

krome

**KROME TECHNOLOGIES**  
**SERVICES & SOLUTIONS**



# ABOUT KROME

Krome Technologies is a people-centric, service-orientated, Technical Consultancy & Managed Services Provider.

**We are dedicated to delivering tailored technical services and solutions that meet the unique needs and challenges of our clients.**

Established in 2009, we have been at the forefront of providing high-quality technical solutions and services to organisations of all sizes, from small and medium businesses, to large-scale enterprise accounts, across both the private and public sectors.

Whether you require assistance with IT infrastructure, cloud services, cybersecurity, or managed services, our team is here to help you navigate the complexities of modern technology and achieve your business objectives with confidence.

With a team of over 130 people, our team boasts a wealth of technical expertise and experience. Unlike many other companies, the majority of our staff are technical professionals, ensuring that we can deliver the highest level of technical proficiency and service-oriented support to our clients.

Working as a true extension to your team, our personal approach helps build collaborative, long-lasting relationships, which consistently deliver better results for our clients.

**You can trust our technical expertise and collaborative approach to address your technology transformation and business requirements.**

RUPERT MILLS  
CEO



# IT SERVICES & SOLUTIONS



## MANAGED IT SERVICES

From proactive monitoring to troubleshooting, our expert team ensures that your systems are monitored, maintained and optimised for peak performance, reducing system downtime and increasing productivity. Our Services include 24x7 round-the-clock support and monitoring.



## MICROSOFT CLOUD

As a Microsoft CSP Partner we can help your business reach its full potential with integrated Microsoft Cloud Services, whether you're migrating to Microsoft Azure, leveraging Microsoft 365, or optimising with other cloud solutions, we will ensure a seamless transition.



## SECURITY & COMPLIANCE

Our specialist team of security consultants can advise you on all aspects of implementing an effective IT security strategy; minimising risk, maintaining data integrity, meeting compliance regulations, blocking access and preventing successful cyber-attacks.



## IT SUPPORT

Our team work across all industries and can tailor support offerings to your needs. With our tiered and 24x7 offerings around end user, infrastructure, cloud support, and managed services, we can augment your team on a project basis, or as part of your long-term strategy.



## DATA CENTRE

With a wealth of data centre experience, our consultants will work with your team to design a data centre tailored to your specific needs, ensuring optimal resource utilisation, scalability, and cost-efficiency.



## PROFESSIONAL SERVICES

Our strength lies in our vast team of experienced technical consultants and subject matter experts, with the knowledge and expertise you need to work collaboratively to drive your IT projects forward.

# MANAGED IT SERVICES



Proactive monitoring and maintenance to prevent issues before they impact your business.



Our Managed Services focus on proactive monitoring and maintenance to prevent issues before they impact your business. By utilising advanced tools like PRTG Network Monitoring and Lansweeper, we can gather detailed information on the status of your environment and IT assets, allowing us to manage them effectively.

## 24/7 System Monitoring

Our team monitors your IT infrastructure 24/7, ensuring that any potential issues are identified and resolved before they cause disruption.

We use advanced monitoring tools to track performance, detect bottlenecks, and identify security vulnerabilities.

In addition to monitoring, we provide regular maintenance to keep your systems up-to-date and secure.

## Preventive Maintenance

This includes patch management, firmware updates, and system health checks to ensure that your environment is operating at peak performance.

By identifying and addressing potential issues before they become critical, we help to minimise downtime and reduce the risk of costly repairs.

**Our proactive approach prevents downtime and maintains the integrity of your systems.**

"Krome have always, and continue to, offer an excellent level of service and amazing flexibility. Nothing is too big of a problem and they remain a very valuable partner."

Customer Feedback

# MANAGED IT SERVICES



## 24x7 SOC (Security Operations Centre)

Our Security Operations Centre will monitor all elements of your network on a 24/7/365 basis. Our SOC service utilises top-tier products from trusted vendors like Microsoft, Palo Alto Networks, and Darktrace, ensuring your organisation not only stays protected, but also receives real-time defence when needed.



## 24x7 NOC (Network Operations Centre)

Delivered through a combination of cutting-edge technology and human expertise, our NOC is manned 24/7/365 and is monitored in real-time with issues responded to as they occur. Our team leverages advanced diagnostic tools to identify and resolve network problems, ensuring your operations run smoothly.



## Managed Support

Our Managed Support Service provides proactive monitoring and maintenance to prevent issues before they impact your business. This includes patch management, firmware updates, and system health checks to ensure that your environment is operating at peak performance and optimal efficiency.



## Backup as a Service (BaaS)

Our Cloud Managed Backup service, powered by Veeam, provides robust, reliable, and secure data protection solutions designed to safeguard your critical data against loss, theft, or corruption. Our Service includes monitoring backup completion, performing planned recovery tests, and managing restores upon request.



## Disaster Recovery as a Service (DRaaS)

Our DRaaS, powered by Veeam, delivers a seamless, reliable DR solution to keep your business resilient, operational, and prepared for any disruption. Leveraging our robust object storage platform, designed for immutability, your data is untouchable by ransomware or unauthorised modifications, ensuring absolute integrity and reliability.

"Having worked with other Managed Services providers, Krome stands out on both service and delivery."

Customer Feedback

# MICROSOFT CLOUD



Helping you to harness the power of Microsoft Cloud Services to drive innovation, productivity, and achieve long-term success.



As a Microsoft Cloud Solutions provider we recognise the unparalleled capabilities that Microsoft Cloud Services bring to the table, whether through the robust infrastructure of Azure, the collaborative power of Microsoft 365, or the data-driven insights from Power BI.



## Microsoft Cloud Solutions Partner

Krome is a Microsoft Direct Cloud Solutions Partner (CSP) and also holds Microsoft Gold Partner status.

Partnering with us means gaining access to unparalleled expertise, support, and guidance in leveraging Microsoft cloud solutions to drive growth and innovation within your organisation.

We are committed to delivering exceptional value and helping our clients achieve their business objectives with the power of Microsoft technology.

## Unlock your full potential

Our commitment lies in unlocking the full potential of Microsoft Cloud Services for businesses, enabling them to achieve scalability, security, and strategic advantages that propel them into a new era of efficiency and growth.

Our comprehensive suite of Microsoft Cloud Services is designed to harness the full potential of Microsoft's cloud offerings.

**Propel your business into the future of technology with Microsoft Cloud Services.**

"Krome are an intelligent, solutions-focussed team, always willing to work collaboratively to achieve the best results."

Customer Feedback

# MICROSOFT CLOUD SERVICES



## Microsoft Azure

As a Microsoft Cloud Services Partner and Azure Consultancy working with us, you will gain more than just access to Azure's revolutionary cloud platform; you'll benefit from customised strategies and expert guidance that amplify Azure's impact on your business.



## Microsoft 365

By fully harnessing the capabilities of Microsoft 365, businesses can unlock a multitude of benefits that drive growth and efficiency. Our Microsoft 365 Consultancy Services help maximise the value of your investments, from initial implementation and creating a migration plan, to deployment, optimisation, and ongoing support.



## Microsoft Cybersecurity Solutions

Our specialist Microsoft Cybersecurity consultants work hand-in-hand with businesses to implement robust security measures and mitigate risks effectively. From identity and access management to threat detection and response, our team is dedicated to safeguarding your digital assets.



## Microsoft Modern Work

With Microsoft Modern Work solutions, we can help you improve employee productivity and satisfaction, and create more seamless communication and collaboration across locations and platforms while maintaining the security and integrity of systems and data.



## Microsoft AI Solutions

As a Microsoft cloud solutions partner, we can help clients harness the full capabilities of Microsoft AI Solutions. Our expertise spans across various domains, from Azure AI Services to Copilot, enabling us to deliver tailored solutions that meet your unique business needs.

"I wouldn't hesitate to recommend Krome as a provider. They are consistently excellent in their service delivery and are led by authentic and capable experts."

Customer Feedback

# SECURITY & COMPLIANCE



End-to-end solutions that address the full spectrum of security challenges facing modern businesses.



With cyber attacks growing in sophistication and frequency, organisations must adopt proactive measures to safeguard their data, systems, and reputation. Our team of Cybersecurity professionals is dedicated to providing end-to-end solutions that address the full spectrum of security and compliance challenges that today's modern businesses face.

## Comprehensive Expertise

With years of experience and a deep understanding of Cybersecurity best practices, we are well-equipped to assess your organisation's vulnerabilities and design personalised solutions to mitigate risks effectively.

By partnering with us, you can rest assured knowing that your digital assets are in safe hands. From threat detection and incident response to access management and compliance, we have the knowledge and expertise to keep your data secure.

## One Step Ahead

We believe in staying ahead of the curve, which is why we continuously invest in industry-leading technologies and techniques. Our proactive approach to cybersecurity ensures that you are always one step ahead of potential threats, giving you the peace of mind to focus on what matters most—your business.

**Whether you're a small startup or a large enterprise, our team is here to help you navigate the complex world of cyber security.**

"A company that not only cares about its clients and the services they offer but goes above and beyond in whatever they do."

Customer Feedback

# SECURITY & COMPLIANCE



## 24x7 SOC (Security Operations Centre)

Our Security Operations Centre will monitor all elements of your network on a 24/7/365 basis. Our SOC service utilises top-tier products from trusted vendors like Microsoft, Palo Alto Networks, and Darktrace, ensuring your organisation not only stays protected, but also receives real-time defence when needed.



## Identify & Access Management

Our IAM solutions, including Multi-Factor Authentication (MFA), Single Sign-On (SSO) and Role-Based Access Control (RBAC) offer a seamless, secure experience for users and administrators alike. By centralising access controls, we can reduce complexity and enhance security, mitigating risks of unauthorised access and data breaches.



## Threat Protection

Our advanced Threat Protection solutions are selected for their abilities to anticipate, detect, and neutralise cyber threats before they can make an impact. Through the deployment of cutting-edge technologies, including AI and machine learning, we offer real-time monitoring and actionable threat intelligence.



## Information Protection & Governance

Our Information Protection and Governance services leverages the strengths of both Varonis and Microsoft Purview. By integrating Varonis' data access controls with Microsoft Purview's governance capabilities, we create a robust framework that keeps data accessible only to authorised individuals, whilst meeting compliance regulations.



## Cloud Security

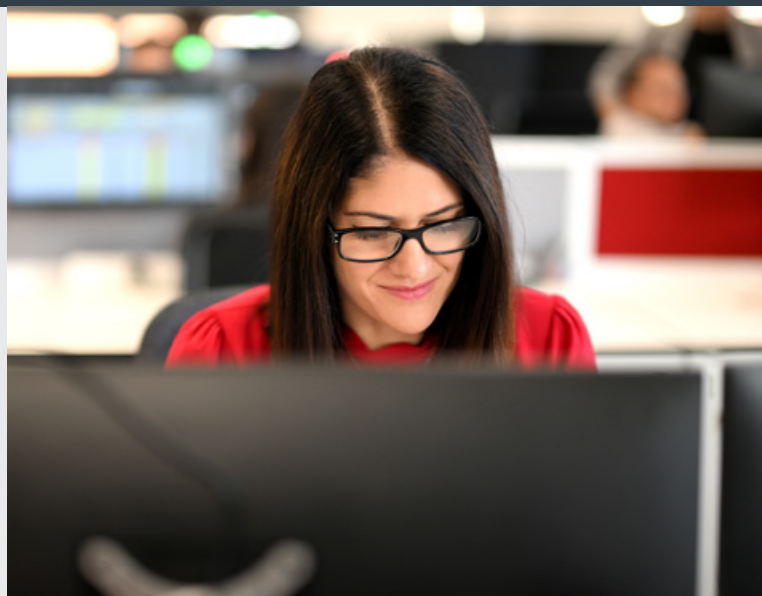
As an Azure provider and managed security services provider, we leverage the latest in cybersecurity advancements to detect, analyse, and respond to threats with unparalleled precision. With our expertise you can embrace cloud technology with confidence, knowing our proactive, responsive security measures have you covered.

"In a world where trust and confidence is everything, you can rely on Krome."

# IT SUPPORT



Let us handle the complexities of IT support so that you can focus on what matters most, growing your business.



From end user support to infrastructure management, technical secondment, and round-the-clock assistance, we offer a range of services designed to streamline your IT operations and maximise efficiency.

Our team of skilled professionals is dedicated to providing proactive, responsive support to ensure that your systems and users remain productive and secure.

## Comprehensive Expertise

We pride ourselves on delivering comprehensive IT support services tailored to meet the diverse needs of our clients.

With years of experience and a deep understanding of industry best practices, we are well-equipped to provide end-to-end solutions that support your business operations.

At the core of our expertise lies a commitment to excellence.

## Tailored Services

We understand that every business is unique, which is why we take the time to understand your specific requirements and tailor our services accordingly.

Whether you need fully outsourced IT support, end-user support, onsite assistance, or strategic guidance, we have the knowledge and resources to help you achieve your goals.

**With us as your IT partner, you can trust that your technology needs are in capable hands.**

"Krome is a pleasure to work with. Speedy response times, and invaluable technical support at all times."

Customer Feedback

# IT SUPPORT



## End User IT Support

We understand that your employees are the backbone of your organisation. That's why we prioritise delivering exceptional support experiences that enable them to focus on their core responsibilities without disruption. Krome's inhouse helpdesk team is dedicated to providing prompt, reliable assistance tailored to your users' unique needs.



## Infrastructure Support

We appreciate the frustrations that come with troubleshooting multiple systems during IT outages or interruptions. Our Infrastructure Support Solutions are tailor-made to alleviate these pains, providing you with a dedicated support team to navigate complexities, minimise downtime and ensure seamless infrastructure operations.



## Managed Support

Our Managed Support Service provides proactive monitoring and maintenance to prevent issues before they impact your business. This includes patch management, firmware updates, and system health checks to ensure that your environment is operating at peak performance and optimal efficiency.



## 24x7 IT Support

Our comprehensive 24x7 IT support services aim to ensure seamless operations for your business at all times. Based in Chertsey, our UK head office oversees proactive monitoring, ensuring continuous system supervision by our own team of experts.



## Technical Secondment

Utilising a member of Krome's team for technical secondment at your own site allows you have on-site temporary technical resource available when it's needed, someone that understands your business needs, your overall infrastructure along with your day to day business processes, without having the commitment of a full time employee.

"I wouldn't hesitate to recommend Krome as a provider. They are consistently excellent in their service delivery and are led by authentic and capable experts."

Customer Feedback

# DATA CENTRE



With our tailored solutions, you can rest assured that your data centre is optimised for performance, reliability, and scalability.



We understand the critical role that a data centre plays in supporting your organisation's operations, which is why we take a proactive approach to the design, implementation, and support of our data centre solutions.

Our consultants will work with your team to design a data centre tailored to your specific needs, ensuring optimal resource utilisation, scalability, and cost-efficiency.

## Comprehensive Expertise

Krome brings a wealth of knowledge and a deep understanding of the latest trends and best practices when implementing data centre technologies. Our solution architects have decades of experience designing and managing robust high performance data centre solutions.

From servers and storage to backup and disaster recovery, networking, telecoms, cloud and hybrid environments, we provide end-to-end support to ensure that your data centre operates seamlessly and efficiently.

## Achieve Your Data Centre Goals

We offer a comprehensive suite of data centre solutions designed to meet the evolving needs of modern businesses.

Whether you're looking to upgrade your existing infrastructure, implement new technologies, or migrate to a cloud or hybrid environment, we have the expertise and resources to guide you every step of the way.

**From planning, design to support and optimisation, we'll help you achieve your data centre goals.**

"We know that in a time of crisis, we can rely on the team at Krome."

Customer Feedback

# DATA CENTRE



## Hybrid Cloud

Krome's Hybrid Cloud Services enable organisations to combine private clouds and on-premises data centres with public cloud platforms like Azure. We offer planning, deployment, support, and management of data capacity services, allowing businesses to leverage on-demand capacity and virtually unlimited Cloud storage.



## Servers & Storage

From high-performance servers to scalable storage solutions, we provide end-to-end support to ensure that your infrastructure operates seamlessly and reliably. Our proactive approach to design, implementation, and support ensures that your servers and storage systems are always optimised for performance and reliability.



## Backup & DR

Our fully managed services offer end-to-end protection, ensuring your data is always secure, backed up, and accessible when needed. Whether it's on-premise or in the cloud, we integrate both to provide a robust backup solution that safeguards your critical data against any potential threats or disasters.



## Networking

We provide robust and reliable networking solutions, tailored to meet the unique needs of modern businesses. Whether you are relocating your office or data centre, launching a new greenfield site, adding to, or just upgrading your existing network, we have the expertise and resources to help you achieve your goals.



## Telecoms

Whether you're looking to transition to a cloud-hosted VOIP system, integrate Microsoft Teams for enhanced collaboration, or establish reliable leased lines for high-speed connectivity, we have the knowledge and resources to make it happen.

"Krome has always, and continues to, offer an excellent level of service and amazing flexibility. Nothing is too big of a problem and they remain a very valuable partner."

Customer Feedback

# PROFESSIONAL SERVICES



Comprehensive technical expertise to support your business and technology transformation goals.



Whether it's planning for growth, mitigating risks, or aligning technology with business goals, we provide the expertise needed to support your long-term success.

## Comprehensive Expertise

At the core of our professional services offering is our unparalleled expertise across multiple technology disciplines. From Networking, Storage, and Backup & Disaster Recovery (DR) to Cybersecurity and Microsoft solutions, we deliver advanced technical capabilities to address your organisation's unique challenges.

Our experienced consultants go beyond individual solutions to focus on your broader IT strategy. By conducting in-depth assessments, cyber risk profiling, digital transformation initiatives, IT audits, and training, we deliver actionable insights and strategic guidance.

## Delivering Results

What sets us apart is our people: 80% of our team is composed of technical professionals, making our expertise truly unrivalled in the market. This deep technical foundation allows us to tackle even the most complex challenges with precision and confidence.

We pride ourselves on delivering end-to-end project support, from initial planning and design to execution and ongoing optimisation.

**By partnering with us, you gain access to an experienced team dedicated to driving value and delivering transformative results for your business.**

"Krome always go over and above what is required and bring vast knowledge and experience across many projects and services."

Customer Feedback

# PROFESSIONAL SERVICES



## Virtual CIO/CISO

Our Virtual CIO (Chief Information Officer) and CISO (Chief Information Security Officer) services provide experienced leadership to strategically manage your technology and cybersecurity needs. By aligning IT with business goals and implementing robust security measures, we will ensure your business remains innovative, secure, and resilient.



## Microsoft Consultancy

Krome's Microsoft consultancy services offers expert guidance across a range of solutions, including Copilot, Microsoft 365, Teams, Azure, Exchange, Security, Viva, Purview, and Power Platform. We help align solutions with your business goals and help you to maximise the value of your Microsoft investments. Our consultants handle everything from initial planning and design to execution and post-migration support.



## Cybersecurity & Risk Consultancy

Our Cybersecurity professional services include Vulnerability Assessments, Ransomware Recovery planning, Cyber Essentials+ Readiness, Compliance Audits and Security Awareness Training. Our experts will analyse risks across your systems, addressing internal and external threats and make recommendations to mitigate risk.



## Cloud Evaluation & Assessments

Our Cloud Assessment services are designed to help your organisation maximise the benefits of Cloud technologies. Our experienced team will provide a detailed evaluation of your current Cloud, or Hybrid Cloud infrastructure, identifying any opportunities for optimisation, and making recommendations that align with your business goals.



## Mergers & Acquisitions Consultancy Services

Evaluating M&A IT integration and driving digital transformation is complex, requiring careful planning, collaboration, and expertise. Our approach includes assessing IT infrastructure compatibility, developing integration road-maps, and leveraging digital transformation opportunities to achieve seamless integration for long-term success.

"In a year of unbelievable challenges, Krome have yet again proven themselves to be the single most important component of our overall IT strategy."

Customer Feedback

# SERVICE CENTRIC



We're committed to client satisfaction, it's at the heart of everything we deliver.

## CLIENT SATISFACTION

Client satisfaction is our top priority. Our portfolio of services are designed to provide you with peace of mind, knowing that your IT environment is in capable hands.

We conduct regular client satisfaction surveys to ensure that we are meeting or exceeding our client's expectations. Over the past decade, we have consistently maintained over 95% client satisfaction, with a large number of our clients recommending our services to others.

Our support team is always available to provide personalised assistance, and we take pride in building long-lasting relationships with our clients. We see ourselves as an extension of your team, working alongside you to ensure your business success.

We are dedicated to delivering tailored technical services and solutions that meet the unique needs and challenges of our clients. Whether you require assistance with IT Support, Infrastructure, Cloud Services, Cybersecurity, or Managed Services, our team is here to help you navigate the complexities of modern technology and achieve your business objectives with confidence.

## GET IN TOUCH

For more information on how we can help you streamline your IT operations and achieve your business goals, contact us today 01932 232345.

**Our team is ready to provide you with a tailored solution that meets your specific needs.**

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