



STACK

A ***PCM*** COMPANY

The logo features the word "STACK" in a white, sans-serif font. Each letter has a vertical stack of three dots to its right. The dots are colored: yellow for 'S', green for 'T', yellow for 'A', green for 'C', and orange for 'K'. The entire logo is centered within a large, faint white circle on a blue background with horizontal cloud-like patterns.

# About Stack

Founded in 1979, The Stack Group are experts in the provision of IT services and solutions. Our offerings encompass all aspects of cloud, security, virtualisation, data services, unified communications and networking.

We are one of only a few organisations in the UK who provide such a comprehensive integration of services.

With two wholly-owned ISO:27001 accredited datacentres, all of our solutions are industry certified and comply with EU regulations.

In September 2017 The Stack Group were strategically acquired by PCM UK.



# Our Values



Three business professionals (two women and one man) are engaged in a collaborative discussion in an office environment. The image is overlaid with a semi-transparent blue filter. At the bottom of the entire graphic, there is a layer of white, fluffy clouds.

INTEGRITY



Two business professionals are shaking hands in a professional setting, possibly a deal or agreement. The image is overlaid with a semi-transparent blue filter. At the bottom of the entire graphic, there is a layer of white, fluffy clouds.

PROFESSIONALISM



A man is working on a large piece of server equipment in a data center. The image is overlaid with a semi-transparent green filter. At the bottom of the entire graphic, there is a layer of white, fluffy clouds.

TECHNICAL CAPABILITY

# Our Journey



**1984**

Stack founded by Jeff Orr



**1986**

DS&K designs merges with Stack.  
Steve Cobham becomes Director



**1993**

Stack Computer Inc. launches in  
California



**2000**

Stack buys Bridle House HQ and starts  
to develop Data Centre



**2007**

Agilysis buys Stack Computer Inc.  
for \$25.2 million



**2007**

Stack launch Vault Backup System  
powered by Asigra



**2008**

Stack sells first EMC Symmetrix for  
£1.4 million



**2009**

Stack launches DRaaS



**2010**

Stack acquires Interconnect Network  
Systems Ltd.



**2011**

Stack launches Stack Telecom



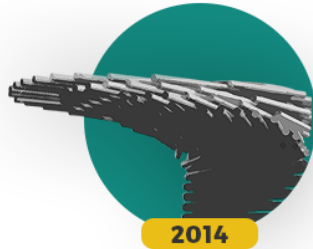
**2012**

Stack Telecom wins largest  
ShoreTel installation in the UK



**2013**

Stack Group is formed comprising of  
Stack Data, Stack Interconnect  
and Stack Telecom



**2014**

Stack opens Burnley Data Centre



**2015**

Stack achieves ISO:27001 and ISO:9001,  
as well as becoming Cloud Industry  
Forum accredited



**2017**

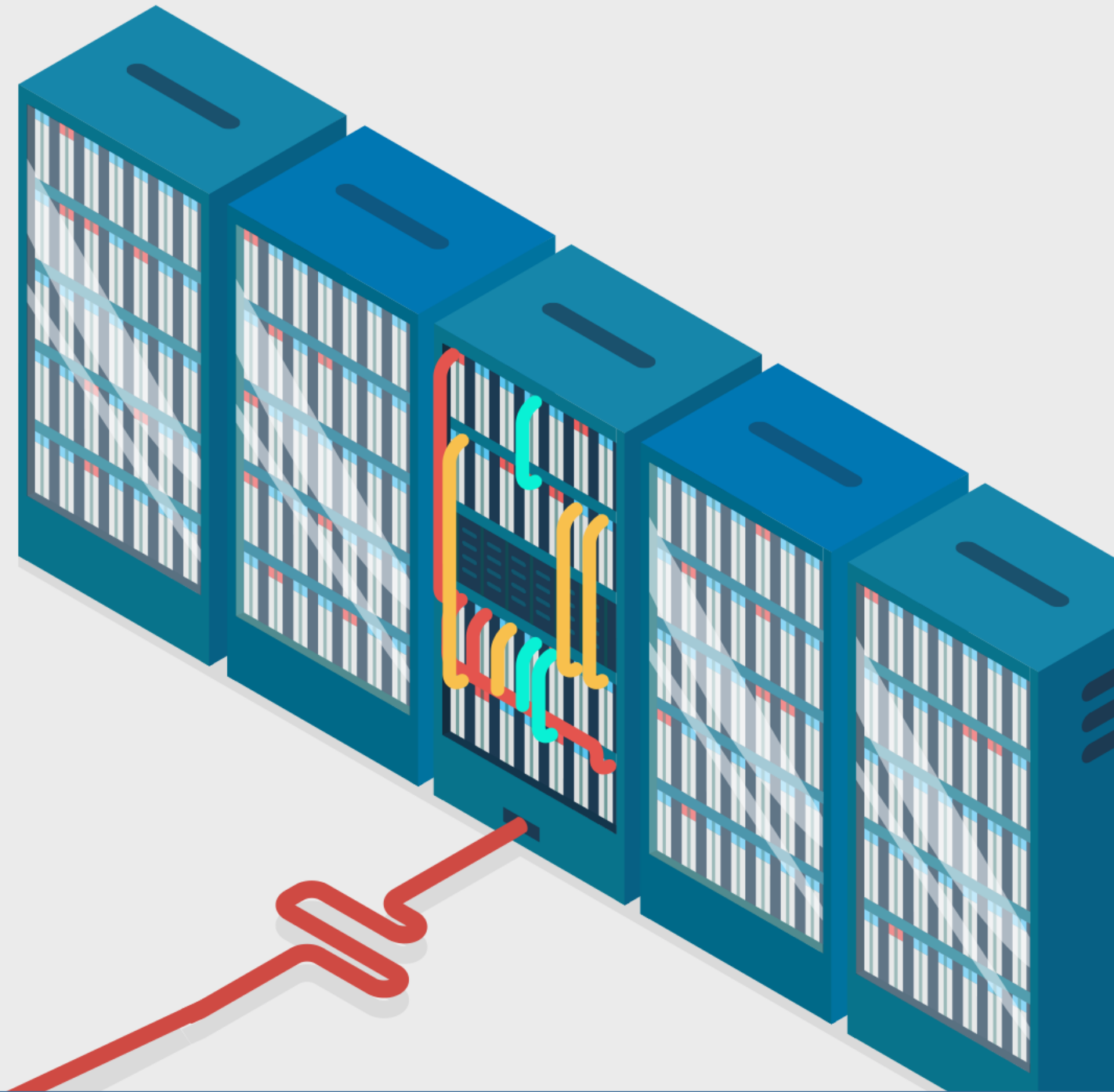
Stack Group strategically acquired by  
PCM, Inc.



# Data Centres

## Overview

The Stack Group owns and operates two Tier II data centres in the UK, ensuring no issues with governance or compliance for EU legislation and data control. Each data centre has dual air conditioning, dual power with standby generator, multi route connectivity and network infrastructures, resilient storage area networks and a highly available, fault tolerant, load balanced server infrastructure, all of which are monitored  $24 \times 7 \times 365$  with automated fire suppression. Accredited to the highest standard and BS9001/ISO27001 compliant, our datacentres support hundreds of companies across the country.



# Data Services

Virtualisation

Cloud Services

Infrastructure as a Service

Data Security

Storage & EMC SAN Support

Consultancy, Advice and Support

Data Backup





# Communications

Unified Communications  
Phone Systems  
Mobile and Mobility Solutions  
Video Conferencing  
Call Recording  
Contact Centre Applications  
Network Services



# Networks & Infrastructure

Copper & Fibre Optic Cabling

Laser Links

WiFi

Network Equipment POE

AV Whiteboards

IP CCTV

Network Audit





## Professional Services



- **Consult**



- **Design**



- **Implement**



- **Enhance**



- **Support**



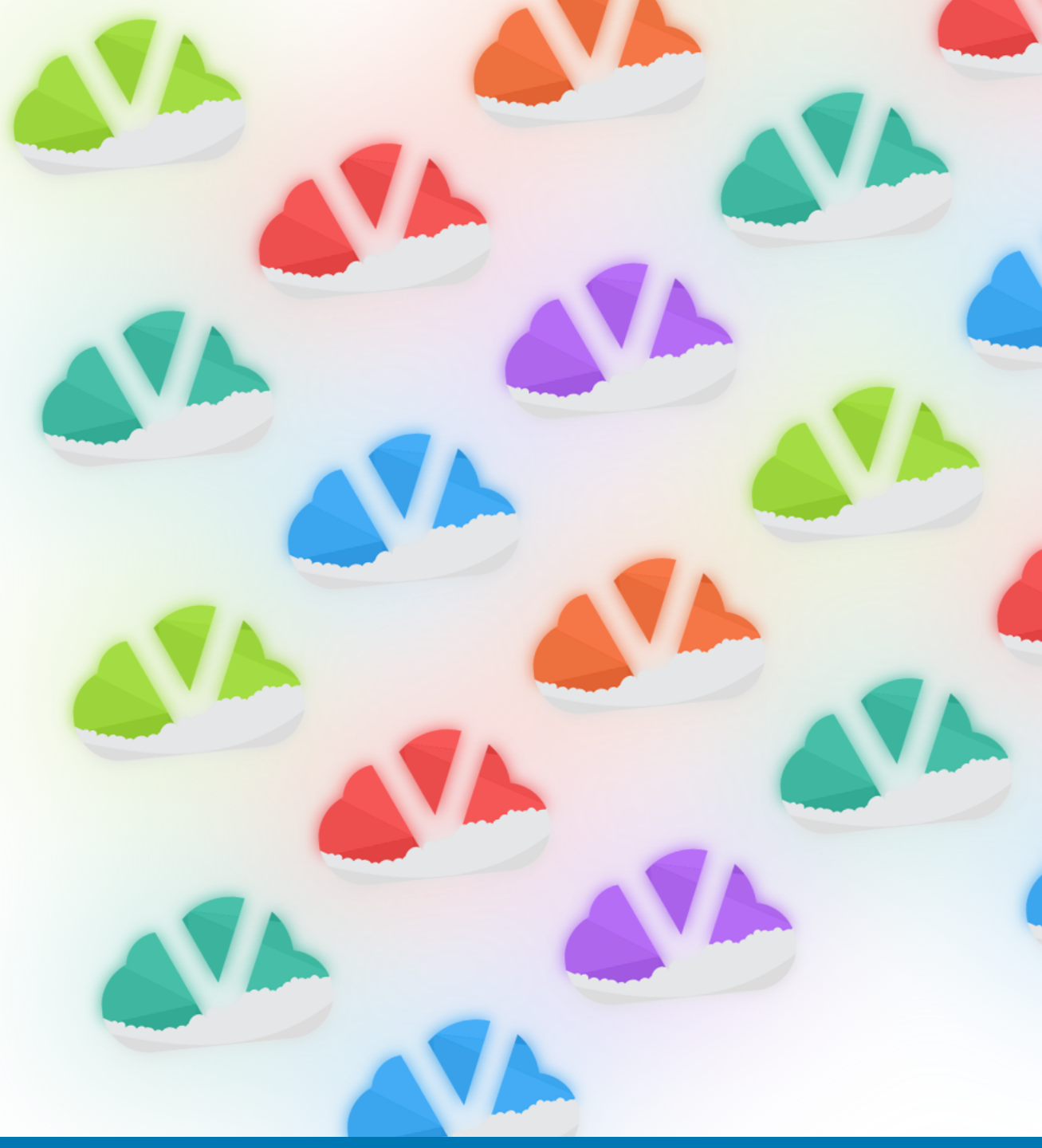
- **Monitor & Manage**



# Introducing vSTAX

Stack vSTAX® is an integrated, IaaS and PaaS cloud offering for companies wishing to move to the benefits of private cloud. Our end-to-end private cloud solution is built for both traditional and cloud-native workloads, delivering automation, orchestration and control across multiple clouds.

With a service availability uptime of 99.999%, vSTAX is designed as a layered model – allowing you to select and pay for only the IT functions you need, scaling and provisioning to match your business requirements on a per-user per-month basis.



## Delivers servers, storage and virtualization in a single platform



By using our vSTAX Core solution you can rapidly deploy a robust, agile and scalable computing environment without the traditional large outlay typically associated with purchasing your own equipment. You can concentrate on developing your applications and business processes without the need to maintain the underlying infrastructure – Stack will take care of that by providing all the networking, servers, storage, operating systems and support services that you need.

All servers are fully private to your organisation and your team will have control over the deployed applications and private Active Directory.

All of our PaaS solutions have monthly/quarterly billing options, automated 24x7x365 monitoring for performance and capacity metrics, full security alerting, patch management of operating systems and common applications.

Stack's infrastructure is built on enterprise grade products from VMware, Cisco and EMC with N+1 fault tolerance. You can scale your resource requirements at any time – need more RAM, performance or storage for a short term project – no problem. We offer full Service Level Agreements and support contracts. All of our datacentres are ISO:9001 & ISO:27001 accredited and your data will never leave the UK.

All backups included in our solutions are fully encrypted to AES256 standards. You may optionally add-on our vSTAX Recover products that provide real-time replication to our alternative datacentre providing Recovery Time Objectives and Recovery Point Objectives in minutes and seconds.

Moving to a vSTAX solution makes great business sense as it is tax efficient and can be written off as a business expense, and is operationally efficient in terms of cash flow.

Stack have been providing private cloud solutions since 2003 and have a wealth of experience and satisfied customers.

## Delivers fast, efficient and secure offsite cloud backup



vSTAX Protect is an enterprise grade, fully automated, scalable and reliable cloud backup solution.

Your data is backed, compressed, de-duplicated and secured with AES256 encryption before it is sent to one of our vaults held in our UK datacentres. Then it is then replicated to one of our secondary datacentres for resilience.

vSTAX Protect will protect all of your servers, even if you are running a combination of physical or virtual servers and works with applications and production systems – no downtime is required. vSTAX Protect is a totally managed solution so you no longer need to worry about your backups.

Our technology (powered by Asigra) is agentless and no additional investment in hardware or software is required on your part. You simply need an internet connection to connect to our vSTAX Protect cloud. Restores are lightning fast due to the local backup cache held on your site.

Moving to a Stack vSTAX Protect solution makes great business sense as its tax efficient (100% write off as a business expense) and operationally efficient in terms of cash flow. It also alleviates your IT staff from having to manage other troublesome backup systems thus releasing them for more productive tasks.

We use simple pay as you grow pricing models or alternatively a capped model with unlimited backup and restore requests.

You may also combine vSTAX Protect with vSTAX Recover to provide a rapid business continuity solution, and the solution layers seamlessly with all of the other vSTAX solutions.

# Delivers remote and comprehensive management and protection



IT security and management doesn't need to be complicated, costly and time-consuming. With vSTAX Control, businesses can benefit from our comprehensive, cloud-based platform, which delivers an enterprise-class management solution for all of your IT assets – fixed or mobile.

vSTAX Control provides a single pane of glass approach to managing your IT environment and supplies endpoint control to your fingertips.

Delivered via the cloud and through an easy to use browser interface, vSTAX Control gives you the facility to:

- **Audit** - Get a comprehensive view of all your connected devices and a true picture of your infrastructure, even down to hardware and software licence detail.
- **Monitor** - Manage your infrastructure from a single customisable console, configure alerts and automated checks and regain proactive control of your IT systems, including fixing issues through non-disruptive remote access.
- **Control** - Implement centralised patch management and best-in-class antivirus to ensure that all your software is up to date, secure and running efficiently.
- **Report** - Produce comprehensive and detailed reports on your entire IT infrastructure.

Protecting entire IT environments and the workforce depending on them – at any time, from anywhere – has never been easier. It's time to take control of IT Management.

# Delivers optimised connectivity to support your business



Connectivity is one of the most vitally important components of the modern IT infrastructure, and getting it right is one of the hardest single activities for any business.

vSTAX Connect is our connectivity solution providing solutions to maximise your productivity and data transfer rates inside and outside of your business, between sites or providing an integrated communications infrastructure to support and scale with your business.

Every company has different and unique requirements for connectivity based upon a number of unique factors – but vSTAX Connect provides a single-bill approach to best-in-class communications solutions for:

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- MPLS
- Leased Line
- ADSL/Fibre
- Wireless Point to Point, WiMAX
- Wi-Fi
- Mobile Connectivity – 3G, 4G, Satellite

Whatever your requirements, vSTAX Connect has the right solution for you.



**Delivers the ability to quickly restore and recover the use of all applications and business data after a critical failure.**



vSTAX Recover provides you with a Business Continuity or Disaster Recovery plan that protects your business so you can recover rapidly from an environmental, IT or communications systems failure.

Your IT environment is replicated in real-time to our high-availability DRaaS cloud infrastructure and we are able to provide super-fast Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) in line with, and appropriate to, your requirements.

In the event of a problem you can log onto the vSTAX Recover management console and power up the failed servers (or all of your servers) and run your production from our service. Alternatively, you can just recover a single failed server back to your site.

Optionally you can also take advantage of our full workspace recovery service that provides, in addition to your server recovery, desks, workstations and telephony services all conveniently located from our Liverpool offices.

Stack provides flexible replication and recovery options to suit your needs – from near real time recovery from the second you declare a disaster, or up to several hours afterwards; you can also select recovery points from every ten seconds, or longer – whatever is appropriate for your needs. Quarterly tests are included and the results can be made available to your auditors for compliance purposes.

Stack provides a thorough DR assessment and planning service as standard. During this part of our consultancy we assess and analyse your current DR provision, as well as identify likely future requirements so that we can flex with the development of your business. This stage is integral to ensuring a DR plan is crafted to meet your unique requirements.

No matter what operating system, virtualisation status or applications used, your critical systems are all protected.

# Delivers security and peace of mind from the cloud



vSTAX Secure is a comprehensive suite of best-of-breed security solutions enabling your total peace of mind – keeping you safe from security breaches, legal liability and costly virus clean-ups, and helping you to meet governance and compliance requirements without requiring additional and costly resources, training or manpower.

Integrated and delivered on premises or via cloud, vSTAX Secure provides policy-based:

- Authentication and Security Policy Administration
- Firewalls and VPN Access
- Antivirus
- Anti-Malware
- Security Event Management
- Threat Protection and Management
- Intrusion Detection
- Web Filtering
- Content Filtering
- Bandwidth Management and Control
- Encryption
- Secure File Transfer

vSTAX Secure can be implemented as a complete solution or as modular components to best meet your requirements. It integrates completely into our other vSTAX solutions.

# Delivers simple and powerful IP telephony to your business



Whether on or off-premise, vSTAX Talk is the solution to upgrade or replace your phone system.

Delivered either on-site or entirely as a hosted IP cloud solution, vSTAX Talk provides a fully-managed IP telephony service to your employees through either a handset or softphone and has major cost-savings for most businesses.

vSTAX Talk means no costly PBX maintenance, management or upgrades. Stack maintains the hardware and software and are responsible for upgrades during the term of the contract. Secure, and offered with 99.995% availability guarantee, vSTAX Talk is simple, easy to use and powerful telephone system.

As well as giving your organisation access to low-cost and in some cases free IP calls, a vSTAX Talk solution can put a range of smart call options at your fingertips such as music-on-hold, five-way voice conferences and auto-attendant.

Additionally, your organisation's entire communications needs, across multiple sites and countries, can be managed easily down to the individual user level through a simple interface.

## **Delivers co-location and managed hosting services to support your IT infrastructure.**



vSTAX Colo is a traditional co-location service whereby all or part of your IT platform can reside in one or more locked racks at one of our secure data centres. This can free up valuable space at your premises that can be put to use generating income for your business. It can also remove the need for cooling and fire suppression equipment and reduce the electrical load on your offices. vSTAX Colo users benefit from the support of standby generators and ISO:27001 data security.

vSTAX Colo removes the burden of housing, securing and protecting your IT assets. It provides a modern, secure location for the equipment that your business depends upon. By locating your equipment in one or more of our vSTAX Colo facilities you benefit from our investment in ISO:27001 data security and infrastructure security with dual cooling plant, fire-suppression, backup generators, sophisticated access control and monitoring. It provides a manufacturer approved level of power, temperature, humidity and containment to ensure the best of performance environments.

With vSTAX Colo you retain full management rights and administrator access to your IT assets. You have the additional benefit of being able to call on the services of our team of highly qualified and experienced engineers who are based at our HQ data centre and are within a one-hour journey time of our other locations. This allows us to perform hard or soft resets for you with minimum delay.

# Customised IT Support for Your Business



Whether you need 24 x 7 end-to-end cover, 8 - 5 office hours or specific out of hours or technical services for certain mission critical applications in your business, vSTAX Support has the option for you.

## Support Available:

- Core Support
- Out of Hours Support
- End of Life Support
- Team Extension Services
- Configuration Services
- Remote Management
- Hardware and Software Audit
- Wrapper Support
- Service Credits
- Helpdesk
- Systems Monitoring and Network Operations Centre (NOC) Services
- Break Fix

## Support Features:

- 24x7x365
- Fully customisable to your business
- Highly Skilled Support Engineers
- Dedicated Support Staff
- Free customer portal to log and monitor your support enquiries



# Our Partners

Over the past 30 years Stack Group have worked hard to develop our portfolio of vendor partnerships with leading suppliers.



We provide key solutions and services in partnership with all of our vendors.