



Your fully Managed Network Solutions

We're helping multi-site brands unleash their potential through network technologies.

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Executive Summary

Since its inception in 2005, Evolve has been driven by a commitment to revolutionise the support provided to hard-working, multi-site brands often overlooked by traditional technology providers. Our **tailored approach** addresses the unique challenges faced by these brands, emphasising exceptional technical support and customer service.

In 2013, with the addition of myself as CEO and Ryan Stephenson-Brown as COO to the leadership team, Evolve entered a new phase of growth.

Our partnership with **Mako Networks** marked a significant milestone, underpinning our dedication to cutting-edge solutions and securing **end-to-end PCI certification**. This certification not only ensures the protection of sensitive data but also demonstrates our commitment to compliance and cybersecurity.

Today, we proudly serve over **9,500 sites globally**, spanning the Retail, Hospitality, Quick Serve Restaurants and Fuel Forecourt industries.

Our reputation is built on seamlessly integrating businesses and providing **round-the-clock customer service** based in the UK.

At Evolve, we prioritise both our people and our customers. We are **dedicated to fostering a culture of progress and growth**, empowering our team members to meet the evolving needs of our customers. With a keen focus on digital transformation and research, Evolve is poised to lead the way in offering optimal solutions to our customers.

Together, let us continue to innovate, evolve and exceed expectations.



A stylized, handwritten signature in black ink, which appears to read 'Alan Stephenson-Brown'.

Alan Stephenson-Brown
CEO



evolve

The Managed Network Solutions specialists led by one purpose:

Making connectivity simple.

Our Vision

We envisage all multi-site brands seeing connectivity as a **gain, not a pain.**

Our Mission

We're helping multi-site brands unleash their potential through **network technologies.**

Our Values, Define us.



Curiosity

Encouraging our people to be naturally curious and to question everything in the pursuit of **knowledge.**



Pace

Everyone's time is precious. We do things right and efficiently the **first time.**



Dedication

Everything we do each day, we do with **dedication.** Our people want to make a difference and strive to do so everyday.

Managed Networks Specialists.

As a leading Managed Networks Solutions provider, we pride ourselves on our proactive approach and innovative solutions. **We don't sit on the sidelines;** we actively engage to empower our customers to excel in today's digitally driven landscape.

What makes us different...



EvolveWAN (SD-WAN)

We offer a unique SD-WAN solution with the only **PCI Level 1** certified device globally. As a platinum provider of Mako Networks, we leverage our influence to deliver top-tier service. Our innovative platform includes vision host monitoring and seamless **3rd party integrations**. It's DSL compatible with **4G backup**, ensuring connectivity resilience. 100% cloud managed, our solution is designed specifically to meet the needs of distributed enterprises, providing unmatched reliability and performance.



EvolveISP (Business Connectivity)

We stand out with **65 Tier one carrier relationships** globally including **7 direct Alternative Network** ties in the UK alone. Our full-fibre access surpasses competitors, supported by **650,000 pre-agreed UK wayleaves**. We're proactive in ensuring FTTP availability and performance checks for seamless connections, setting us apart in delivering reliable service.



EvolveODM (Guest Wi-Fi)

Our guest Wi-Fi solution, crafted by our agile in-house team, boasts a high **70% opt-in rate** with a user-friendly consent box. It seamlessly integrates from **POS to platform** and offers **white-labelling for branding simplicity**. Plus, we provide **flexible data storage** options, ensuring compliance and customisation to suit your business needs.



EvolveIT (IT Support)

We streamline our IT support with a **one-dashboard platform approach**, enabling easy management and monitoring. With all employees **ITIL-certified**, we ensure top-notch service delivery aligned with industry best practices. Leveraging the **Microsoft suite** of products, we offer comprehensive solutions tailored to your business needs.

At Evolve, our ethos revolves around delivering exceptional value that exceeds mere expectations. We take pride in our commitment to customer care, ensuring that you receive not only our acclaimed solutions but also a range of additional benefits as standard.



120 UK Based Employees

Every team member at Evolve is highly skilled, knowledgeable in every field and equipped to make sure that your individual solution is planned on time, handled effectively and carried out with pace. Our team carry a plethora of industry qualifications including **ITIL and Microsoft 365 Certifications.**



In-House Development

Our in-house development team is a powerhouse of innovation, blending diverse expertise to craft tailored solutions. Fueled by creativity and dedication, they drive our customers forward, transforming ideas into reality with agility and precision. Their **240+ hours a week** of relentless pursuit of excellence is the driving force behind success.



3rd Party Relationships

After more than 10 years of **cultivating strategic partnerships** with now 65+ 3rd parties, Evolve has been **trusted** to place their SD-WAN device in the data centre of these 3rd party relationships, enabling remote communication through said devices. If a problem arises, it also enables Evolve to promptly alert the customer and any relevant 3rd parties.



24/7/365 Network Operations Centre

We support over **9,500 sites** with our fully manned, **multi-lingual 24/7/365** Network Operations Centre. Which takes a proactive approach by utilising our Internal Management Platform.





Speed of Deployment

One of Evolve's core principles is pace; we don't sit on the sidelines. We are two steps ahead when our customers need efficiency and speed, working to ensure maximum speed of deployment without loss of quality. Evolve has invested in a 5,000sq ft warehouse where the team pre-stages, configures and deploys - **ensuring sites roll out with pace.** This enables us to have a dead on arrival statistic of **less than 1%.**



Design Consultancy

As a complimentary service, an inherent design consultancy is performed throughout the planning phase. As a result of their extensive skill set, **industry knowledge** and experience, our engineers can design a custom plan for any situation.



EvolveISP

Reliable Business Connectivity Solutions.



Complex Deployments & Wayleave

With our expertise in specialised sectors, Evolve has honed our methods for handling your most intricate installations in places like shopping centres, train stations, and airports. We've established seamless agreements with many of these venues, ensuring smooth installations. And where agreements are lacking, our team takes care of the entire process, end to end.



21% more coverage than Openreach alone

As of February 2024, we can offer up to 20% more full fibre coverage for UK businesses than Openreach via our **alternative networks**.



Alternative Technologies

Evolve act with pace. We understand that sometimes traditional fixed carriers cannot meet the deadlines that your business needs so we also have the latest in **4G/5G** and **Starlink** solutions to have you up and running within **48 hours of order**.

What makes us unique...

The UK's expanding number of internet-dependant devices and businesses is driving up demand for bandwidth. The average UK employee within a business uses around 3 devices to carry out their role, whether that be a desktop, tablet, or phone. This emphasises the need for **reliable, secure and fast connectivity** in your business.

Evolve ISP is where your journey with us begins. Specialising in internet connectivity solutions from standard broadband (DSL) through to diverse full fibre deployments such as RO2 Leased Lines. Our team has been creating large scale connectivity solutions around the world for over 20 years.

EvolveISP offers connectivity solutions and consultation for the future.



TIER ONE CARRIER RELATIONSHIPS

65 Tier one carrier relationships internationally.



MULTILINGUAL 24/7/365 SUPPORT

As standard, our UK-based, fully manned, multilingual, 24/7/365 Network Operations Centre supports EvolveISP.



KEEPING THE UK CONNECTED

7 direct Alternative Network relationships – UK.



ENSURING SPEED OF DEPLOYMENT

Access to 650,00 pre agreed wayleaves in the UK alone.



PROACTIVE, NOT JUST REACTIVE.

Proactive FTTP availability checking for our customers.



KEEPING YOUR NETWORK LIVE

Proactive performance checks for live connections.



Case Study

Fully Managed Network Services Restoring Convenience to EG Group

EG Group & Evolve

EG Group is one of the world's leading independent fuel and convenience retailers with an extensive network of sites across international markets in the United Kingdom and Ireland, Continental Europe, Australia and the United States of America.

Founded in 2001 by the Issa family with the acquisition of a single site in the UK, today the company is at the forefront of delivering an innovative approach to forecourt convenience retail.

When EG Group acquired the Little Chef brand from Kout Food Group in 2017, it needed a flexible, agile partner that could streamline its inherited network solutions and bring them together under one roof.

Evolve aims to solve the headaches of hard-working multi-site brands and had an existing relationship with Kout Food Group, so our team was ready to hit the ground running and help EG Group restore efficiency in their stores.

A rapid response when it's needed most.

With a variety of complex inherited solutions already in place thanks to its rapid growth and spate of acquisitions, EG Group needed a Fully Managed Network Solution from a sole supplier and they needed it fast.

Our initial step was to implement our complete SD-WAN solution to bring EG Group's network into the modern era and enable them to have a secure and diversified wide area network, providing them with enhanced functionality, protection and scalability.

Moreover, Evolve's extensive network of over 65 Internet Service Provider (ISP) relationships across 12 countries gives us a significant advantage in the connectivity space. By having access to a wide range of connectivity types and providers, we can offer tailored solutions to meet our customer's needs, providing the fastest and most reliable connection possible.

This extensive ISP network provides redundancy in case of outages and enables competitive pricing, making the services not only more affordable but easier to access. Our wait times are the lowest in the industry at only two minutes, meaning whenever EG Group has a query, we act at pace.

Increased productivity and smooth operations are the results of improved business connectivity and as companies adopt advances in technology, boosting bandwidth is essential to keep up with demand.

In addition, we added our Guest Wi-Fi solution, which enabled EG Group to add a new element to their customer experience by offering free Guest Wi-Fi. Then, we took a bespoke approach to enhancing these solutions to meet EG Group's changing customer requirements.

Evolve's initial roll-out took just 2 days to convert a total of 78 Little Chef sites. Today, we can act with even more pace: a site can be rolled out in less than 2 hours. This is thanks to our pre-configured equipment, which is kept stored in a secure warehouse location where we have stockpiled more than 10,000 units, so we're always ready to respond to our customer's evolving needs, no matter what.

Businesses that grow together, succeed together.

As EG Group expanded into new countries, it continued to rely on the Evolve team. After we quickly consolidated EG Group's entanglement of old equipment inherited from previous suppliers, our next challenge was to keep up the pace with EG Group's exponential growth. It was vital for our team to maintain a sense of human connection and to communicate effectively as we maintained our speedy and flexible approach.

As part of our mission to support our customer's changing needs, a significant change we introduced was hiring multilingual employees to our support desk in 2019. We continue to ensure that we hire people with the right language skills so our customer service cannot be beaten even when our customers are scaling internationally.

Currently, we support EG Group in 10 countries and across an astounding 5,500 sites. Within the past 12 months, a staggering 86% of the tickets were raised proactively from Evolve – where we identified and resolved a potential problem before it affected our customer's business.

"We're delighted with the ongoing results. Not only are they reactive, but thanks to their proactive attitude, difficulties are frequently fixed before we are even aware of a potential problem. The people at Evolve are dependable and genuinely interested in supporting our business. We view the team at Evolve as an extension of our company, being able to rely on them has been crucial to our success. We see them as unparalleled in terms of their expertise and approach to customer service."

"It is an extremely exciting time for technological advancements in both the fuel forecourt and food-to-go sectors. As we look to the future, we're delighted to be working with a partner that keeps its finger on the pulse and provides us with access to the latest innovations as we grow," said an EG spokesperson.

Customer service, The Evolve Way.

It was also vital for EG Group to benefit from best-in-class customer service. Luckily, we had undergone five years of transformation in our own business which meant we were in pole position to offer exactly that.

In 2012, Evolve began deploying the Mako Networks system, a security gateway device inclusive of end-to-end PCI Certification. Current CEO, Alan Stephenson-Brown and Director Ryan Stephenson-Brown, joined the team soon after - propelling Evolve's evolution to new heights.

In 2020, Evolve became Mako Network's first Platinum Partner, showcasing the relationship built over the years. Evolve is Mako Networks' only international distributor, deploying Mako devices in over 12 countries.

With a dedicated team at the helm and industry-leading solutions to offer, between 2013 and 2017 we turned our focus to developing our enhanced customer support offering. Today, Evolve offers a 24/7/365-manned support desk. This ensures our customers can always speak to a human, no matter what the time or day.

"Since we began working together in 2017, the team at Evolve has consistently gone above and beyond to provide us with exceptional customer service. Being natural innovators, they have kept our business at the forefront of technology. They have helped us increase revenue by keeping us operational and improving our uptime. The simplicity of conducting business with Evolve and having all of our solutions come from one supplier streamlines billing and expedites customer service," said an EG spokesperson.

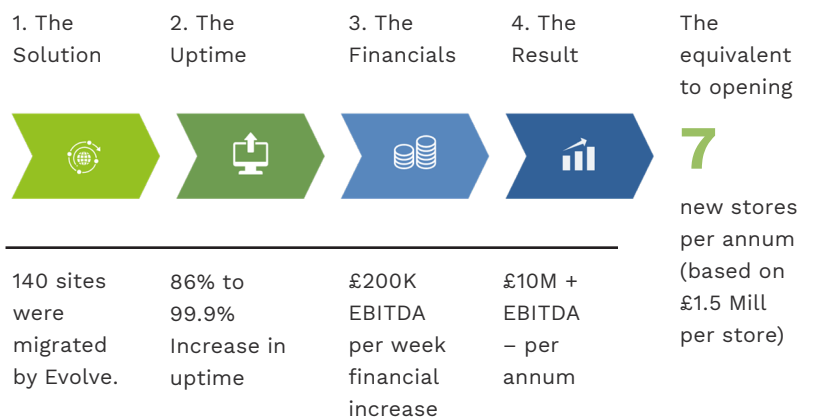
EvolveWAN

EvolveWAN is our flagship SD-WAN and Network Infrastructure solution, born from over a decade of development and strategic partnerships with industry leaders, Mako Networks.

What is EvolveWAN?

Our EvolveWAN is the bedrock of our services, integrating SD-WAN and Network Infrastructure solutions seamlessly. Developed in-house over a decade and bolstered by key partnerships, like with Mako Networks, it delivers a PCI-certified, cloud-managed, carrier-independent network solution. With the capability to interconnect and manage thousands of global sites effortlessly, our system ensures a secure, reliable, and high-performance business network. Scalable and cost-effective, EvolveWAN epitomises modern networking, continuously monitored by our dedicated Networks Operations Centre for uninterrupted performance, 24/7/365.

Quick Serve Restaurant Case Study



One Device

One device for DSL, FTTC, FTTP and/or Ethernet and/or dual SIM backup



Flexible Commercial Model

Allowing your business to lower your upfront conversion costs with Opex or Capex options



User Friendly

Our user-friendly central management system reduces operational costs and speeds deployment



Development

We adapt our methods to technology advances by spending over 240 hours each week on internal development.



Our Cloud Platform

Our central management system is 100% Cloud managed – zero site interference



Staging & Stock

Staging occurs before installation and stock is abundant (25,000 units globally)



Worlds only SD-WAN PCI Certified Device

In 2009, Mako Networks became the first network management company in the world to qualify as a **PCI-certified Level 1 service provider**, and have successfully demonstrated their compliance every year since then.



Always a plan B, C & D

Our solution comes equipped with **built-in 4G/5G failover**, ensuring seamless continuity for your business operations. This feature allows us to often identify and resolve issues **proactively**, sometimes even before our customers become aware of them.



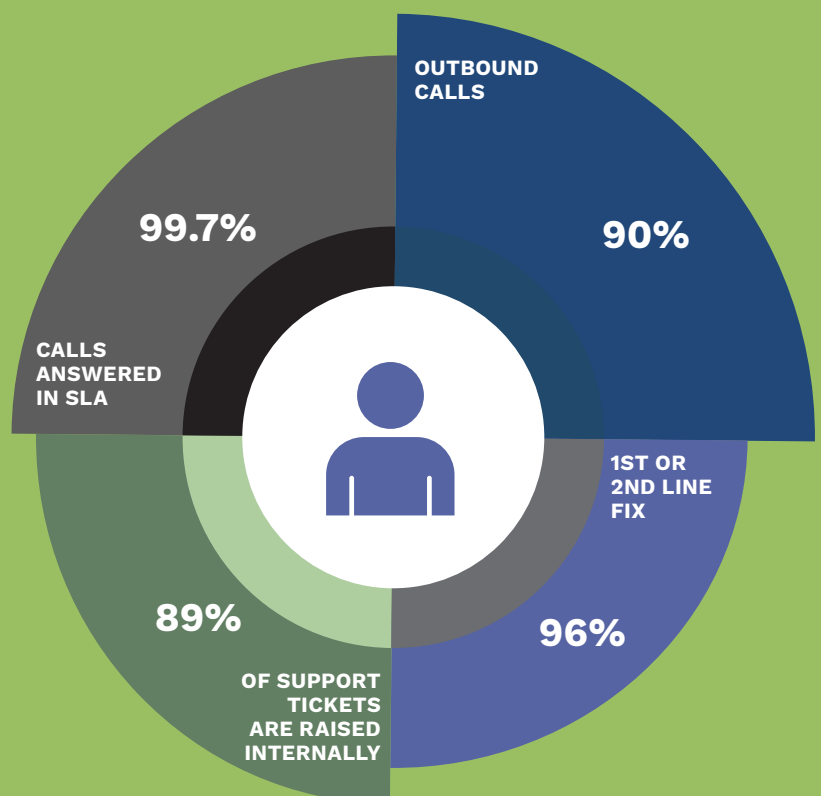
Tailored Solution

Unlike other vendors, the Mako SD-WAN solution was created for multi-site businesses that are reliant on card transactions. Both Evolve and Mako collectively understand the Fuel Forecourt, QSR and Retail sectors just as much as you do.



Pro-Active 24/7/365 Support

Evolve offers continuous network monitoring, utilising integrated solutions for seamless oversight. Our Network Operations Centre detects changes 24/7/365, while Evolve Vision extends monitoring to your entire infrastructure, ensuring uninterrupted operations and maximising revenue.



Powered By



As Mako Networks' first Platinum Partner, we know the product as well as the manufacturer and can provide exceptional support for it.

We have influence over which features are added to Mako devices and we are the only partner able to collaborate on customised devices when something is not standard, making it a truly tailored solution.

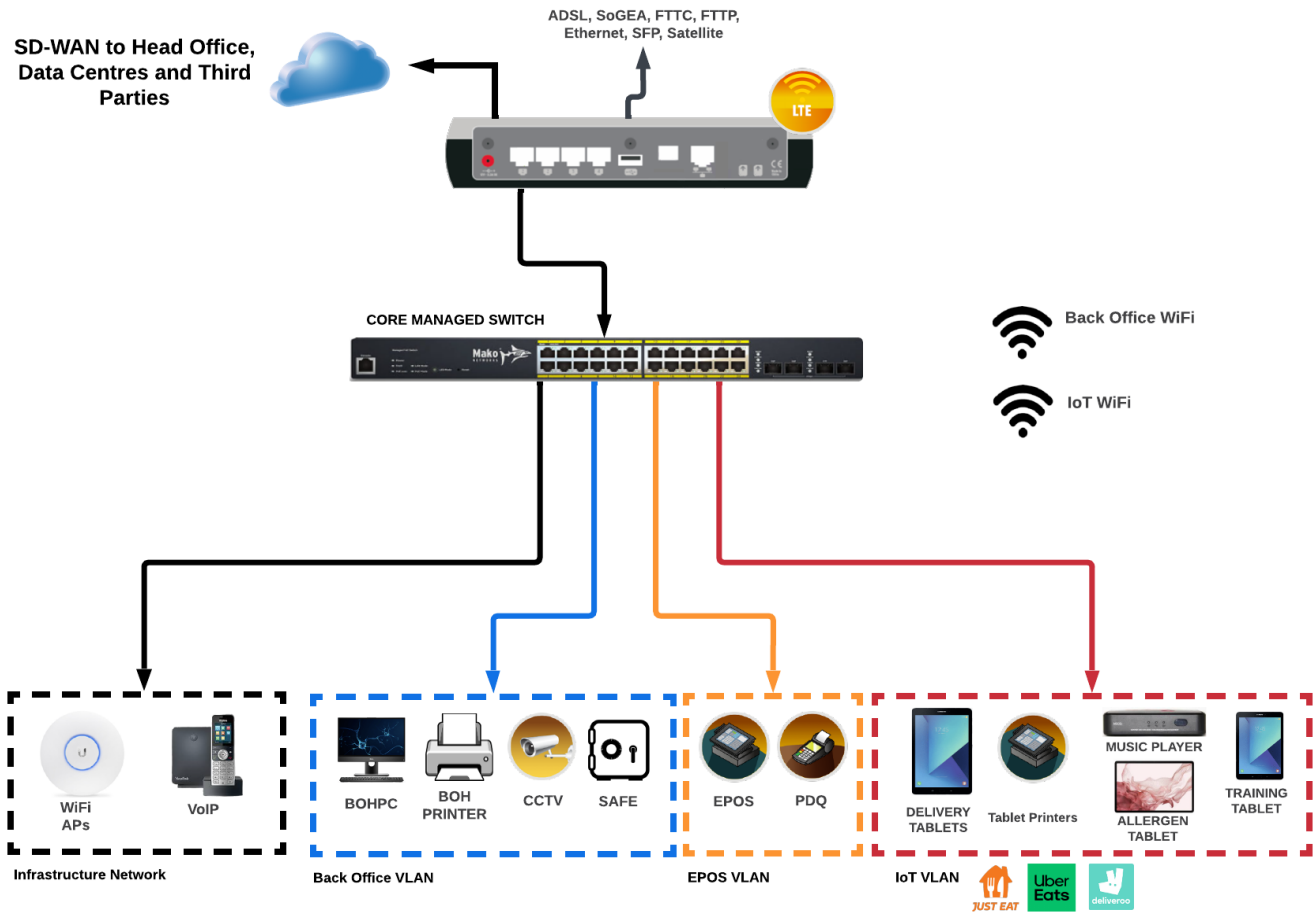


Competitor Feature Comparison

Feature Comparison	Evolve Solution	Cisco (C1117)	Meraki	FortiGate
SD-WAN	As Standard	Additional Licence Cost	Requires Enterprise Licence at minimum. Some Features require SD-WAN plus	As Standard. Some features require Fortinet Orchestrator
Automatic Failover	As Standard	Additional Licence Cost	Requires Enterprise Licence	As Standard
Load Balancing	As Standard	Additional Licence Cost	Requires Enterprise Licence	As Standard
3G/4G Failover	As Standard	Model Dependant	Model Dependant	As Standard
Cloud Routing	As Standard	Model Configuration	Requires Enterprise Licence (Auto VPN)	As Standard
Hub and Spoke	Default	FlexVPN Required	Default	As Standard
Full Mesh	Toggle Switch (Simple)	Not Included	Requires BGP implementation (Complex)	As Standard
Active/Active Failover	As Standard	Not Included	As Standard	As Standard
PCI Compliance	Level 1 As Standard	Not Included	Not Included	Not Included
Client VPN	As Standard	Additional Licence Cost	Requires Enterprise Licence	Up to 10 SSL VPN Clients Free
Zero Touch Provisioning	As Standard	Limited	Requires Enterprise Licence	Additional Licence required (FortiDeploy or FortiManager)
Firewall	As Standard	Additional Licence Cost	Requires Enterprise Licence at minimum	As Standard
Stateful Firewall	As Standard	Additional Licence Cost	Requires Advanced Security Licence	Not Included
URL Filtering	As Standard	Additional Licence Cost	Requires Advanced Security Licence	Requires Additional Licence
IPS	As Standard	Additional Licence Cost	Requires Advanced Security Licence	Requires Additional Licence
DDOS Protection	As Standard	Additional Licence Cost	Requires Advanced Security Licence	Requires Additional Licence
QOS	As Standard	Additional Licence Cost	Requires Enterprise Licence	As standard but requires additional licence to shape per-application
API	As Standard	REST API	Requires Enterprise Licence at minimum	REST API by Default
Reporting	As Standard	Additional Software Required	Requires Enterprise Licence at minimum. Some Features require SD-WAN plus	Reporting per device but Forti-Analyzer licence for aggregated data and more in depth reports
Service Monitoring	As Standard	Additional Software Required	Requires Enterprise Licence	Requires FortiCare or FortiManager Licence
24/7 Support	As Standard	Additional Cost	Requires Enterprise Licence	Requires FortiCare Licence
Licensing Model	Simple	Complex	Simple	Simple

Our Typical Network Diagram

Our small site network design includes a single internet connection, firewall with multiple forms of resiliency including fixed and cellular options such as managed switches and wireless access points.



CONNECTIVITY TO OVER

65+

Our connectivity spans 60+ hosts, gateways, and platforms, including leading banks, loyalty schemes, and fuel gauge monitors, facilitating seamless interaction and efficient management of transactions, fuel levels, and loyalty programmes.

FLEXIBLE WAN CONNECTION

1Gbit

At up to 1 Gbit/s transfer speeds, Mako 6600 devices offer WAN connectivity by single- or dual-SIM LTE cellular, Ethernet, cable, SFP, fibre, or xDSL. Mako can support and secure any internet connection method.

SIMPLE TROUBLESHOOTING

6600

The Mako 6600 features colored LED lights for network and internet status, aiding non-tech users in identifying issues instantly. For advanced troubleshooting, the Mako CMS offers sophisticated diagnostic tools.



Complete visibility of your entire store network through a single dashboard. Supported by our 24/7 NOC, created by our In House Development Team.



Maximising Revenue

We see issues before anyone onsite knows there is a problem.

By having complete visibility, Evolve can diagnose which stage of the journey is at fault and the relevant support teams are working on it immediately. (eliminating numerous calls to fix the fault).

No longer relying on employees to report faults. Freeing up time and improving customer service, long queues and customer experience.

Single Pane of Glass View



One central online dashboard

Bespoke Designs: Brand/Franchisee/Geographical Grouping.

Wallboards available for IT Teams



LAN Monitoring

Visibility of any device passing through your network – EPOS, PDQ, Kiosk, Digital Signage, Drive Thru, Switching, AP's, CCTV etc.



Host Monitoring

Pro-Actively monitored 24/7 365

Visibility of all your External 3rd party connections – Payment Solutions, Gift Card, Loyalty, POS etc.

Tested every 30 seconds.



Changing Employee Behaviours



Employees know that Evolve are watching so they now start to raise any faults as and when they notice them.



Constantly Evolving

Our development team are always assessing the market for new 3rd parties to integrate with.

We can integrate with any of your suppliers.

Being a subscription model, you always get the latest developments.



Case Study

Fully Managed Network Services Restoring Convenience to Hydes Brewery.

Hydes Brewery

Hydes Brewery is a well-known British brewery based in Manchester, England. It was founded in 1863 by John Hyde and has been family-owned and operated ever since. Over the years, Hydes Brewery has gained a reputation for producing high-quality beers and ales that are loved by locals and visitors alike. The brewery uses traditional brewing methods and only the finest ingredients to create a range of award-winning beers, including its flagship beer, Hydes Original. In addition to producing beer, the company also operates a number of pubs and restaurants throughout the Manchester area, many of which serve its own brews.

Today, Hydes Brewery is considered to be one of the most successful and respected breweries in the North West of England, with a proud heritage and a commitment to brewing excellence that continues to this day.

The Challenge

Originally, the sites used to run Guest Wi-Fi to utilise the following: CCTV, back office PC with printer, their PC for payments and pin entry devices. They then used their normal Wi-Fi for the payment terminals.

Their DSL connection was connected to a router that was on the same network as the Guest Wi-Fi to make payments, therefore resulting in the organisation receiving fines for not being PCI compliant due to the network being not secure.

The Implementation

On day one, the Mako device was installed. There was a momentary disconnection; however, this was only to ensure the payments were PCI compliant; meanwhile, everything else was connected to the DSL existing router, but 4G was backed up on the Mako.

In the early stages, the router began to fail and was not completely 24/7/365 supported, but thankfully there was still the possibility to take payments on the 4G backup to avoid a full outage. From there, all of the infrastructure was changed for every site within 4 weeks, meaning that all sites would be connected to the Mako devices for payment solutions. We then fitted our own managed switches to lock down the payments.

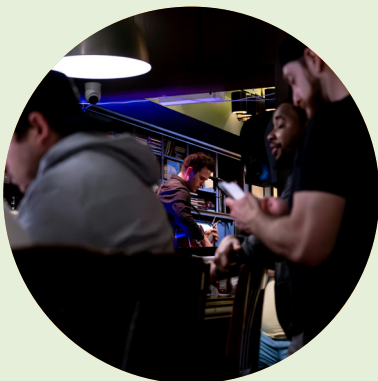
During the implementation stage, a security incident occurred. This targeted area was one Evolve was not managing - the CCTV DVR. The incident was due to a lack of firewalls being in place. As a result, we managed the switches in all areas and routed all pathways from the router straight to the Mako.

Evolve: Building Relationships

Once all issues had been resolved the Evolve team then added a new Mako and separated the Guest Wi-Fi to add extra peace of mind for the customer - ensuring no other breaches could take place. The access points were replaced so that it was managed by ourselves This way there were multiple access points in each site.

Evolve and Hydes Brewery were able to build a strong relationship over the 4 years of consulting with the customer. This relationship then led to further projects with the Hydes team as a result of trust and satisfaction.

“The result of this partnership was a consolidation of suppliers therefore leading to a vast service improvement. There was also a great security improvement, especially in regards to being PCI compliant.”
- Adam Hyde



EvolveODM

EvolveODM is Guest Wi-Fi that provides separate internet access for visitors, **enhancing their experience and protecting the main network**. It is a vital marketing tool for businesses to offer information, promotions and deals which leads to an **increase in revenue**. It also improves visitor experience and can benefit businesses looking to enhance their operations.



70%

Opt in rate due to our sleek consent button design.



83 %

of consumers are willing to share their data for a more personalised solution.

WiFi Registration

Email Address
Email Address...

A verification email will be sent to this address.

First Name
First Name...

Last Name
Last Name...

Gender
- SELECT ONE -

Mobile Number
Mobile Number...

DOB
DD MM YYYY

Terms

Once you have registered, you will receive an email with instructions on how to see what data we store on you and change your preferences.

When using this wifi, we collect personal information about you, your device and how you use this service. The venue owner will also see this data.

For further information about your data and how it is stored, please take some time to read our Privacy Policy.

The data collected by this service may be used by the venue to send out marketing communications and any offers they may have from time to time via email and or SMS. By agreeing below and signing into the wifi you agree to receive these messages from this venue.

I agree to the Terms & Conditions and Privacy Policy.

Agree to receiving Marketing Communications?

REGISTER & ACCEPT TERMS

Secure Guest Wi-Fi Management

At EvolveODM, we ensure your business's security by managing guest Wi-Fi access. Failing to do so can lead to criminal liability for unauthorised activities. Our solutions mitigate this risk, protecting your business and ensuring compliance.



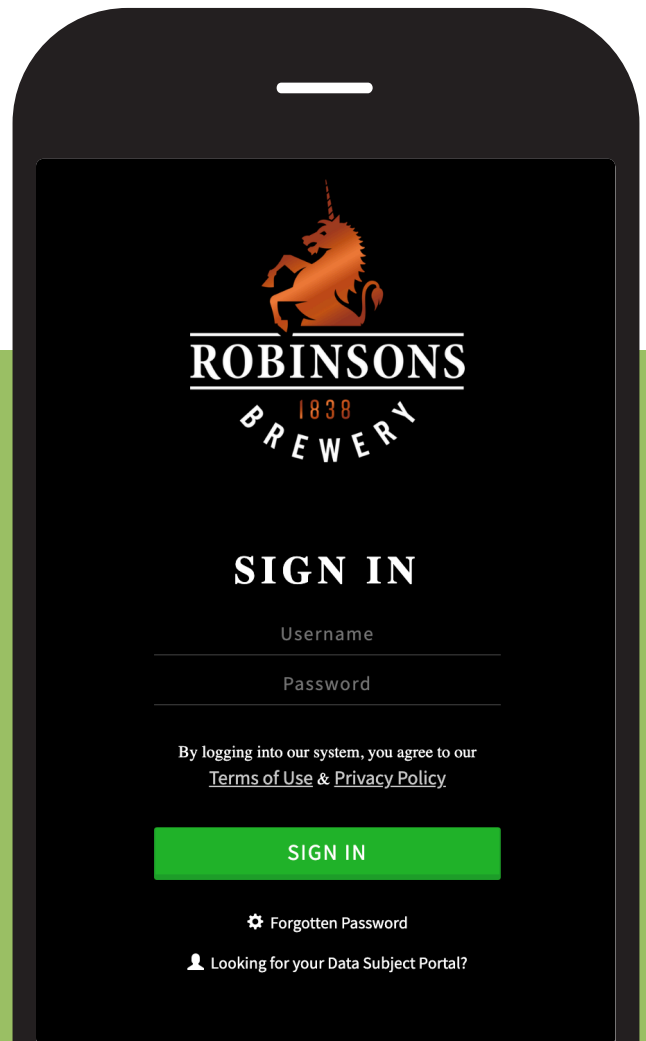
Increases sales on promoted products and services.



Obtains critical Marketing data for businesses.

“While there are several other Wi-Fi solutions out there, what is fantastic about Evolve is that we get to customise every step of the user experience, from log-in pages to advertising a promotion or event specific to the pub. Our pubs also get the details of our customers, including gender, age, and time spent at the pub, to further improve their offers.”

- David Bremner,
Marketing Director, Robinsons.



Campaign Manager and Marketing Analytics: Close the marketing loop with personalised offers.



Insights such as: Net promoter scores, redeemed vouchers and open emails.



Custom landing page design to ensure your business is always onbrand.

What Sets Us Apart...

Agile in-house development team.

POS to Platform agnostic.

White-label enabled for customisation.

Flexible data storage solutions.



Case Study

Fully Managed Network Services Restoring Convenience to National Museums Liverpool

National Museums is a group of world-class Museums and galleries with diverse venues attracting in excess of 3 million visitors each year across seven major sites.

Their collections are among the most important and varied in Europe. Having played a pivotal role in the North West for over 150 years and by seeking out new opportunities and taking an innovative approach, the public offer remains fresh, relevant and competitive.

Connectivity and the Museum Experience

Enhancing the experience of the visitor is a priority for National Museums and connectivity plays a vital role in contributing to this. Smart phones, iPads, iPhones and Wi-Fi-capable devices are carried by people of all ages. Surrounded by priceless and unique works of art, the museum pieces generate a massive amount of interest. Visitors have a natural thirst for more knowledge and in making information accessible at the touch of a button, it enhances the overall museum experience.

The Benefits

The beauty of providing visitors with the ability to connect to the internet allows them to really seize the moment and be immersed in the museum experience. There's only so much written information that can be displayed in each exhibition area and the internet opens up a abundance of interesting facts without the need to generate huge amounts of print, therefore driving cost down. The use of QR codes also assists in making information highly accessible.

Knowledge-hungry visitors are supplied with all the information they wish for and on many occasions they go on to share photographs and snippets through social networks with friends and family; in turn, this contributes to further awareness and footfall.

Wi-Fi also forms a major part of the educational process as well as freeing museum staff to assist visitors with other general enquiries.

Why Evolve?

After piloting the service at the largest site in Liverpool, National Museums were impressed with the attention to detail paid by Evolve. Mindful of the exhibitions and allowing employees to continue with their normal day-to-day operations, Evolve engineers worked quietly and efficiently in the background, ensuring that nothing was disturbed and aesthetics remained unaffected in any way during and after installation.

Many of the buildings in the National Museum's Portfolio are listed, therefore Evolve needed to work closely with planners to ensure that all the requirements and necessary consents were obtained before any work commenced.

The Proof

National Museums were looking to increase footfall by offering free Wi-Fi. This objective was met to the extent that the footfall was too high for the museum to manage.

We were asked to offer any suggestions that could better balance the usage. We proposed implementing timed access to the internet at specific venues to encourage footfall during quieter periods, whilst maintaining EvolveODM internet access for information.

The IT director of the museum embraced this option as an excellent balance of user experience and management of footfall.

“Evolve are now preferred partners to National Museums, providing Wi-Fi services in all our public venues. Their knowledge, ability to deliver under pressure and professionalism have been key to this appointment.”

Ian Lindsay, IT Director -
National Museums



EvolveIT

IT Support Solutions

EvolveIT is your trusted partner for cutting-edge technology solutions, tailored to meet every aspect of your IT needs. With our deep expertise and commitment to excellence, we collaborate closely with your business to craft bespoke solutions precisely aligned with your unique requirements. Rooted in a data-centric philosophy, our

seasoned analysts continuously delve into the intricacies of your IT ecosystem to optimise operations and drive cost efficiencies. We understand that every business is unique, which is why we take the time to comprehensively understand your organisation's objectives, workflows, and pain points, ensuring seamless integration

with your operations to propel your business forward. Whether you seek to enhance cybersecurity, streamline infrastructure, or leverage emerging technologies, EvolveIT delivers transformative solutions aligned with your strategic goals, driven by our unwavering commitment to innovation and customer satisfaction.



Support

Our IT Support Services are founded on **ITIL** principles and centred around a bespoke IT hub tailored to your organisation's needs. Our core principles revolve around ensuring the **confidentiality, integrity and availability** of your data and systems. As your IT support provider, we strive to be a true extension of your business, working closely with your team to understand your unique requirements and provide seamless services. Our in-house engineers can assist your business both remotely and on-site, ensuring the query is always **resolved with pace**.



Strategy & Projects

We strategically craft bespoke IT strategies for your business, analysing your operations and objectives to maximise efficiency. Our approach ensures that the infrastructure we deliver has a positive impact, whether replacing old systems, integrating new technology, or introducing innovations. We prioritise understanding your workflow and ensuring minimal disruption to vital processes. With EvolveIT, expect informed transitions and comprehensive training for all involved stakeholders.

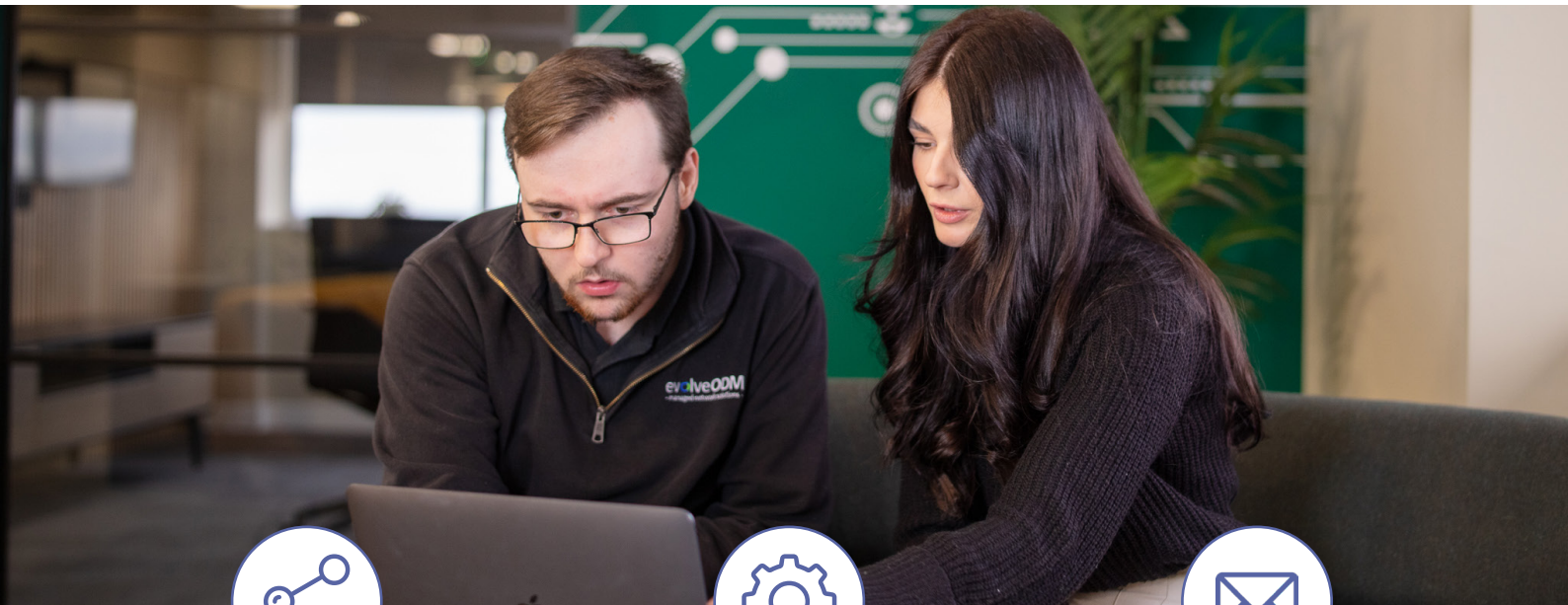


Security

Security is at the heart of everything we do, a security culture is paramount to reducing the risk of business-impacting cyber attacks.

Our security offering is built upon a robust cyber-security and compliance platform, providing comprehensive IT security solutions to safeguard your organisation from potential threats. To assess the strength of your IT, we conduct a 40-point IT audit, covering key areas such as platform, security, user computing and governance to identify vulnerabilities and potential areas of improvement.

Review, Recommend, Resolve.



39%

Of businesses in the UK reported suffering a cyber attack in 2022.



4.3 million

The average cost businesses incur due to a data breach.



1 billion

Nearly 1 billion emails were exposed in a year, impacting 1 in 5 internet users in 2023.

Our Partners

Through **Microsoft 365** Evolve can ensure that you have unlimited backup of your emails, SharePoint and Teams sites as well as OneDrive. Evolve recommends the deployment of Acronis M365 Cloud Backup to all of our customers. When it comes to data protection, Microsoft's primary objective as a cloud provider is to guarantee that it's services and your data are always at your disposal.

Systems

Our systems division specialises in providing a wide range of IT solutions, including backup solutions, cloud computing, workspace solutions and infrastructure projects. We prioritise data security and recoverability, ensuring that your critical information is protected and easily recoverable in case of any unforeseen events. With our cloud services, we enable system resiliency and support remote work scenarios, allowing your team to access data and applications from any device securely. This not only **enhances productivity** but also **reduces operational costs**.



88% of data breach incidents are caused by employee mistakes, internal training is essential for businesses.

Evolve can maximise your businesses IT infrastructure and systems.



All of our employees are ITIL Certified, reflecting a commitment to best practices for IT service management and efficient delivery. The adoption of ITIL principles spans the entire IT service life cycle and serves as a catalyst for continual improvement. The benefits are evident on multiple fronts, including improved service delivery, optimised resource allocation and better alignment with business goals.



By gaining access to Microsoft's latest technologies, the organisation is empowered to develop cutting-edge solutions that keep us at the forefront of innovation. The partnership with Microsoft also ensures enhanced technical support and training, which enables the team to deliver high-quality services and achieve customer satisfaction. The speed of information provided by Microsoft's resources means the organisation can stay updated on the latest industry trends and developments.



ServiceNow's intuitive ticketing feature boasts a user-friendly interface, leading to comprehensive control over device management, promoting increased productivity.

EvolveIT's support team is proactive, with constant monitoring of customer equipment to ensure that alerts are being made before an issue occurs; this could be that the product is reaching the end of life or that the remaining storage has reached 5%.

We identify and react to trends, increase operational efficiencies and diagnose problems quickly. Our team is highly trained, motivated and focused on great customer service.

Security is at the heart of everything we do and by applying the core principles of confidentiality, integrity and availability we ensure that your data and systems are protected and work whenever you need them.

Proactive, Not just Reactive.

Compliance platform

MetaCompliance

MetaCompliance is your complete cybersecurity compliance, in one platform.

We have partnered with MetaCompliance to provide your business with experience-level volume discounts and expertise.

Policy Management Training System

Communicate policies via email and desktop pop-up.

Extensive user adoption and reporting.

Combines with E-Learning for greater awareness.

Simulated Phishing Training System

Scam email templates based on real hacking examples.

Visual experience that impacts user behaviour.

Multilingual.

Privacy Management Information Portal

Collects data processing information to create a privacy activity database.

Assess privacy risk to deploy internal resources.

Remediate privacy risk.

Knowledge Assessment and Incident Management Training

Custom knowledge assessments.

Assess against in-built best practice.

Audit & Reporting Training System

Access in-depth reporting across multiple components.

Schedule automatic reports with ease.

Keeping our customers connected...

We relieve our customers of technological burdens.

Our customer journey mapping has allowed us to streamline our operations and improve the efficiency of your experience with us.

- 1** As part of the Evolve customer on-boarding process, you will be assigned a dedicated, field-based account manager to serve as your primary point of contact.
- 2** We provide a complimentary consultation, including a site survey, to identify the best solution for your business. Our team of expert engineers will work with you to create a bespoke network design, enabling your business to concentrate on its core competencies and leaving the tech stuff to us.
- 3** We will then work closely with your internal teams to become a true extension of your business during the installation period. You may also gain access to our training materials for the platforms you choose to take with us.
- 4** Once installation is completed, we will then hand you over to our multilingual Network Operations Centre. Prior to this stage, you will already have our customer service plan, which clearly communicates each escalation level. We stay ahead of the curve by maintaining a fully manned service here for you 24/7/365.
- 5** Our process is fully automated to facilitate customer convenience and an efficient turnaround. We take pride in being proactive, not just reactive, thanks to our fully automated management portal, which enables us to detect issues and resolve them before customers are even aware of their existence. Our in-house built global billing platform allows one format for all of your invoices and is fully customisable, allowing for a positive customer experience.





31.9%

Predicted compound annual growth rate (CAGR) of the SD-WAN marketing by 2026.

30%

The UK's alternative network for full fibre now spans 30% of premises, constituting half of the country's coverage.

£4.3 million

The average cost businesses incur due to a data breach.

One-Stop Shop Solution

Evolve works as a **one-stop shop** for your business. We want to provide you with a solution for each aspect of your IT infrastructure, working tirelessly to relieve the headaches of hard-working multi-site brands.

Evolve aims to be an **extension of your business**, streamlining the operations between your Internet Service Provider, Security Gateway Devices, Guest Wi-Fi and IT support. Evolve's Fully Managed Network Solution encompasses all of our solutions as well as **24/7/365** support via our Network Operations Centre.



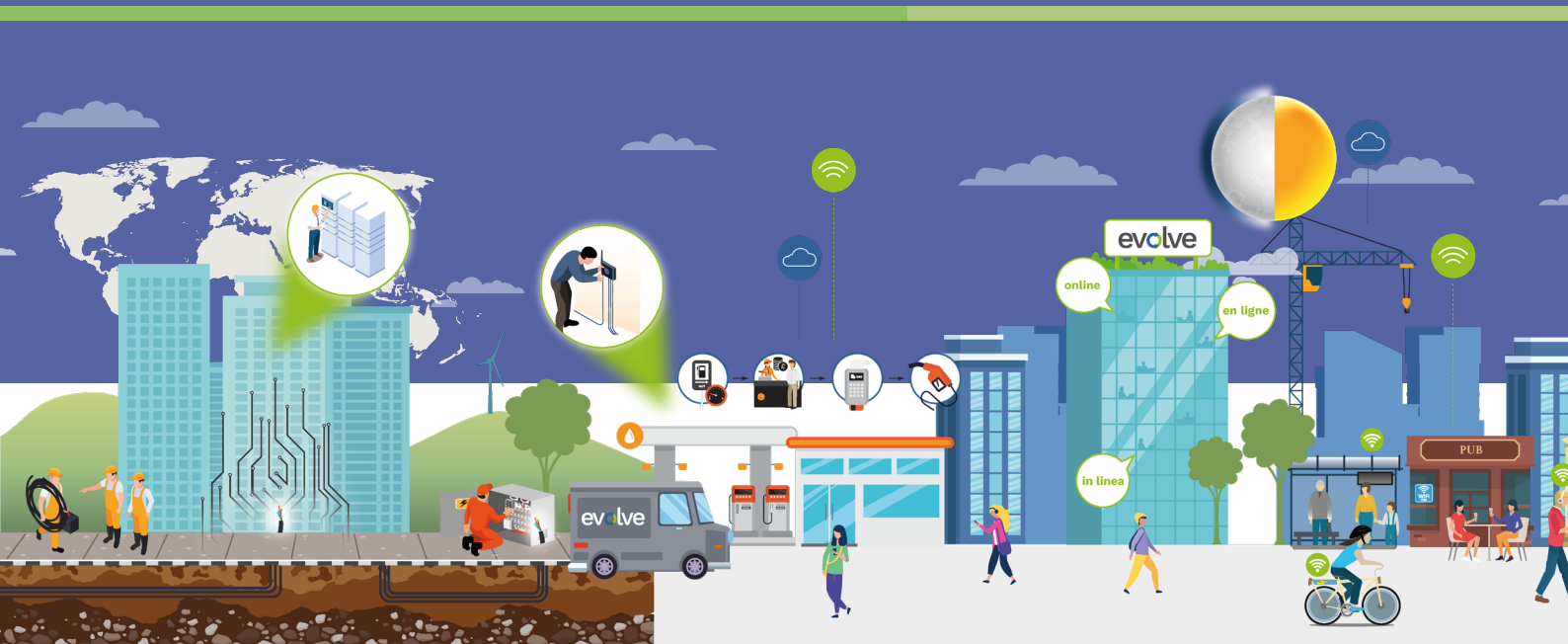
evolve ISP

Providing **scalable, dependable and fast internet access** with industry-standard security protocols. With no wait times, our committed Network Operations Centre team is always available to help.



evolve WAN

EvolveWAN uses SD-WAN technology and outstanding service to **enhance network performance, reduce costs, and simplify management.**





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