XMA SERVICES

Remove the guesswork with unbiased advice and meaningful data

Customer Success Services

Meet the Customer Success Team

"As XMA's CTO, I lead a diverse team, focusing on ESG-driven SMART Solutions. We enhance Total Experience (TX), prioritising customer success, and architect innovative technology and services ecosystems."

Terry Chana, Chief Technology Officer

Scott Wright
Head of Pre-Sales

"I oversee a technically adept group of Architects and Technical Account Managers specialising in Servers, Storage, Networking, Workspace, Security and more from an array of top-tier vendors. With two decades in the IT Channel and roles spanning IT Manager to Security Engineer, I've honed my expertise in providing strategic presales advice to IT and Security leaders. My approach combines hands-on leadership with a commitment to championing customer needs, ensuring the development of customised, cutting-edge IT solutions."

Sumit Tank
Solutions Consultant

"As a Solutions Consultant with over 15 years of experience, I am dedicated to supporting public and private sector customers with SMART solutions. I advocate XMA values and place customers at the centre of everything I do. I take pride in delivering solutions that drive change within organisations, combining my extensive Microsoft experience whilst considering a broader ecosystem. I am committed to staying abreast of the latest trends and technologies to provide forward-thinking solutions."

Thom Weare
Solutions Consultant

"With 15 years in IT, I've excelled in building resilient infrastructures across data centre and public cloud. I am dedicated to the public sector and healthcare, championing ESG initiatives – from prolonging IT asset lifespans to enhancing technological inclusivity and securing workforces. My approach is deeply rooted in prioritising customers, seamlessly merging past learnings with modern innovations to drive winning business outcomes."

Michael Conlon
Success Consultant

"I have 30 years of experience in school leadership, quality improvement and digital learning, leading and innovating with technology to enhance learning outcomes. I can help customers navigate their transformation journey based on their needs and ambitions, drawing from my involvement in some of the most successful 1:1 projects across the UK. As a certified specialist for Apple, Microsoft and Google, I can also offer a wide range of solutions and support to private and public sector customers."

Chris Thackray
Success Consultant

"I have over 20 years' experience of working in education in a variety of roles including being a Director of Technology and eLearning at a Microsoft Showcase School; a Director of IT; Interim CIO for a Multi Academy Trust; Teacher of Computer Science, supporting digital change projects across multiple schools and Multi Academy Trusts. As a certified Change Management practitioner, I am passionate to share my wealth of strategic experience with our broader customer base."

Our Services Framework

Our proven service methodology, leveraged by some of the UK's largest organisations:

Supply Chain & Fulfilment Services

Unbeatable services to support your pre-delivery and after-sales experience.

Find out more

1

Customer Success Services
Remove the guesswork with unbiased advice and meaningful data

Read on to find out more.

2

Professional Services
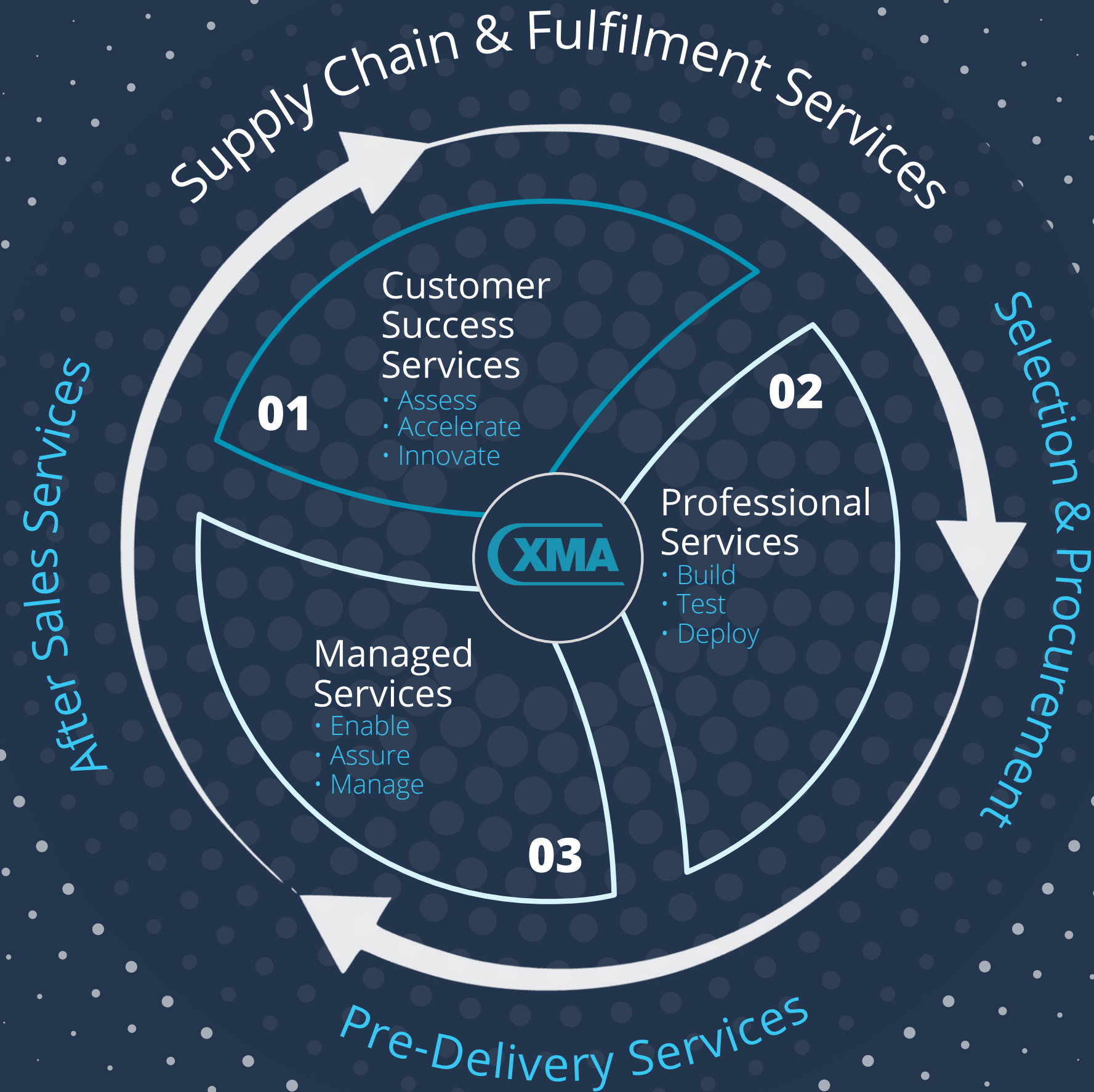Unlock value swiftly with comprehensive design and delivery services

Find out more

3

Managed Services
Unburden your in-house IT talent with Enable, Assure or Fully Managed Services

Find out more

Supply Chain & Fulfilment Services

Selection & Procurement

After Sales Services

Pre-Delivery Services

01
Customer Success Services
· Assess
· Accelerate
· Innovate

02
Professional Services
· Build
· Test
· Deploy

Managed Services
· Enable
· Assure
· Manage

03

XMA

Assess

Analyse data-backed insights and calibrate your operations with our Assessment Services

82% of organisations identify cloud spend as their primary cloud-related challenge[1]

Meet the Customer
Success Team

Our Services
Framework

Assessment
Services

Advisory
Services

Innovation
Services

Why
XMA?

Core Assessment Services

Efficient end-user device management processes boosts IT security, efficiency, cost-effectiveness and user experience. Discover how we facilitate the seamless transition to the platforms of your choice, enabling you to reap the benefits.
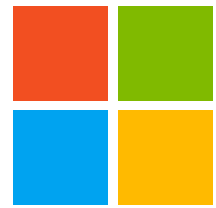
Windows Modern Management

Intune Assessment
Review of security configurations including devices, applications, Intune Application Protection Policies, and third-party integrations.

Windows 11 Readiness Assessment
Hardware compatibility, device selection, application compatibility and packaging, and pilot group(s) discovery.

Apple Readiness Assessment

Apple Readiness Review
Detailed analysis of iOS and macOS device enrolment, deployment, usage, security configuration and authentication.

Apple Optimisation Review
Workflow analysis, process optimisation, deployment and management strategy, lifecycle management, and architecture design review.

Chrome OS Assessments

Chrome OS Readiness Assessment
Hardware, business and collaboration tools, security, directory, and federated services compatibility assessment.

Chrome OS Flex Assessment
Feasibility assessment of repurposing existing Windows or macOS devices, incorporating collection, upcycling and delivery services.

Related Services

Windows 11 Readiness Assessment

Windows 11 offers notable benefits, but device compatibility is a concern. 35%[2] of current devices are not compatible. Of these, 23%[3] can upgrade, but 12%[4] need replacement, primarily due to TPM 2.0 requirements. Additionally, 20%[5] require storage upgrades for migration.
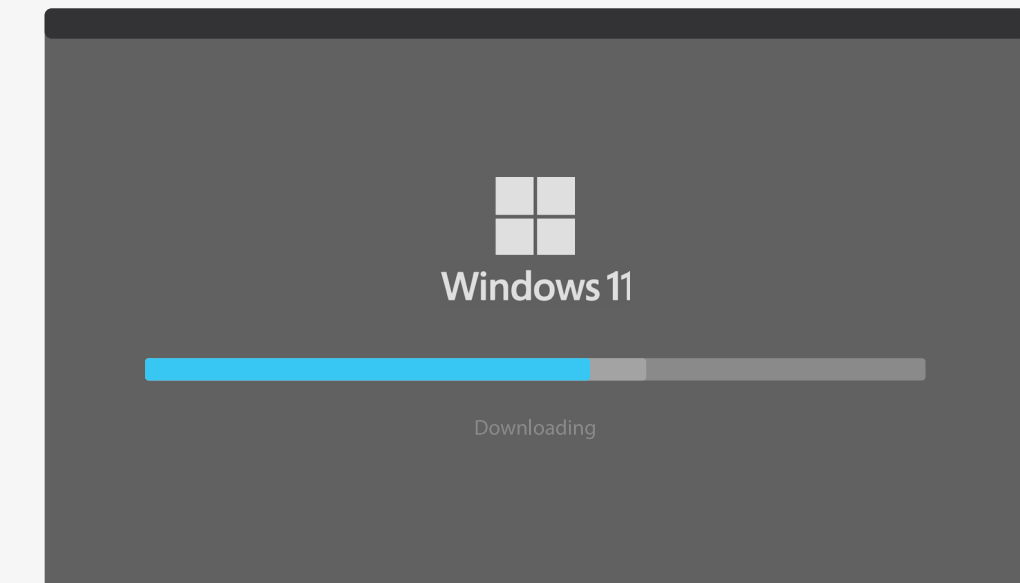
Are you ready?

Navigate the compatibility challenges and assess which devices can embrace Windows 11's benefits.

FIND OUT MORE

SMART Assessment Services

Enhance efficiency, security, and sustainability with our SMART, secure, manageable, agile, responsible technology services that go beyond the device.

M365 Security Assessment
Evaluate your M365 setup using industry best practice guidelines.

M365 Copilot Readiness Assessment
Maximise Copilot benefits with secure and smooth adoption processes.

Email Health Assessment
Benchmark your email platform, discover missed threats and false positives.

Digital Employee Experience Assessment
Optimise systems and processes to improve the user experience.

Network Security Assessment
Gain insights on traffic, threats, data flows, and attack vectors.

Wireless Network Assessment
Architecture, performance, and security review for your network.

Device Carbon Impact Assessment
Assess the environmental impact of your end-user device estate.

Enterprise Health Management Assessment
Gain tailored advice on employee wellbeing, absence management, and return-to-work processes.

Building Decarbonisation Assessment
Proactively identify and achieve 20-40% savings on HVAC energy and costs.

Smarter ESG Goals

Change your day-to-day operations for the better with ESG goals that align with wider business targets.

FIND OUT MORE

Related Services

Advance Your Cloud Journey with Targeted Assessments

Utilise our SMART assessment services for AWS, Azure, or GCP to ensure optimal performance, cost-efficiency, and robust security.

- **Cloud Migration Readiness**
- **Security Assessments**
- **Cost Optimisation & Licensing**
- **Well-Architected Review**
- **Modernisation Accelerators**

Cloud Maturity Assessment

Identify key activities and objectives that will reliably accelerate your cloud adoption journey.

CONTACT US

Meet the Customer
Success Team

Our Services
Framework

Assessment
Services

Advisory
Services

Innovation
Services

Why
XMA?

Case study: London Borough Council

Situated just outside of Central London, the Council boasts a classic multi-cultural representation of the wider Capital.

Challenge

The Councils Active Directory had been poorly maintained over several years leading to an accumulation of redundant user accounts, active users, and a multitude of contradictory legacy Group Policy Objects (GPO's). The Council utilised XMA's **Active Directory (AD) Assessment Service** to redesign, reorganise, and fortify a new build to address pervasive threats.

Outcome

XMA identified and recommended an optimised design with a complete revision of the GPO's. This translated to a refined login execution with performance and security enhancements. The review included overviews of the DC setup, Sites and Services, DNS, authentication, and administration.

The build was executed by our Professional Services team, who implemented the remediations to secure and optimise the Councils new AD infrastructure.

We Prioritise Our Customers

"With a customer-first approach, the pre-sales team's insights into our customers' challenges are vital. This deep understanding enables my team to enhance and strengthen customer relationships, paving the way for success for both XMA and our customers."

Paul Harrison
Sales Director, England

Meet the Customer Success Team

Our Services Framework

Assessment Services

Advisory Services

Innovation Services

Why XMA?

Accelerate

Accelerate your strategic goals with our proven Advisory Services

70% say the best performing organisations in their field put outcomes before technology[6]

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Framework

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Services

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Why
XMA?

Learn how our Advisory Services can help you achieve your outcomes

SMART Advisory Services

Modernisation Advisory Services

SMART Workspace

Elevate hybrid working experiences and confidently navigate the challenges of securing and engaging today's workforce.

Technology Categories

- Endpoint & Identity-Centric Security

- Applications & Desktops

- Unified Communications & Collaboration

SMART Data

Harness the power of data, unlocking growth opportunities and creating a sustainable competitive advantage for future success.

Technology Categories

- Private, Public & Hybrid Cloud

- High Performance Computing

- Edge & Serverless Computing

SMART Buildings

Secure and streamline building operations and experiences that align workforce needs with business objectives.

Technology Categories

- Workplace Experience & Internet of Things (IoT)

- Print & Workflow Automation

- Enterprise Networks & Edge Security

Modern Management Advisory

Streamline device management with Intune and Autopilot. Automate deployments, enhance security, and ensure compliance across your organisation. Simplify provisioning and manage devices effortlessly.

Virtual Desktop Modernisation

Assess the efficacy of your current VDI solution and discover the advantages of new application delivery methods. Improve user experience, ensure scalability, and boost security for efficient remote work.

Data Centre Modernisation & Consolidation

Transition to modern, energy-efficient data centres to enhance business agility with rapid deployments and seamless upgrades. Achieve cost savings, and meet compliance goals through intelligent data management.

Network Security Modernisation & Consolidation

Expand your security perimeter to include the cloud and mobile workers. Consolidate vendors and management tools with SASE, SD WAN, CNAAP, and more to protect users, networks, and applications, enhancing security and simplifying management.

Case study: Housing Association

The Association has a portfolio of tens of thousands properties across Scotland.

Challenge

The Association embarked on a substantial transformation of its headquarters, departing from conventional office norms. They sought the expertise of XMA's SMART Buildings Advisory Services to cultivate dynamic spaces that foster safety, productivity, sustainability, and collaboration.

Outcome

Spearheading the transformation, XMA orchestrated the creation of an integrated SMART Building, seamlessly combining collaboration technology, booking systems, IoT sensors, and more to optimise operational efficiency and safety.

This pioneering initiative, showcasing a forward-thinking approach to workplace design, now stands as a blueprint for the Associations' various locations.

We Are Passionate About the Value We Add

"Fuelled by passion to deliver value, our consultants use their extensive experience to address our customers' unique challenges. Their outcomes-first focus distinguishes us in a crowded market."

Dennis Fox
Sales Director, Scotland, Wales & NI

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Why XMA?

Innovate

Boost your competitive advantage with our Innovation Services

84% say they recognise that a Total Experience strategy can accelerate better outcomes in their organisation[7]

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Services

Advisory
Services

Innovation
Services

Why
XMA?

Total Experience (TX)

The Intersection of Employee Experience (EX) and Customer Experience (CX).

Government

Connected Staff & Service User Experiences

Leverage AI and Hyperautomation to enhance public services and user experiences.

Healthcare

Connected Care Staff & Patient Experiences

Transform legacy health IT workloads to enhance employee and patient experiences.

Education

Connected Student & Faculty Experiences

Connect educational systems to boost cost savings and enhance student success.

Corporate

Connected Customer & Agent Experiences

Harness AI to improve customer service email traffic and enhance first-call resolution.

Service Benefits

- Create intelligent shared experiences across Employee (EX), Customer (CX), User Experience (UX) and Multi-Experience (MX) disciplines.

- Utilise the power of hyperautomation and intelligent data to create exceptional experiences.

- Gain 360° observability of user, network and application behaviour for proactive support and optimisation.

Service Categories

API-Led Integration

Big Data, Analytics & AI

Cloud Native & DevOps

Intelligent Automation

Unified Observability

Web & Mobile Development

Executive Briefing Series

Our Executive Briefing Series are designed specifically for Executive and Senior Leadership teams to demystify key innovations and explore high-impact use cases.

- **Total Experience (TX)**
- **Artificial Intelligence**
- **Intelligent Automation**

Join a complimentary 90-minute virtual workshop.

FIND OUT MORE

Case study: Government Agency

The Agency ensures advisers' guidance is trustworthy, client-focused, and compliant.

Challenge

Grappling with the complexity arising from multiple systems including CRM, Finance, and line of business, the Agency engaged XMA's Innovation Services. Their aim was to explore the advantages of unified reporting, enabling them to aggregate data sets and produce cohesive centralised reports.

Outcome

XMA architected a design that harmonises the Agency's diverse data sets within Microsoft Azure, facilitating data aggregation, machine learning-driven enrichment, secure data sharing, and efficient reporting. This will improve their decision-making with increased clarity and efficiency.

Our innovative methodology not only readies the Agency for future expansion but also propels an XMA Managed Proof of Concept (POC) to ensure a seamless, successful transition.

Grow Organically and Through Strategic Acquisition

"Building an ecosystem with best-of-breed partners is not only enhancing our ability to deliver outstanding outcomes but also positions some, of the service partners, within the ecosystem as targets for strategic acquisition."

Tony Taylor
Chief Financial Officer

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XMA?

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Homegrown

We are a private, family run UK-based business.

Award-winning

We are a national award-winning IT reseller.

Public sector approved

We hold status on 25+ procurement frameworks.

VIEW OUR FRAMEWORKS

Right-sized

We can provide and tailor service solutions for any size project, while maintaining a personal experience for every customer.

Established

We have served thousands of customers over 35+ years in business.

Partner accredited

We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

With XMA's outcomes-focused philosophy we can make sure that every solution you implement is in alignment with your organisation's goals, and that you have the support you need at every stage of the process.

Find your headspace with XMA Services. Let us take care of your day-to-day so you can focus on your future.

Get in touch to discuss your IT service needs.

0115 846 4000

outcomes@xma.co.uk

www.xma.co.uk

Sources:

[1] State of the Cloud (Flexera)
[2-5] The State of Digital Experience (Riverbed)
[6-7] Total Experience Study 2023 (XMA)

Crown Commercial Service *Supplier*

INVESTORS IN PEOPLE
We invest in people Standard

disability confident
EMPLOYER