

Make us your IT partner
Benefit from success
Transform your business



Leading the way in the IT world for over 30 years



Sota is a leading provider of professional IT managed services, established for over 30 years. As a pioneer of the IT managed services industry, we have embraced the challenges of digital transformation, investing in people, knowledge, and specialist technical facilities, establishing cutting edge cloud platforms, and developing innovative managed services.



Company founded 1989



Employees 70+



Customers 500+



Users supported 10,000+

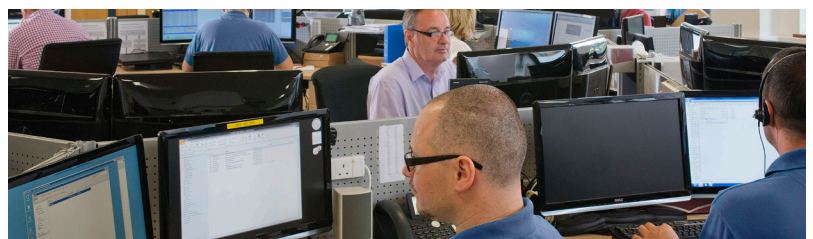
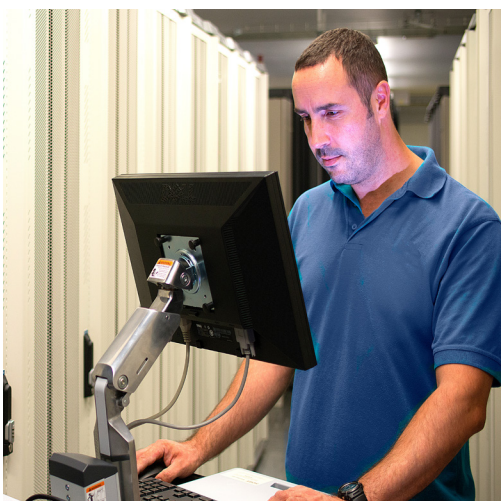


Independent private company

Gold
Microsoft Partner

History

Sota was founded in 1989 in the early days of the PC revolution. By the end of the 1990s we were a leading provider of business accounting software solutions. We introduced hardware and network services, and became pioneers of the IT managed services industry. Today, Sota is one of the UK's leading independent providers of professional IT managed services. We have embraced the challenge of the new era of digital transformation, investing in people, knowledge, and specialist technical facilities to establish independent cloud platforms, hosted in our own datacentres.



We enjoy long-term relationships with many of our customers. All have benefited from a successful partnership with Sota, and transformed their business. Some have even grown from start-up to industry-leader with us. Our customers value our expert knowledge, reliability, personal approach, and enthusiasm for professional IT managed services.

Setting standards in managed and professional services



The values of Sota are defined by a commitment to set the highest standard in professional IT managed services.

Customer Focus

We put the customer first. Understanding your operations, processes and people over many years leads to superior IT solutions and greater success.

Responsibility

We are directly responsible for the many elements in the IT supply chain. This means that you benefit from a single point of contact for all IT service and support issues, 24/7.

Expertise

We have the professional expertise to successfully deliver end-to-end IT projects. Our engineers and consultants manage even the most complex of scenarios and technical challenges.

Technical Excellence

We are led by technology, and are committed to technical excellence. Our approach is consultative, always focused on the most appropriate solution for your business.

Trust

We understand that the foundation of every business relationship is trust. Trust is gained through providing excellent service. We monitor performance to ensure that expectations are met.

A vision of investment and innovation empowering a new generation



Our privately owned platforms transform the modern workplace, powering a new generation of IT managed services.

Operations Centre

The Sota operations centre is located at the heart of the secure Kent Science Park campus in South East England. It houses technical resources dedicated to the management, monitoring and maintenance of all of our technical facilities. This includes our datacentres, core network, campus network, and workplace recovery suites, as well as our cloud, backup, telephony and security platforms.

Datacentres

Sota privately owns and runs two high specification datacentres providing cloud computing, hosting and colocation services, securely located in Kent Science Park, 40 miles from London. It is constructed as a sealed, fire-safe pod, which is housed within modern technology units, with purpose-built data halls optimised for cooling system air flows.

Standard features include redundant dual path power distribution and switching, resilient uninterruptible power supplies, dual auxiliary power generators, redundant air handling and conditioning systems, high-efficiency hot aisle containment, very early smoke detection apparatus, and automatic gas fire suppression. An external plant area accommodates energy-efficient dry-air coolers and two auxiliary diesel generators.

Core Network

The Sota core network is a optical fibre network with a national footprint. The resilient network design utilises ring topology to connect our datacentres directly to hubs in London, where we connect to multiple Tier-1 global transit providers, LINX and LONAP peering exchanges, and international network operators.

The network is fully integrated with other network operators providing a national reach encompassing over 300 points-of-presence, on 13,700km of fibre, enabling access to over 200,000 UK business postcodes. Our core network also integrates with a regional fibre network which we own.

Workplace Recovery

The Sota workplace recovery facility is a dedicated, 100 seat, high specification, standby business workplace, which is available 24/7 for disaster recovery, emergencies and DR simulations. A unique workplace area comprises two air conditioned suites with 100 fully equipped workstations. The main suites are complimented by meeting and training rooms, break-out facilities, as well as direct links to cloud and backup platforms hosted in the adjacent datacentre. Protection from power outages is provided by two datacentre diesel generators.



Our people support your people



For 30 years, the cornerstone of our success has always been our people. Sota provides a highly professional, yet relaxed and friendly workplace, which encourages our people to support your people with the highest levels of customer satisfaction.



The Sota team includes Infrastructure Consultants, Project Managers, Infrastructure and Service Engineers, and Technical Account Managers. This team is engaged in every aspect of professional service delivery.

Infrastructure Design: working with our customers to ensure that the solution meets expectations and conforms to industry best practice, reducing setup costs and minimising operational costs.

Platform Architecture: helping our customers to implement solutions by improving time-to-market, reducing design complexity and cost of ownership and driving disciplined designs that favour re-use and right-first-time implementations.

Project Management and Deployment: providing technology solutions to our customers, combined with a wide range of consultancy services, to ensure that customer solutions are delivered on-time, to the agreed scope, at the agreed cost, and to the quality expected.

Installation and Migration: ensuring we keep pace with the growth and development plans of our customers, relieving the stress of big-bang implementations and ensuring migrations are set at a pace that works for our customer's key stakeholders, improving the business experience of Sota implementations.

System Management and Monitoring: proactively monitoring and managing all aspects of the infrastructure and hosting environment to maximise up-time and minimise the risk of outages.

Change Control: all planned and unplanned changes are strictly managed under change control to ensure that updates and changes are planned and implemented using the principles of "right-first-time".

Technical Support: we have a team of technical experts who are experienced at logging and resolving 1st and 2nd level support incidents. This is supported by 3rd and 4th level expertise, to ensure problems and requests are resolved efficiently. The service delivery team work closely with platforms and Internet engineers, enabling the escalation and resolution of technical issues.

Product Development and Testing: to keep pace with the ever-changing complexity of hardware and software technologies, our project managers, consultants and engineers work with our customers to ensure we keep pace with new and innovative solutions. The objective is to improve functionality or to reduce the cost of service provision, to the benefit of our customers.

-  **Technically qualified in-house teams**
-  **Trusted staff DBS checked**
-  **IT industry trained & accredited**
-  **Continuous development & training**
-  **In-house service desk 24/7**
-  **Friendly & relaxed professionals**





Professional services for a complete IT solution

Achieve successful outcomes to IT projects of any size, with inputs from our professional consultants, project managers and engineers.



 IT consultancy & discovery services

 Infrastructure & platform design

 Project management & planning

 Installation & migration

 Information security accreditation

 Cyber Essentials assessment

Reach your digital transformation milestones, by deploying the design, project management, and installation skills, of our consultants and technical services team.

Meet your specific business needs by leveraging our professional expertise to discover, size, and scope, the right technology, and the best products and services. Deploy our infrastructure engineers, and consultants, to install, customise, and integrate, a complete IT solution for your business.

Complete the transformation by becoming a beacon of best practice. Demonstrate that your organisation has achieved the highest standards of information security and cyber resilience, by gaining industry recognised accreditations, with the guidance and support of our accreditation specialists.

Our Approach

A complete solution for digital transformation

Discovery
Listen and understand
your requirements



Design
Consult and present
solutions & services options



Implementation
Deploy solutions
& services



Requirements
Operations & Budgetary
requirements

Proof of Concept
Working example
of design

Testing & Training
Final testing and
deskside user training





Delivering reliable managed services

Our managed services can be deployed to meet specific needs and targeted projects, or combined to create a complete solution.

Our managed services for IT support, cloud, cyber resilience, connectivity and unified communications, can be selectively deployed to meet a specific need or a targeted project. But if you have a wider objective, we can transform your business by combining our managed services into a complete solution.

Our IT consultants and project managers operate across a wide range of technical disciplines, including advanced cyber security, unified collaboration, compliance, and ISO accreditation. If your requirement is large-scale or complex, you can work with our professional services to achieve your business goals.



sota SUPPORT

SotaSupport is a managed service for IT support which provides remote monitoring and management of platforms, infrastructures, and devices, and 24/7 access to a global service desk for technical assistance and problem resolution.

SotaCloud is a managed cloud computing service which provides scalable, flexible, compute resources, and elastic, high performance, storage, on a scale which permits the highest possible level of personalised customer service.



sota CLOUD



sota PROTECT

SotaProtect is a managed cyber security service which provides progressive levels of cyber resilience, based on a framework of best practice, and aligned to Cyber Essentials accreditation.

SotaConnect is a managed service for Internet access and Ethernet private circuits with specialised procurement and provisioning, connection monitoring, network equipment maintenance, and 24/7 support.



sota CONNECT



sota VOICE

SotaVoice is a managed Internet telephony and call centre hosted in SotaCloud, with PBX telephone system functionality, and standard multi-location and home worker integration.



Customers who have partnered with us

We enjoy long-term business relationships with many of our customers. These successful partnerships have fueled business transformation.

“After the successful connectivity implementation, we had no concern about teaming with Sota for further technology services. This is a relationship that has gone beyond that of a business transaction to create a strong technology partnership. With Sota’s help, we are confident in our IT Systems and security so we can continue to focus on supporting the armed forces community and those disadvantaged instead of being concerned about potential IT issues”.

Head of Business Systems, Royal British Legion Industries



“Reliable, knowledgeable and prompt to respond, we’ve created a great working relationship with Sota from our Account Manager to the service desk team, they work with us to ensure our IT systems work as they should while remaining secure”.

Office Manager, Abbott Construction



“Having the knowledge that there is a support department available in case it is needed gave us peace of mind. Security is important to any business and ours is no different; one of the reasons we moved our infrastructure from on-site to off-site was security – Sota’s data centres give us that”.

IT Manager, Rhokett



“The on-boarding project team managed everything very impressively, and no major issues were experienced – the outcome was a very smooth transition indeed, and furthermore it was achieved on schedule”.

IT Strategy Manager, SDNPA



“The relationship is founded on trust and a shared commitment to IT excellence. We have gone from a start-up business to a global entity. As our needs have changed, Sota has adapted with us”.

Global IT Infrastructure Manager, Ascot Underwriting

“Having Sota’s well-qualified and experienced full time team of IT professionals has resulted in a seamless migration to SotaCloud. Our systems are now elegant and integrated, whilst being highly resilient, available, compliant and secure. This has played a critical role in ensuring we continue providing our customers with the top quality service they are used to”.

Finance & Office Manager, Olympic Glass



Why partner with Sota?



Customer-focused
Led by technology



Strong credit rating
Financially stable



Global service desk
Fully managed 24/7



In-house engineers
and project teams



IT security specialists
Cyber Essentials and ISO27001



Privately owned datacentres
IT security specialists



Workplace recovery facilities
Business continuity services



Internet service provider
UK fibre network



Microsoft Certified
Gold Partner

How do you gain the edge?



Make us your IT partner

For IT managed services,
and dynamic, cyber-resilient,
cloud solutions



Benefit from success

Reach your goals and
exceed expectations with our
professional services



Transform your business

Transition to the modern
workplace and gain the edge
with digital transformation





www.sota.co.uk

Contact: 01795 413500 | solutions@sota.co.uk

Sota Solutions Ltd, 300 Cornforth Drive, Kent Science Park, Sittingbourne, Kent, England. ME9 8PX