your organisation?

- ✓ Managed SIEM and SOC 24/7
- ✓ Advanced threat detection, dark web monitoring, incident response and remediation
- ✓ Complete end-point security management, including EDR
- ✓ Live vulnerability testing and security assessment reporting
- ✓ Managed firewall and intrusion detection / prevention
- ✓ Anti-virus, anti-malware and anti-phishing tools
- ✓ Data loss prevention, secure backups and disaster recovery support



**Protect** your organisation



**Gain** advanced insight



**Overcome** skill shortages



**Extend** your team

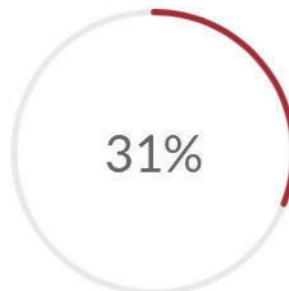


# Security

## The security threat landscape

The threat to your business can come from many angles, with your users (office-based and remote), data/apps and infrastructure all potential targets. Our Managed Security Services (see previous page) encapsulate these three areas of the security landscape, protecting your business from every angle.

Even with our expert teams managing your threat landscape, you're in complete control through the Quadris EyeQ platform, which gives you a single window into activities, attacks and what our team did to achieve resolution. This gives you an instant and live view of your business, while additionally having full access to our team to discuss your strategy and resolution plan at any time.



31% of UK businesses estimate they are attacked at least once per week



Yet only 19% have a formal incident response plan in place



And only 1% have any form of cyber essential certification



### Managed SIEM and SOC



#### Users (endpoints)

- Accidental damage
- Identify theft
- Malware
- Mobile devices
- Personal data loss
- Phishing / SPAM
- Rogue software



#### Data and apps

- External data breach
- Firewall
- Ransomware
- Viruses
- Web-based attacks



#### Infrastructure

- DDoS / Botnet
- Fire / physical damage
- Guest WiFi
- Patches / updates
- Remote access
- Vulnerability scanning

# Security

## Let us manage your backup and restoration

Protect your data with immutable backups that cannot be accidentally modified, deleted or encrypted.

### How does it work?



#### Devices & data are constantly backed-up

We manage the backup of all your devices & data across all your sites, from individual users workstations to servers and critical systems. For maximum protection, we store all your data as secure immutable backups in a clean room environment.



#### We manage the secure storage

Whether you choose to host your backup data on your site, within one of our secure data centres or in the cloud, we manage all the infrastructure to ensure that your data is protected, including digitally air-gapping data once backups are completed.



#### Data is restored on demand

Whether it's the restoration of data from an individual user account or the implementation of a Disaster Recovery (DR) plan, leave the secure restoration of data to us, allowing your team to focus on why the breach occurred in the first place.

### Why are immutable backups important?

A backup that is guaranteed to have not changed should be a critical piece of your overall Disaster Recovery (DR) plan. It means you can restore critical data quickly and with confidence when you need to.

### Where are backups stored?

Backups can be stored on your site or in the cloud, it really depends on your architecture, network and needs. Importantly, wherever the backups are stored they are automatically digitally air-gapped to the rest of your network.

### Why is air-gapping important?

In the event of a cyber breach, attackers will use a variety of techniques to search for machines on your network that hold important data so they can steal, alter or encrypt it. Air-gapping removes your backups from the network, making them invisible to any attacks.



# Service desk

## Deliver exceptional support to your staff

Running an inconsistent, uncontactable or poor-quality service desk has a hugely negative impact your internal and external users, dramatically reduces overall business productivity and can see your KPI's head in the wrong direction.

We understand that running an internal service desk 24/7 is complex, expensive and requires extensive senior management time, which is why our Managed Service Desk gives you the option to outsource all or part of your front-line first or second line support to our dedicated team.

### How can we assist your organisation?

- ✓ Complete first and/or second line support via phone or email
- ✓ Choose which hours and days you wish to operate
- ✓ On-boarding / off-boarding of users
- ✓ Office 365 administration, support and account management
- ✓ Complete device support, including mobile and peripherals with backup and restoration
- ✓ Full access to your tickets and metrics via the Quadris EyeQ platform



**Deliver** outstanding user support



**Free up** internal IT resource



**Lower** your operational costs



**Extend** your support hours



# Cloud & infrastructure

## Providing a sustainable infrastructure

Your organisation relies on a range of infrastructure services to support everything from essential desktop computing, through to centrally hosted apps, telephone systems, shared file storage, websites, and more.

Some of these services are required to remain on-premise, but many can be moved off-site or into a public or private cloud for improved security or cost saving. The question is which solution is right for you?

The answer depends entirely on the needs of your organisation, which is why we have a range of Managed Cloud & Infrastructure services that can be tailored to suit your organisation's specific requirements. We can assist with the management of your entire infrastructure, including:

### On-premise

Keep your infrastructure on site, with the option of having it remotely managed by our team.

- Fixed annual price
- Guaranteed speed
- Flexible upgrades
- Single tenancy

### Hosted

Infrastructure owned by you but hosted in a private data centre and managed by our team.

- Fixed annual price
- Low latency networks
- Off-site location
- Single tenancy

### Public cloud

Quadrus' own secure public cloud, allowing you to dial up/down your requirements.

- Pay as you go pricing
- Phone/email support
- No data transfer costs
- Managed service option



**Balance** on-premise & cloud



**Secure** your data



**Gain** best overall pricing



**Implement** best practices



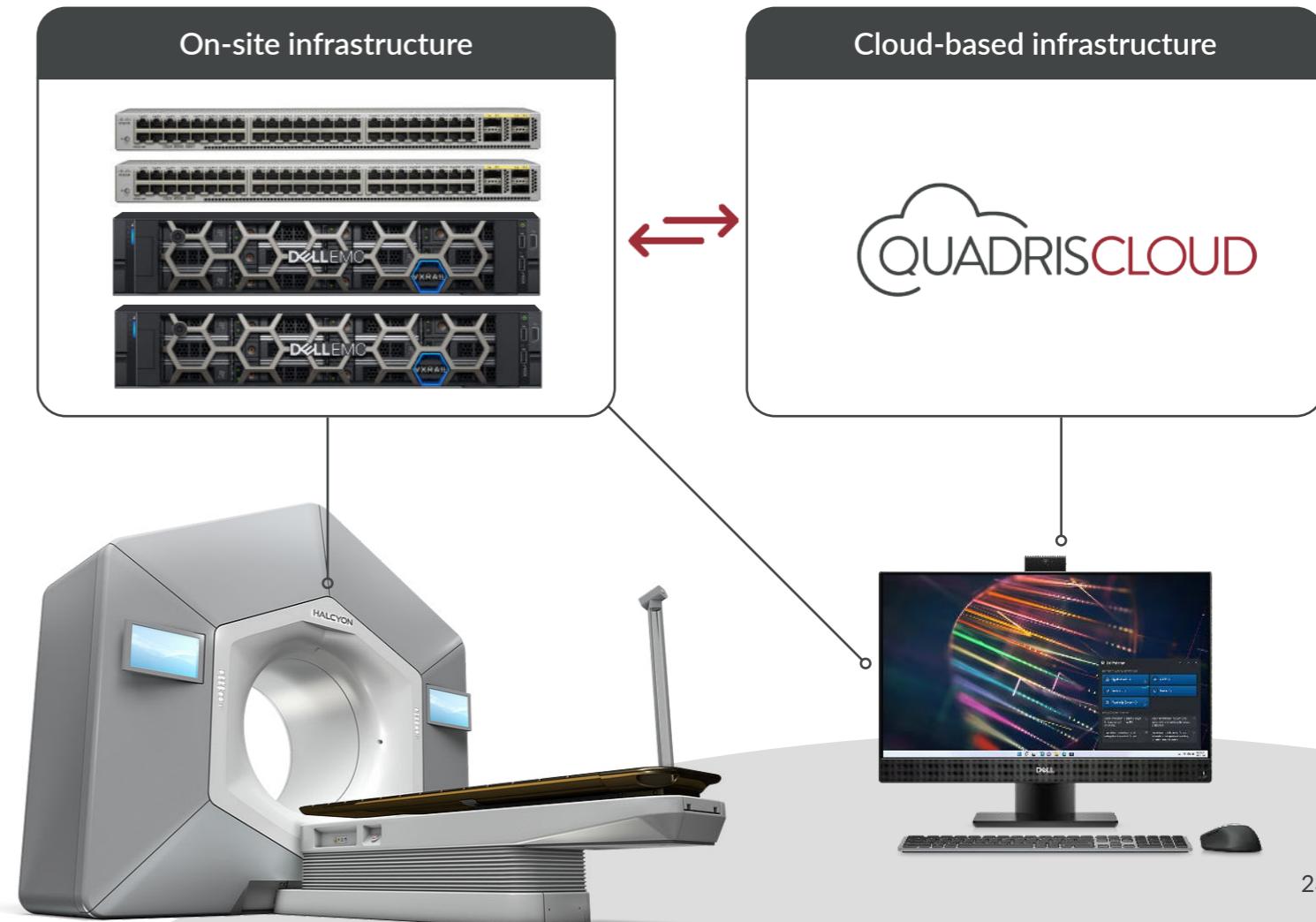
# Cloud & infrastructure

## Deliver, maintain & support your critical systems

In partnership with equipment providers such as Varian and Hamamatsu, we provide, secure, support and maintain the IVDR-compliant back end infrastructure and front end devices needed to operate your patient-critical oncology and pathology detection and treatment systems.

Increasingly, we're working with healthcare organisations that need high-end processing, storage and backup capabilities but without the requirement to manage and support on-site infrastructure. Quadris Cloud is the perfect solution, providing performance that is comparable to on-site, but at a reduced cost point and without any investment in equipment that will degrade over time. You therefore have the choice to host your critical systems on-site, in the cloud, or hybrid approach using a combination of the two.

In our experience these partnerships allows every stakeholder to focus on their area of expertise.



# Introducing Quadrис Cloud

Quadrис Cloud is a class-leading public cloud service, but with the comfort of having an experienced and accessible personal support team at the end of the phone or email when you need them. With many public cloud services this key element of support is completely missing, or only included if you pay an additional and costly monthly fee. Most of the time you are often left to fend for yourself.



With Quadrис Cloud you get all the benefits you'd expect of a highly scalable, secure, rapid cloud-based deployment platform, but with greater emphasis on security, data integrity and, of course, that all-important personal support.



## Direct support from UK-based experts

With our dedicated public cloud service, you get access to our team of cloud experts for help, advice or assistance whenever any problems arise.



## Flexibility to scale up or down

Quadrис Cloud allows you to scale up or down at any time. So, you can quickly and easily adjust your requirements in order to meet the changing demands of your organisation.



## No to training required

Don't worry if you have no experience of public cloud, as our experts are on hand, allowing you to start immediately without having to negotiate a steep learning curve.



## Complete control via Quadrис Cloud portal

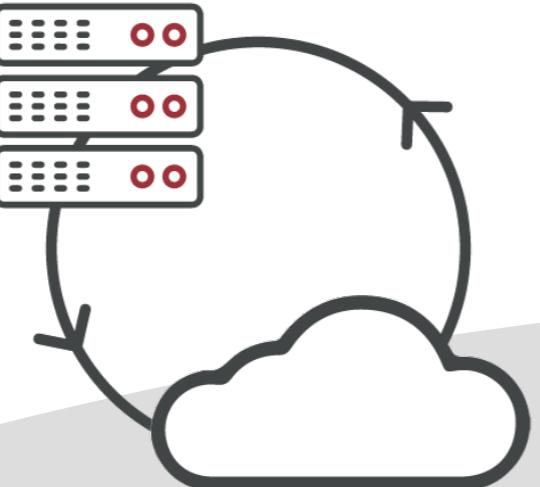
Control of your cloud-based IT infrastructure is assured courtesy of a dedicated portal with an easy-to-use intuitive interface.

# Quadrис Capital Cloud

## Purchase cloud hosting on a capital basis

Many of our healthcare customers struggle with moving to a revenue budget – certainly immediately. It's for this reason that we offer Quadrис Capital Cloud, which allows you to move to a completely hosted cloud infrastructure, but with either a single up-front or annual capital payments.

Quadrис Capital Cloud allows you to invest in physical infrastructure hosted in our secure Cloud data centres, licences for the software to be used on our infrastructure or a combination of both. This unique purchasing framework enables you to implement your “cloud first” strategy, but without the complexities and unknowns of moving straight to a recurring revenue model.



### Quadrис Capital Cloud

#### Advantages

- A single up-front capital purchase
- Costs are fixed and known each month
- Can be written off over multiple years
- Secure dedicated resource
- Designed for long-term projects



Choose your purchase model depending on your requirements or mix and match both.

### Quadrис Cloud

#### Advantages

- “Instant-on” availability
- Scale up/down based on demand
- Billed on a monthly basis
- Place limits on monthly spend
- Ideal for small/pilot projects

# Why choose Quadris?

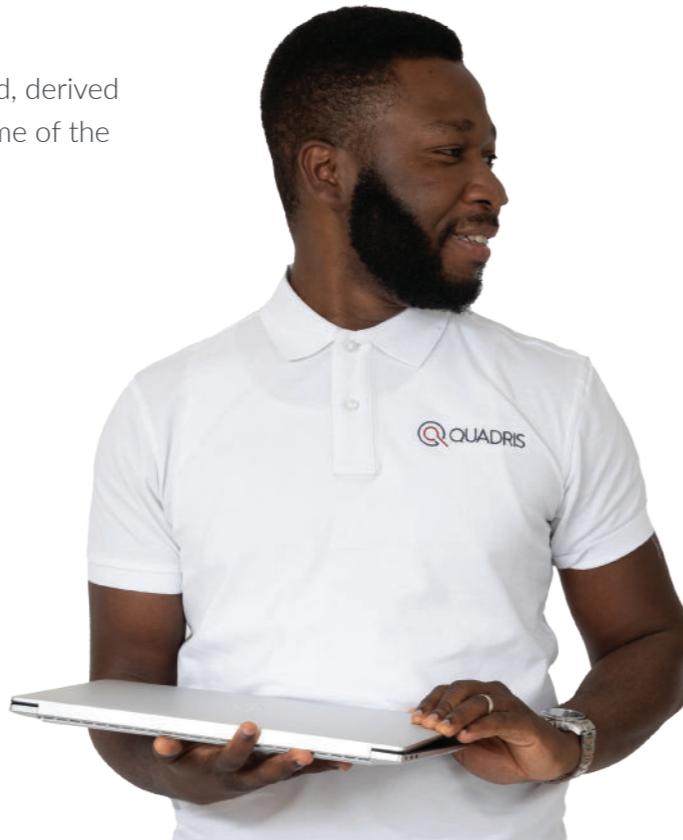
We understand how difficult it can be to let go of the reigns to a vital and critical business resource such as IT.

Quadris will provide you with that all-important peace-of-mind, derived from over 15 years in business and an ethos of employing some of the brightest minds in our industry.

## Don't just take our word for it

Our customers are always happy to discuss how we work with them and the value we offer. If you're not sure if an MSP is right for you, let us know and we can put you in touch for a private discussion.

We work with some of the leading IT suppliers in the industry, are trusted suppliers on multiple government frameworks and achieve gold or platinum status with most of our partners.



# Introducing Our technology partners



# Why use a Managed Service Provider?

## Manage your costs

Take away the issues of cost uncertainty and unexpected surprises with a single, monthly managed contract



## Gain back time

We manage the legwork of the day-to-day tasks that take time, leaving your team to focus on the jobs that only they can do

## Total scalability

We work with you to match required IT capacity to your business requirements, allowing you to scale resources as needed

## Reduce staffing headaches

Recruiting IT staff, and keeping them in the business, has never been harder - so let us take that pain away for you

## Access to trained experts

We only recruit the best possible candidates and then ensure they are constantly learning, developing and growing

## Avoid downtime

Our industry leading tools monitor your platforms 24/7 to ensure your critical systems are functioning all the time

## Access the latest technology

Our teams work with the latest in infrastructure, tools and software, giving you access to cutting edge tech

## Be cyber secure

Security is our number one priority, with constant investment in our people, processes and platforms



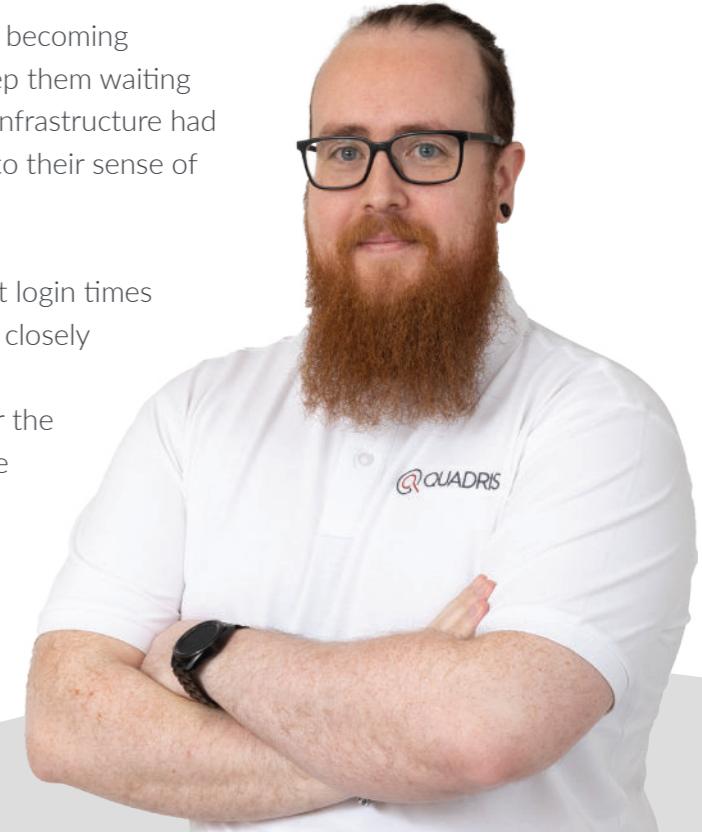
- ✓ Login times reduced by 90% from an average of 3 minutes to just 20 seconds
- ✓ Delivered huge time saving across the 13,000 staff who rely on the systems
- ✓ Fully documented resolution plan that was easily implemented by the core IT team
- ✓ Ongoing support, to cover the Trust for future problems across their estate

## Success story

### Cutting login times from 3 mins to 20 seconds

Users at one of the UK's major NHS hospitals were becoming increasingly frustrated by login times that could keep them waiting for as long as three minutes, yet a state-of-the-art infrastructure had only just been commissioned and installed, adding to their sense of frustration.

In order to resolve the problem and dramatically cut login times down to expected levels, the Quadris team worked closely with the in-house IT team to review the underlying infrastructure, carry out iterative testing and deliver the steps required to resolve the problem. The outcome revealed that changes were required to group policy, profile management, anti-virus, Citrix user profiles and group membership - all of which had been poorly-configured and were contributing to the excessively long login times.



# Going green

## Supporting your sustainable agenda

Quadris has been a carbon neutral organisation since 1st April 2020 and we have set ourself the target to be carbon zero by 2050. To do this, we have to offer increasingly sustainable solutions to our customers, with products that help you achieve your carbon reduction aims.

### **Reduce on-site energy usage**

By using modern, low-power devices, and moving large elements of your complex infrastructure to the cloud, we can help you drive down your on-site energy consumption.

### **Significantly limit future electrical**

By purchasing smarter, the amount of electrical waste that needs to be replaced and disposed of can be significantly reduced, which is good for the environment & your budgets.

### **Make strives towards the net zero**

Working with our teams, we can provide you with significant carbon savings across the board, which all contribute to your overall net zero agenda.





Crown  
Commercial  
Service  
Supplier



**HS  
CN** **HEALTH &  
SOCIAL CARE  
NETWORK  
COMPLIANT**

**NHS**  
Data Security &  
Protection Toolkit

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