

Introduction

Bluesky Online Solutions Business IT Solutions is a premier managed IT solutions provider and IT services consultancy firm. Our offerings encompass professional expertise to help you navigate anything from simple to the most complex IT and digital environments. Our strategic advice, governance, risk, and compliance (GRC), solution architecture, security strategy and framework development, and project management services enable vision realisation. We leave nothing unturned as we embark on a voyage of discovery with you.

Strategy and Alignment with Digital Transformation

As a managed service provider, Bluesky Online Solutions recognises that technology investment extends beyond applications and cybersecurity. We understand that poorly delivered technology can adversely impact any business. We provide complete business case creation from a strategic perspective and provide recommendations for solutions that will be fit for purpose when it comes to meeting your business needs. Digital transformation requires clear and concise boundaries and deliverables, and these extend to TOC and ROI. Our team are well-qualified industry leaders with real-world experience, so we leave nothing to chance. In conjunction with you, our value proposition is to explore, test and validate thresholds that will influence and impact your business in a positive manner.

Business Effectiveness and Efficiency Alignment

Our team of business process management experts identify inefficiencies within your environment. Offering critical analysis of findings and aligning to best practices, our insights into enhanced workflows typically yield a return on investment of approximately 35% for clients. The team at Bluesky Online Solutions provides an in-depth analysis of gaps in your business process through As-Is analysis and recommends To-Be processes to reduce the total cost of ownership of those business processes through improvement.

Project Management

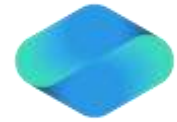
Bluesky Online Solutions excels in providing end-to-end project management services, adhering to industry-standard frameworks and methodologies. From initiation to successful sign-off, our expert team ensures the successful delivery of your investment.

Organisation Development and Change Management

Corporate culture has shifted dramatically, posing significant challenges for businesses attempting to adapt. The rapid pace of technological advancement, globalisation, and increasing competition mean that survival now depends on embracing change.

Organisational change involves reevaluating and modifying business processes and management structures. To stay competitive, organisations must evolve, adding or removing practices to align with market demands and customer expectations. This requires careful planning and a nuanced approach to change management, ensuring that employees and stakeholders are on board with the new direction.

Bluesky Online Solutions Capability Statement



Bluesky resources are experienced in providing the right type of interventions to bring in organisational development and change management. This involves the methods and techniques used to guide employees and business processes through change, with the goal of optimising resources, increasing profitability, and reducing costs. We assist in creating a roadmap for reshaping business operations to meet realistic and achievable goals.

Line of Business Applications Integration

Collaborating with your preferred Line of Business applications specialist, Bluesky Online Solutions ensures the security and integrity of your digital assets. Our approach guarantees a seamless integration of specialised applications into your overall IT framework.

Governance, Risk and Compliance

Bluesky Online Solutions collaborates with you to deliver a customised Governance, Risk, and Compliance (GRC) solution that meets your business needs. Our approach ensures the thorough discovery, design, and, of course, implementation of GRC policies, practices, and software, optimising your organisation's benefits.

Data Security and Privacy

Our experienced professionals can advise you on secure data storage, data loss prevention, and encryption. Additionally, we develop enterprise data security strategies and oversee their execution. Our comprehensive services also include backup and recovery support, along with proactive monitoring to ensure the continuity of your business-critical systems. Our tailored approach to your business continuity is innovative and provides detailed, actionable processes to assist your team during adverse events.

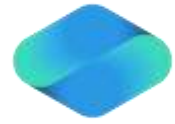
Security Monitoring

Bluesky Online Solutions is committed to delivering comprehensive cybersecurity review, design, support and management as a managed service provider. Our services include 24/7 remote and on-site support, proactive monitoring, and a genuine partnership approach to Cyber Security and management. We prioritise securing your business-critical systems to ensure the integrity and confidentiality of your data. Our comprehensive approach to Cyber Security encircles user scenario training to ensure that nothing is left for granted.

Applications and Platforms Management

Bluesky Online Solutions licenses and manages standard off-the-shelf applications and associated platforms, including Microsoft 365 for Business and Google Workspace ecosystems. Our experienced professionals provide monitoring and support and, where required, craft custom solutions tailored to your business's unique needs.

Bluesky Online Solutions Capability Statement



IT Infrastructure

Bluesky Online Solutions provides fully managed infrastructure support to ensure the completeness and security of your digital domains. Our design engineers work in conjunction with you to ensure that our solutions are designed to meet the explicitness of your intent; we leave nothing unturned when it comes to creating robust networks for clients like you.

Hardware and Software Lifecycle Management

Bluesky Online Solutions offers clients comprehensive management of hardware and software/application life cycles. By maintaining and overseeing hardware, including computer, networking devices such as NAS switches and firewall and printer fleets, we provide our clients with flexibility and certainty regarding overall asset management costs. A well-managed hardware and software platform reduces the risk of security vulnerabilities, such as ransomware, data breaches and identity theft, and enhances staff productivity.

Teams and Calling

Experience unbeatable value with our Cloud Teams Phone System package. Bluesky Online Solutions provides professional support, call flow design, extension setups, licensing changes, and general help and training for businesses of any size.

Cloud Telephony VoIP

Bluesky Online Solutions consults, designs, implements and manages cloud telephony solutions for any client from 2 to 1000s' extensions. From basic ring-ring answer through to complex call centre or unified platforms, we have solutions that can be tailored to support your business strategy.

Cloud Platform Design and Management

Bluesky Online Solutions has extensive expertise in the design and management of Microsoft Azure and AWS platform. Addressing fit-for-business design and applying structured management to policies and permissions ensures universal compliance and access to your digital assets. Our Managed Services offering includes remote support, proactive monitoring, and cost management.