ARO
Technology.
Only better.
aro.tech | 0333 240 9880 | info@aro.tech

The reality is, it's no longer about the technology.

Today, every organisation can access pretty much the same IT.

But not the same IT performance.

72%

Almost three quarters of business leaders think unified communications improve productivity.

Source: UCaaS Statistics

86%

of executives claiming lack of collaboration is the top reason for failure in the workplace.

Source: Salesforce

93%

80–93% of employees don't think that increased technology has improved business performance.

Source: CIPD

We are an Enterprise Performance Partner.

We provide our clients, their employees and customers, with sustainable competitive advantages by wrapping world-class cloud technologies in first-class service.

Which means partnering and excelling with some of the world's top technology vendors, including Microsoft, Dell, Aruba, Gamma, Sonicwall, Barracuda, Mitel, Wildix, O2, Vodafone, EE and many more.

Our Platinum and Gold partnerships include:

Aruba Solution Provider Gold Partner

Gamma Platinum Partner

SONICWALL Secure First • Platinum •

Microsoft Solutions Partner
Digital & App Innovation
Azure

DELL Technologies Platinum Partner

Barracuda UK Partner of the Year 2022

Microsoft Solutions Partner
Infrastructure
Azure

Microsoft Solutions Partner
Business Applications

Microsoft Solutions Partner
Modern Work

Microsoft Solutions Partner
Security

Everyone wins.

We do this through our ‘Everyone Wins’ model. We provide our people with the right culture and tools, empowering them to perform at the highest levels.

What’s more, every person at ARO has a shareholding in ARO. So, when they increase success for your business, they do the same for our business, and themselves.

Everyone is aligned.
Everyone wins.

95%

of clients rated ARO good or excellent for our case handling.

Our Professional Services provide deep expertise.

Our Managed Services deliver lean, ‘always-on’ peace of mind.

And our secure Cloud, Communication and Collaboration platforms power high-performance, hybrid teams.

What we do is combine these services with a team that’s given permission to promise more, backed by a service commitment to deliver more.

What you get is Technology. Only better.

We have spent the last 25 years as Enterprise Performance Partners across Cloud, Collaboration, Data Centre Services and Sustainability, powering businesses like yours.

We have 400 fully engaged employees working from 9 locations across the country.

We look after 8000 customers and manage over 100,000 mobiles, 60,000 seats of hosted telecoms, connectivity for over 4,500 companies and protect over 600,000 end users with Cyber Security.

But it's not just the volume of customers that counts. With a business of that size comes specialist expertise and experience. It's unusual to find a challenge that we haven't come across before and solved for other valued customers.

As integration between telecoms and IT becomes a vital part of any solution, our experience of interactions between different solutions become critical to success.

Private Sector

179
Retailers

134
Theatres, Hotels and Restaurants

350
Companies providing Healthcare services

248
Law Firms

205
Financial Services Organisations

270
Manufacturers

With over 7,000 private sector customers we have accumulated experience in a wide range of verticals.

We look after multiple FTSE companies including the UK's leading retailers and manufacturers where their tech performance is directly linked to overall company success.

We also look after many of the UK's largest law firms, banks and financial specialists, who have the highest demands when it comes to data security and compliance.

Public Sector

20
Social Housing Organisations

220
Universities, Academies and Schools

15
Regional Councils

999
Services
Design, build and operate blue light command and control networks

350
NHS Hospitals, Clinics and GP Surgeries

100
Charities and Third Sector Organisations

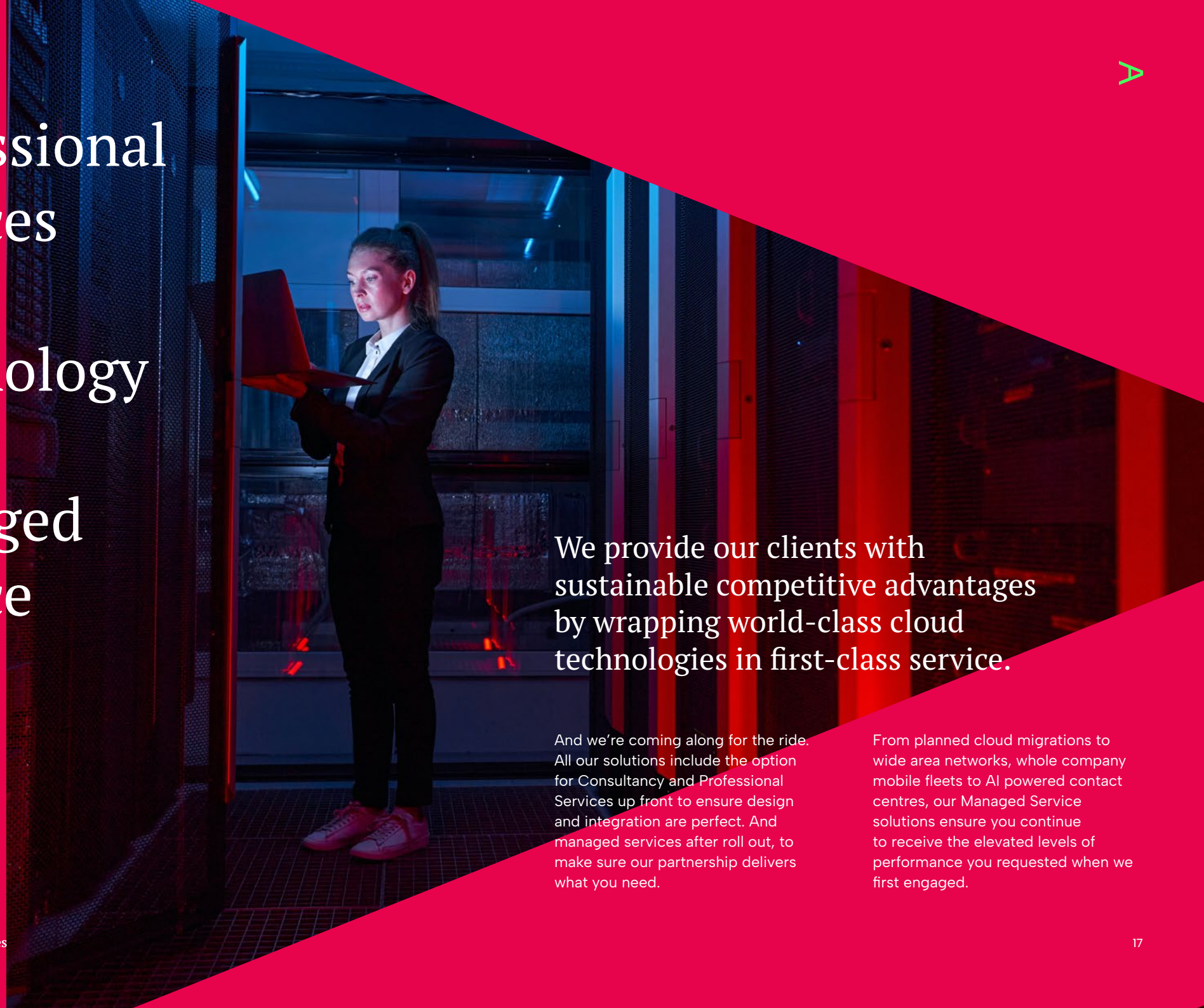
We are trusted by emergency services across the UK in environments where stability can be a matter of life and death.

We know that when it comes to emergency services you need 'five nines' network stability.

We also know that, while technology gets you the first few nines, it's commitment that gets you them all.

In supporting 350 NHS establishments, including providing critical networks to Blue Light Services, we have honed both implementation and ongoing support to the most demanding service levels. With that philosophy institutionalised, we can offer bold commitments to any UK based customer.

Professional Services + Technology + Managed Service



We provide our clients with sustainable competitive advantages by wrapping world-class cloud technologies in first-class service.

And we're coming along for the ride. All our solutions include the option for Consultancy and Professional Services up front to ensure design and integration are perfect. And managed services after roll out, to make sure our partnership delivers what you need.

From planned cloud migrations to wide area networks, whole company mobile fleets to AI powered contact centres, our Managed Service solutions ensure you continue to receive the elevated levels of performance you requested when we first engaged.

ARO Technology. Only better.

Cloud

Microsoft and Cloud Services
Office 365, Dynamics, Power Platform, Teams

Hybrid Cloud Infrastructure
Full Hybrid Capabilities, Public, Private, Hyper Converged

Next Generation Networking
Campus and DC, large scale indoor/outdoor

IPAM, Network access, WAN, LAN

Backup and Protection
Immutable, Offsite, Data Replication, DR

Cyber Security
Next Generation Firewalls, DDI Security, SIEM, SOC

Collaboration

Unified Communications
Unified Communications
In-house Mitel Cloud platform
In-house Microsoft Teams Cloud Voice Platform

Contact Centre
Full AI and workforce management options

Business Mobiles
ISP for O2 and Vodafone, Strategic Partner for EE

Connectivity
Broadband, Leased Line, SD-WAN

SIP and Business Voice

AV and Meeting Room Solutions

Data Centre Services

Public and Private Sector
Private Cloud
SaaS
TRE
Secure Storage / Retrieval
Managed Data Centre Services
Managed Connectivity
Managed Firewalls
24/7 Operations Centre
Co-Managed Services
WAN Design and Implementation

Sustainability

Net Zero Journey
Carbon and consumption reduction plan to Net-Zero

POD Energy and Carbon Management Software
In house, bespoke reporting portal and EMS

Energy Procurement and Tenders
Independent tender driven purchasing for fixed or flexible energy trading solutions

Energy Optimisation
Consultancy to help optimise facility consumption

Energy Compliance
Assistance with government energy legislation

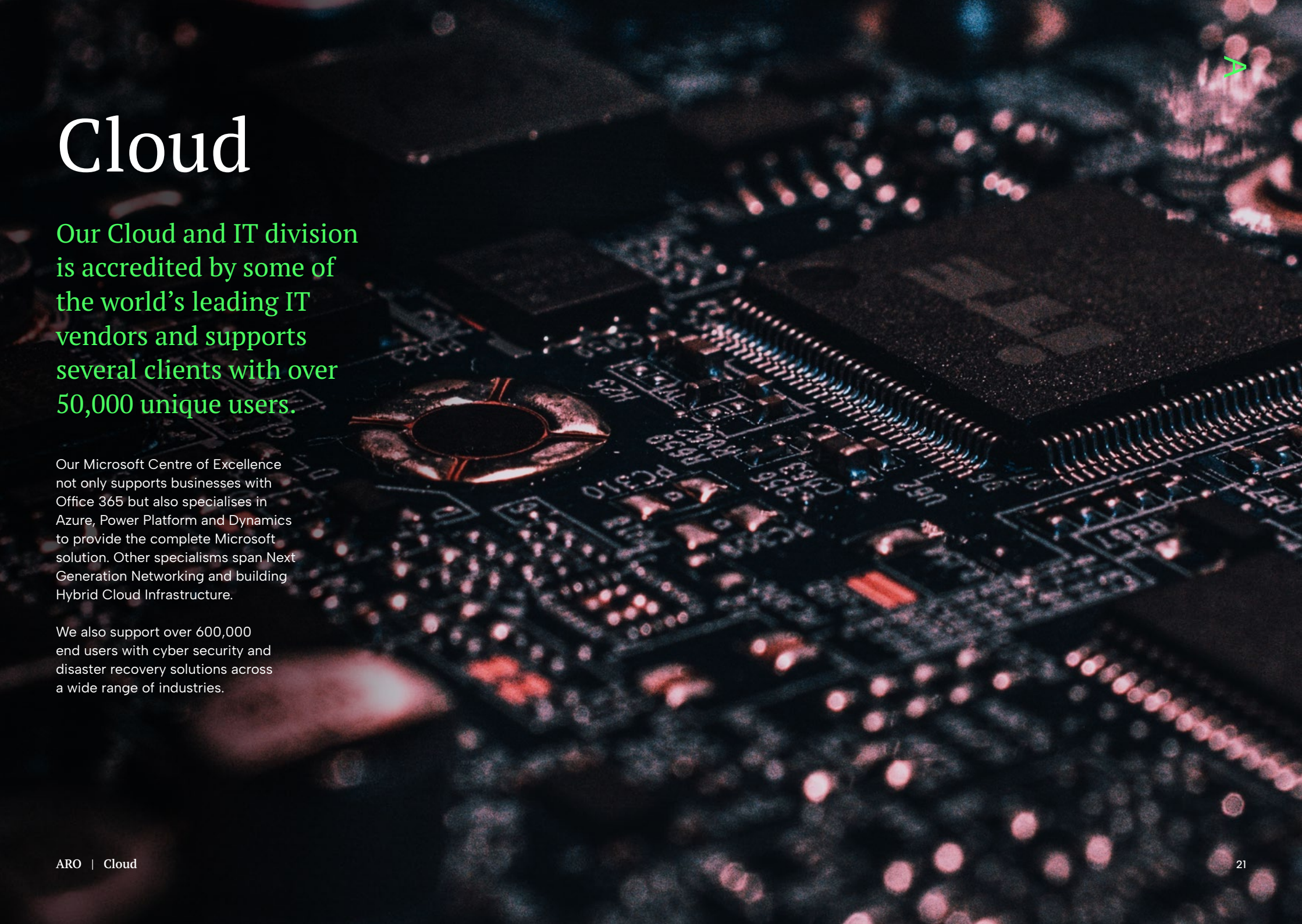
Total Account Management
All aspects of daily energy management

Cloud

Our Cloud and IT division is accredited by some of the world's leading IT vendors and supports several clients with over 50,000 unique users.

Our Microsoft Centre of Excellence not only supports businesses with Office 365 but also specialises in Azure, Power Platform and Dynamics to provide the complete Microsoft solution. Other specialisms span Next Generation Networking and building Hybrid Cloud Infrastructure.

We also support over 600,000 end users with cyber security and disaster recovery solutions across a wide range of industries.



Cloud.
Only Better.

Customer Solution

HODGE

Hodge Bank sought to modernise their technology and, in turn, their working practices to increase efficiency within the workplace and improve collaboration between team members.

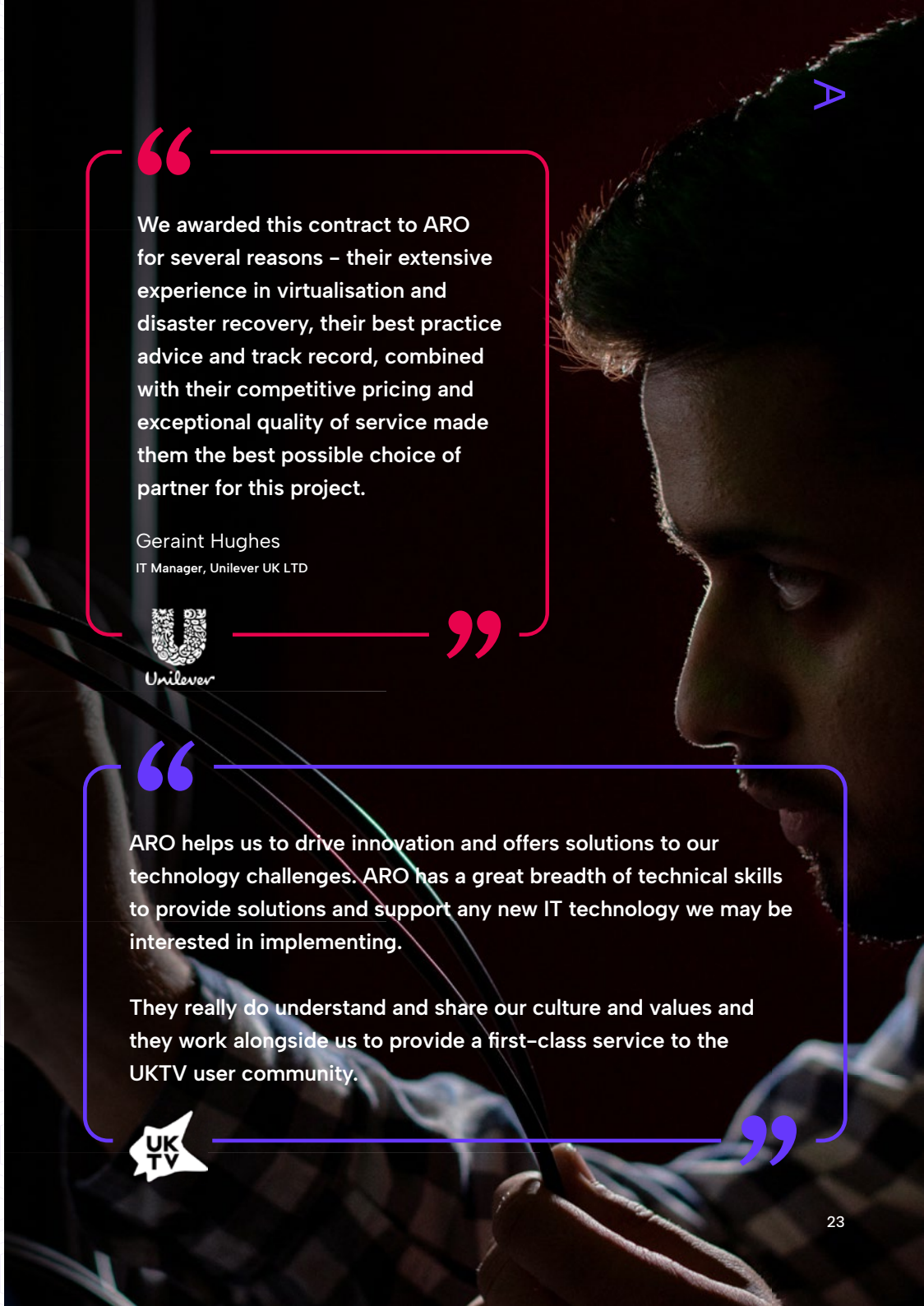
A digital transformation project was undertaken, including an overhaul of the existing technologies and collaboration tools in use across the bank.

Third-party products, including device management, spam filtering and security were all consolidated and enhanced into a single platform under the Microsoft 365 suite of services.

This enabled Hodge Bank to create more dynamic and streamlined internal processes and as a result, helped them to deliver a more efficient service for customers. A noticeable difference was the effect on the capabilities of the support team. With the upgraded technology, they are now able to get devices rolled out quickly, maintain remote updates and ensure security for remote workers.

All of these proved vital to enabling the organisation to deliver business as usual services during the pandemic and since as workplaces adapted to a hybrid model.

Training and deployment was provided in conjunction with on-site IT personnel, helping Hodge Bank to move forward effectively and independently.



> We awarded this contract to ARO for several reasons – their extensive experience in virtualisation and disaster recovery, their best practice advice and track record, combined with their competitive pricing and exceptional quality of service made them the best possible choice of partner for this project.
>
> Geraint Hughes
> IT Manager, Unilever UK LTD

Unilever

> ARO helps us to drive innovation and offers solutions to our technology challenges. ARO has a great breadth of technical skills to provide solutions and support any new IT technology we may be interested in implementing.
>
> They really do understand and share our culture and values and they work alongside us to provide a first-class service to the UKTV user community.

UKTV

Networks. Only Better.

Customer Solution

CARDIFF UNIVERSITY

13th
largest university in the UK

40,000
end users across 300 buildings

5,500
student rooms

ARO provided a wired and wireless network across the entire campus including design, implementation and ongoing 24/7 support.

Collaboration

Our Collaboration business division focuses on the benefits of bringing people together. Be that your staff and customers, or employees within your own company.

There are endless benefits to improved customer service and staff collaboration. Being a premier partner to Gamma, Mitel, Wildix and iPECS, our UCaaS portfolio covers all bases. From simple 50 seat cloud implementations to several thousand seat geographically resilient instances, hosted in our own data centres, we have solutions that can be tailored to your specific needs.

We list Talkdesk in our Contact Centre portfolio which includes some of the world's most advanced AI functionality.

For 25 years we have been an ISP partner to both O2 and Vodafone, which allows us to implement customer service requests ourselves, directly onto their networks. And our Strategic Partner status with EE ensures commercial competitiveness on the UK's best performing networks.

To complete your collaboration solutions we architect, implement and support AV and conferencing solutions from huddle and meeting rooms all the way to company wide content distribution and display.

Collaboration. Only Better.

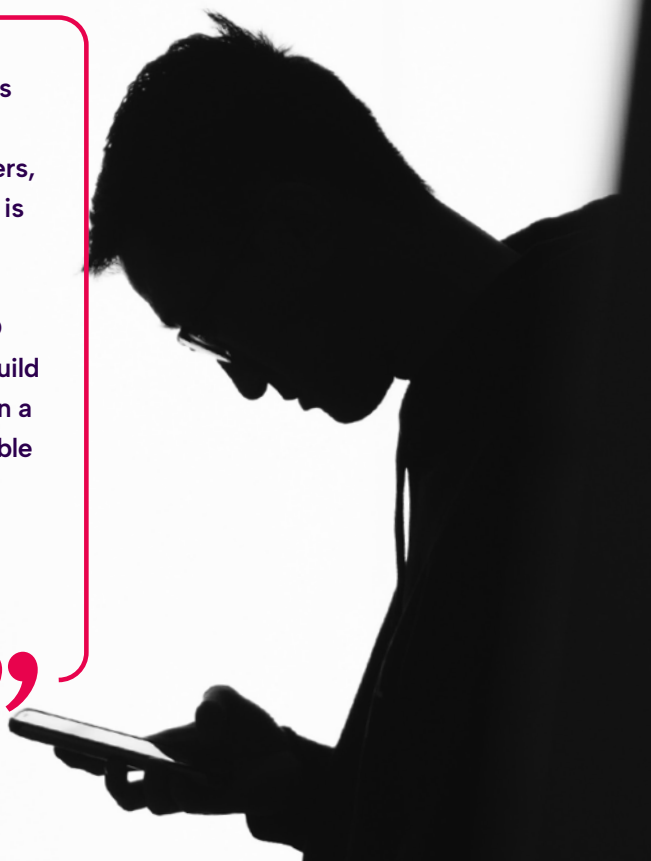
Customer Solution

safestore

Safestore is the UK's largest and Europe's second largest provider of self-storage. They are listed on the London Stock Exchange and are a constituent of the FTSE 250 Index.

ARO provides a company wide Collaboration platform including Voice, Contact centre, Call Recording/ reporting, CRM integration and PCI payment platform integration, along with Mobile Voice and Data.

> **With nationwide operations and a continual focus on efficiency and our customers, our Collaboration platform is critical to success.**
>
> **Over the past 6 years, ARO have helped us architect, build and manage that platform in a way that brings us sustainable competitive advantage.**
>
> **They're a true partner to our business.**
>
> safestore



Customer Solution

gleeds

Specialising in property and construction consultancy, Gleeds was established in 1885 and currently operates in 20 countries throughout Americas, Europe, Asia Pacific, Middle East and Africa.

ARO helps power the business by providing group Cloud Telephony services along with SD-WAN and Cyber Security.

> **ARO provides base technology we could have bought from elsewhere. But they wrap it in customer focus and service levels that make them a true partner to our business.**
>
> gleeds

> **ARO has always been a valued partner, providing us with their UCaaS platform for the past 8 years. In 2023 we deepened our partnership as they rolled out our SD-WAN across central offices and stores.**
>
> **ARO's attention to detail, responsiveness and true partnership mean they are a pleasure to deal with and give us confidence that our performance is their top priority.**
>
> TFG London

Customer Solution

TFG London | Phase Eight WHISTLES HOBBS

TFG London have over 180 stores in its portfolio for the brands Hobbs, Phase Eight and Whistles across the UK and Europe.

ARO provides a country wide, managed SD-WAN as well as looking after Hosted Telephony for the past 8 years.

Data Centre Services

Our specialist in-house data centre, in the North West, provides mission critical data services to those with the highest demands for data security.

Ranging from medical research to hospital trusts, housing associations to universities, our Hybrid Cloud facilities can provide security all the way to Trusted Research Environment (TRE) levels.

With direct links to the HSCN (Health and Social Care Network) and Express Route options to Azure, we are ideally positioned for a range of Private, Hybrid and Public Cloud migrations, especially within the Public Sector.

Our 24/7 operations centre allows us to provide bespoke service and support to those with the highest demands on performance.

With a complementary range of additional, advanced connectivity, firewall and managed services our Data Centre team can also build complete data solutions for anyone with demands over data sovereignty and in need of the highest levels of security.

Data.
Only Better.

> I have worked with a number of suppliers in my 35+ years in IT, for me, ARO are in the top 3 I've ever worked with. 10/10 every day of the week.
>
> Adrian Dyson
> **Experian, IBM and Travis Perkins**

Customer Solution

CANCER RESEARCH UK

ARO provides a Trustworthy Research Environment for the most sensitive research data.

Designed to ingress data from multiple sources with data storage in a single, secure, safe repository.

It's a flexible and efficient platform for the development and initiation of complex research projects for their specialist data management team, without the need to copy data outside of the safe and secure environment.

The solution provides compliant and audited access to sensitive research data used to improve patient treatments and outcomes. Automated data flows to ensure that all data is stored and accessed at the correct level of compliance and governance.

Customer Solution

Knowsley Council

ARO managed Knowsley Council's migration to the cloud, providing private cloud services utilising our direct access network infrastructure, in a phased approach, to minimise impact to business as usual.

The solution included Backup as a Service (BaaS) solutions to ensure resilient, securely hosted data.

It also utilises our Disaster Recovery as a Service (DRaaS), providing the ability to restore any server/application/data from the BaaS onto the private cloud platform and enable restoration of service.

We also moved production application and data onto our private cloud environment, which means the council has fully migrated from an on-premise service to a co-managed private cloud solution with ongoing support.

Sustainability

The UK was the first major economy to set a legally binding commitment to reach Net Zero by 2050

Companies of all sizes are required to take meaningful actions to reduce their enterprise-wide emissions and adopt more sustainable business standards and procedures.

With mounting pressures to act, companies are now faced with numerous environmental standards, protocols, and criteria related both to the identification and strategic reduction of their own emissions and the challenging task of reducing emissions of external parties within value and supply chains. This can all be overwhelming, especially when it can be hard to know where to start, what should be prioritised and how to ensure financial resilience along the way. We know it is not an easy journey, but we are here to guide you through a net zero journey which doesn't disturb but improves your operations.

This is a process that takes time and requires specialised expertise **– at ARO we take this burden away from you, so you can focus on running your business.**

Our award winning Sustainability division can take you through your whole net zero journey from initial audits, planning and making public commitments, through automated carbon reporting, significant change projects, sourcing of green energy, government legislation and temporary offsetting to transparent international standards.

As well as winning awards for energy purchasing, the team also won awards for development of our POD portal that can connect via API to your energy meters and sensors, to create automated carbon and consumption reporting.

Whatever your ambition for net zero, we can help you along that journey.

Support and Service

A key part of wrapping world class technologies in first class service is a platform that allows us to coordinate that service across technologies and geographies.

ARO's BOLT platform, based upon Servicenow, does exactly that.

Code of Practice ISO 27018:2019 for protection of personally identifiable information (PII) in public clouds

Code of Practice ISO 27017:2015 on information security controls for cloud services

It provides you with 24/7 access to the portal and ensures everyone has one view of every service and service level and also incorporates a knowledge bank for instant access to operational questions.

And finally, to ensure we hear the voice of the customer, it also incorporates CSAT feedback with every interaction.

Key Features

- Unified Service platform across all locations
- Continual monitoring of our performance against SLA's
- Log your case 24/7 on the portal
- Request additional products/services or make changes to existing services
- Create support cases and interact with ARO's technical experts regarding your case
- Access service specific information and knowledge articles to allow you to understand how your services are performing and self-serve
- Ongoing customer feedback through service reviews, NPS surveys and CSAT surveys

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Azure
Microsoft Solutions Partner
Modern Work
Microsoft Solutions Partner
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Gamma
Platinum Partner
DELL Technologies
PLATINUM PARTNER
Wildix
PLATINUM