

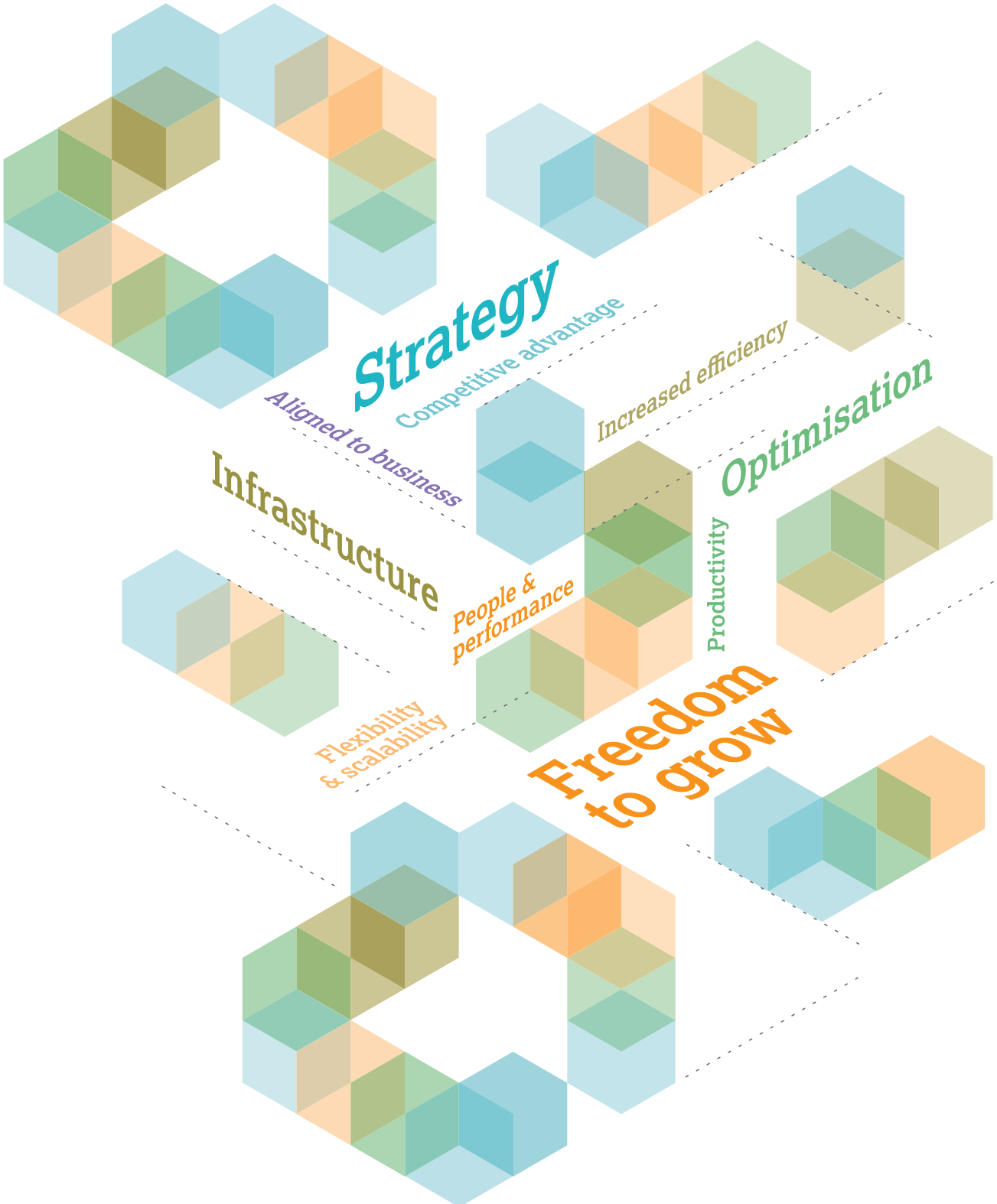
# VISTANDA

**Effective. Efficient. Simple.**

Vistanda is a fully managed IT service focussed on the needs of Accountancy, Tax, Insurance and Legal firms



Switching on your IT managed services can be as simple as switching on the lights



## Welcome to Vistanda

**Vistanda is a fully managed IT service focussed on the needs of medium sized Accountancy, Tax, Insurance and Legal firms.**

Our services can cover your entire IT infrastructure or selected systems depending on your requirements. We are experienced in managing Sage, CRM systems, QuickBooks, PerTax, MYOB and many others.

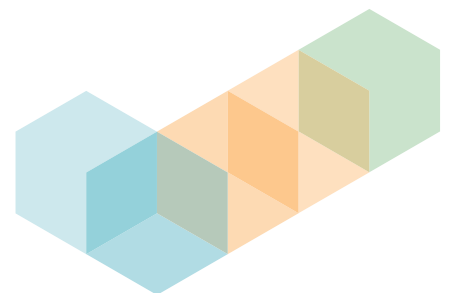
Our concept of the Business Technology Office provides you with a simple way of selecting the systems we manage for you and the added value services that help you to manage us.

Managing your time is a challenge and partners need to focus on fee earning activity. Time spent worrying about IT doesn't improve customer satisfaction.

For a fixed price we can fully manage your systems, giving you peace of mind and the freedom to accelerate your business.

### **Business benefits**

- Freedom to grow
- Technology aligned to strategic direction
- Turns technology into a platform to gain competitive advantage
- More efficient processes
- Improved staff productivity
- Scalable and flexible systems
- Easier to manage



## Sourcing technology through managed services and the cloud

Businesses have limited resources and every manager has limited time and bandwidth. Time and brain power need to be applied to activities that deliver value for your clients. Sourcing your IT externally can help your business stay focussed on these activities instead of complex operational IT issues.

At Vistanda we understand your desire to grow your business and control your costs. We offer advice on how to use technology to maximise efficiency and optimise your systems to support business growth.

Our aim is to keep your technology working for you and facilitating growth rather than holding you back.

We do so by following four principles:

- We focus on what you want to achieve for your business
- We provide smaller companies with the ability to gain the same IT benefits as large corporations through our jargon free Business Technology Office package
- We make it as easy as possible for your employees to do their job
- We are flexible in terms of contract and pricing packages.

### Beavis Morgan – Case study

Beavis Morgan LLP is a forward thinking group of accountancy and tax professionals. Having created Beavis Morgan after an MBO from Vantis, they wanted to bring their computer systems into the 21st century. The new management team wanted to use the latest technology to support an ambitious growth strategy and that included moving to “cloud” computing to facilitate scalable expansion.

Working with managed service provider, Vistanda, they transitioned their full range of IT systems within a challenging deadline of six months.

**“Never underestimate the complexity of IT. The project was always going to be extremely challenging. Vistanda’s preparation, documentation, control and project management were first class.”**

**Nigel Haigh, Managing Partner, Beavis Morgan LLP**



## Switching on your IT can be as simple as switching on the lights

### Why managed services?

According to our research, IT departments at many companies are often over-stretched and, as infrastructure and applications become more complex, are finding they lack the expertise to effectively manage them and the capital to take advantage of them.

### Trained, experienced, qualified and certified people

Our research highlighted that higher salaries are necessary to retain skilled IT staff in-house. The benefits of having Vistanda manage your IT functions vary from business to business, but for companies with fewer than 150 employees, a significant advantage is access to highly trained, on-call personnel.

Engaging Vistanda as your managed service provider is also a means to improve staff productivity. We have found that up to 30 minutes per day per person can be spent resolving technology problems.

### Commercial agility and reduced costs

A key financial advantage of using Vistanda is that you have control of operating expenditure. The Business Technology Office converts variable IT costs and capex into a fixed monthly fee which, combined with our flexible commercial arrangements, allows you to budget effectively. In other words, you only pay for what you use, when you need it.

“The cost of keeping-up with technology is increasing, such that companies like ours don’t pretend to understand nor can we afford the latest and greatest software and applications. At least that is what we thought, but by using the Business Technology Office package provided by Vistanda we have access to the newest technology without the capital outlay and a fixed predictable cost.”

Managing Director of  
PORTA Property Agents

## Vistanda Business Technology Office overview

### **Network & desktop management**

Mission critical and increasingly complex networks are making network and desktop management more difficult to support in-house. Network management is well suited to third party support because remote management tools are sophisticated, full-featured and operate largely in the background – allowing you to continue with your business.

### **Managed storage, backup and disaster recovery for business continuity**

Incidents affecting business continuity have caused companies to become more concerned with network and data availability. 80% of businesses without a business continuity plan fold in the aftermath of a major disaster. Vistanda can provide disaster recovery and business continuity for your IT set-up.

### **Email & application hosting**

We offer hosting services for email, databases and also provide a comprehensive application hosting service to allow you to keep up to date with the latest software applications and use them as you require. Our email package also provides an audit trail and secure storage for client case reviews.

### **Security and compliance issues**

With our knowledge of the accountancy, insurance and legal markets, and, in particular, the security, compliance and regulatory issues, we can help you decide how to avoid and manage data risks.

You can rest assured that your company is minimising the risks associated with issues such as maintaining client data, credit card numbers and sensitive competitive information.

“Vistanda rapidly and efficiently set up our services. Within two weeks of contract signature we were in our new office, with new laptops, on a new network, connecting to new data centre services all for one low, fixed monthly price. Our partnership continues to grow.”

CEO of London Business Capital



### **At your service**

We will regularly review your IT and business requirements to ensure they are aligned. Your account manager is on hand to quickly respond to your needs and to suggest improvement options as technology progresses.

### **Critical service control**

A recurring objection to using external suppliers of IT services is a fear of loss of control over critical applications.

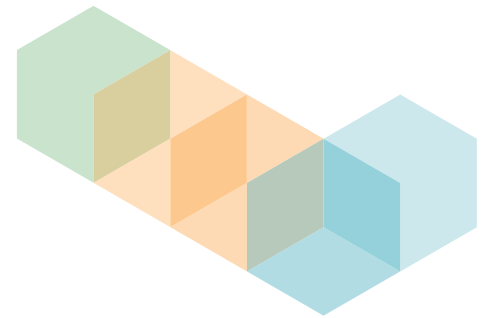
However, our service-level agreements, regular service reviews and detailed reporting structures will give you peace of mind and visibility of the service provided.

### **Mobile support services**

As part of our hosted email service we also offer mobile e-mail support. Vistanda's team can help you to understand both the devices and how to integrate them with your desk-top systems.

### **Customer service with measurable feedback**

There is an accepted theory that in order for your staff to give great customer service, they need to receive great service from within the organisation too. The Business Technology Office package can offer the ability to measure the provision of IT services to your staff through a simple feedback agent that sits on every employee's desktop. This will also measure how your staff feel about the service we are providing and enables us to monitor real-time feedback to address issues promptly.



## ...and finally

### **Why Vistanda**

We deliver business benefit for clients. Our deep understanding of business operations, process and technology within the Accountancy, Tax, Insurance and Legal industries means we understand the specific challenges of these sectors. Our approach is built around guaranteeing client outcomes, sometimes in very complex operating environments. We can demonstrate success in not just identifying required outcomes for our clients but helping deliver them in practice and, where appropriate, transferring the knowledge and skills necessary to ensure the outcomes are sustainable.

We are small and agile, flexible yet focussed. Our customers are happy to recommend us and acknowledge that, as well as our fresh approach to technology issues, we have significant breadth and depth of experience to draw on. All of this will help you to optimise your technology infrastructure to achieve your business strategy.

We work seamlessly with you for as long as you need us and our fixed monthly costs keep you in control.

### **Vendor independent, solution agnostic**

Without ties to vendors or off the shelf solutions our independence means we are able to react quickly, mobilise solutions and re-energise internal teams to accelerate change.

Our open and determined approach ensures delivery of client business objectives typically covering improved strategy, technology usage and customer services.



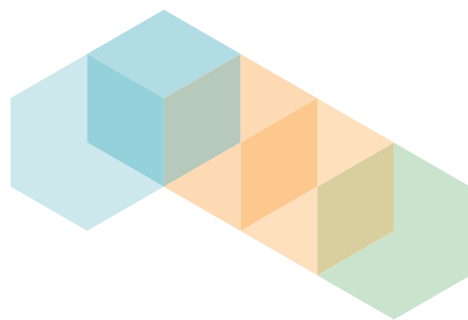
### **A business focussed approach with ideas for change**

Vistanda is brought to you by F2X – a business technology and strategy consultancy. As your business grows you will benefit from the additional services and support that F2X can offer. F2X is independent and objective in bringing about the organisational and process changes required by customers.

### **Vistanda and Instanda**

F2X's consultancy work with a number of clients revealed gaps in the market for a number of services and solutions and customers asked F2X to develop them against stringent service specifications. The current Vistanda service has thus been produced over many years and designed alongside some of F2X's customers. This highly customer focussed service is now available to you.

F2X has also developed Instanda, a service designed specifically to meet the needs of the insurance industry.



## Vistanda – as simple as switching on the lights

## Who we are

### Derek Hill

#### Principle Partner

Derek, a co-founder of F2X, is the partner who leads Vistanda. He previously designed and led major IT transition programmes at Jarvis plc and Agilisys where he was Head of Infrastructure Development. He worked with Tim at Hiscox plc as Head of IT Services. He specialises in IT service transformation, managed services design and delivery and the provision of value for money reviews to senior management.

### Tim Hardcastle

#### Managing Partner

Tim co-founded F2X in 2006 after a career in accountancy and information systems strategy. Over a 14 year period he held the board level position of CIO at AWG plc, Jarvis plc and Hiscox plc. He specialises in strategy and technology alignment.





### Contact us

If you would like to learn more about Vistanda or take the opportunity for an initial conversation with one of our team, please call us on 0845 617 0111 or email [info@vistanda.com](mailto:info@vistanda.com)

We look forward to hearing from you.

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