NODE4
Empowering business to do more

11 Reasons to Choose Node4

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Wherever you are with your digital transformation strategy, there are challenges ahead. Meeting customer expectations without compromising on security, making time for planning and implementation, and managing hybrid IT are but a few.

Having the right IT services provider - one that will help you navigate the challenges and identify new opportunities - is crucial.

How do you know you've got the 'right' provider? Look at their priorities.

Here at Node4, we've made huge investments in **our infrastructure and solutions, our people, and providing tailored services to customers.**

Here's 11 reasons to choose Node4.

1. IT solutions aligned to your strategy

To provide you with end-to-end IT infrastructure and services aligned to your business strategy, we've continued to build on our **solutions portfolio.**

With more businesses moving towards multicloud and cloud-first strategies, for example, we've introduced **Azure Service Tiles** to support you with your journey into public cloud.

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2. Latest innovations

The right technical innovation can transform your business operations and help you engage new and existing customers. To bring the very best innovations to you, we continue to invest in R&D and work closely with **industry-leading vendors**. This year, we've partnered with Fortinet to bring a smarter connectivity solution to market – **Secure SD-WAN.**
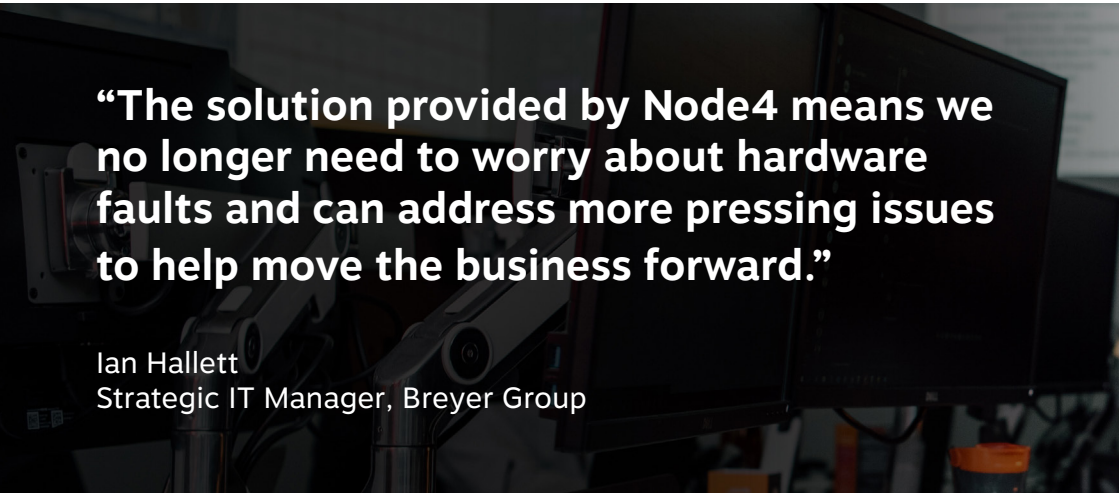
3. Access to experts

Our pool of experts has grown rapidly over the last few years. We now have dedicated business units for your public cloud and database **(N4Stack)** and collaboration needs **(N4Engage)**. You can also expect consistent support from our expanded Project Management and Service Delivery teams.

"Node4 are so clearly specialists in what they do. It fills me with confidence that they can talk knowledgeably about our challenges and their solutions. They always have someone on hand to answer my in-depth technical questions and they are so honest about everything. We couldn't be happier with the partnership."

Nick Danson
IT Systems Manager, Forest Holidays

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> **"The solution provided by Node4 means we no longer need to worry about hardware faults and can address more pressing issues to help move the business forward."**

Ian Hallett
Strategic IT Manager, Breyer Group

4. A safe pair of hands

To remove any assumption when it comes to service design and minimise risk, we have deployed tools for workload placement assessment. These include Lanamark for cloud, Fortinet CTAP for network and N4 Threat Detect for security assessment.

5. Easy access to support

Access the information and support you need through our dedicated user portal on ServiceNow. Depending on how you prefer to engage with us, you can raise tickets and track their progress on the portal or you can give us a call.

6. Simple and easy partnership

Our focus is to deliver service seamlessly to all of our customers through best practice processes and tools, alongside engaged customer-centric staff who understand your business and the impact to you and your organisation when things do go wrong. Our vision is to make Node4 simple and easy - to talk to, to work with, and to take support from.

Byron Smith,
Operations Support Manager

7. Even more proactivity

When it comes to your business critical IT, proactive support is no doubt top of your wishlist. We've always monitored proactively, and through our customer monitoring platform, Science Logic, we are able to get even more automation, integration and actionable insight. This ensures fast, reliable and secure services for your business and customers.

8. 24x7x365 support

An out-of-hours incident response should be just as fast and co-ordinated as a response within normal working hours. To make this a reality, we use an incident response tool, PagerDuty, which guarantees rapid engagement of both Node4's expert engineering teams and customers at the very moment a high severity incident arises out-of-hours.

9. Personalised service

Whether you're speaking to an engineer or senior leader, you can expect service that is friendly, helpful and provides you with tailored solutions. We roll out service training to the entire company, so that all staff have the tools, techniques and language to deliver Exceptional Service as a Standard.

> **"The more you speak to us, the more in tune we become to things that are working well for you and things that aren't. It's that regular feedback loop that makes us a better managed services provider."**
>
> Claire Rowland,
> Customer Experience Manager

10. Focus on your customer experience

Our customer experience team, led by our very own Claire Rowland, is here to ensure that you're getting the most out of your relationship with Node4. The team provides various ways for you to give feedback - from Net Promoter Scoring to Annual Surveys - and is always on hand to engage with questions, comments and other feedback.

11. Customer champions

We're just as passionate about our customers as we are about our infrastructure, which is why we have an exclusive Customer Champion programme. As well as inviting members to talk and network at our events, we also actively seek industry recognition for their internal IT projects and teams through PR activity and award entries. Overleaf are just some of our Champions we're proud to support.

ASTONLARK

Stagecoach

SYHA
South Yorkshire
Housing Association

10ZiG

CE CAPITAL
ECONOMICS

benendenhealth

VITRUVIAN
PARTNERS

BREEDON

RedEye

node4.co.uk

Want to work with a provider who will meet your IT needs and help progress your business strategy?

We'd love to chat through your requirements and see how we could empower your business to do more. **Please get in touch.**

We are the people

Across the UK, businesses rely on us to deliver mission-critical IT around the clock. We enable healthcare providers to deliver critical care faster, insurers to provide secure digital services, and housing associations to bring self-service applications to their tenants' fingertips.

We are the people who love what we do. Fuelled by our passion for technology and what it can do to make your business grow.

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