



Product Overview – IT360

IT360 Framework

Information Technology (IT) continues to be a cornerstone component for businesses. The reliance on technology continues to grow with major worldwide events changing the way IT is delivered and consumed. Key vendors such as Microsoft are developing the solutions at an alarming rate to satisfy demand and keep a competitive edge.

Organisations of all sizes need to be aware of the changes that could impact their business both in terms of positive opportunities and threat control.

Businesses recognise the importance of having a clearly defined IT strategy in place that is aligned with the needs of the organisation both financially and operationally. Working with key stakeholders, our consultants run a comprehensive review of the IT solutions and processes in place.

Gaining a valuable understanding of both your business objectives and technology in use allows HFI to offer independent insight on all facets of IT infrastructure.

Acting as a mechanism for delivering IT services in a structured and considered manner, the output of the engagement ensures a consistent approach and verification method is in place.

The Process

A typical IT360 engagement comprises of an initial introductory meeting with key business stakeholders, followed by an on-site workshop that explores each facet of the IT infrastructure in place.

Our consultants document the findings of the workshop, offering initial observations and recommendations. A supporting document indicates the status of each component using a red, amber, green rating to indicate suggested priorities.

The documentation is then reviewed and, working in partnership with the business, the findings are finalised. Next steps are then agreed.

What our clients say

“Working with HFI and running through their IT360 framework has been massively helpful and has enabled our business to establish where we can enhance our IT to support further growth. HFI bring great value and have a wealth of knowledge, providing solid and independent advice.” Sapphire Foods

Contact us

If you would like to benefit from this service, please get in touch:



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CONSULTING SERVICES

Who are HFI?

HFI Consulting Services have extensive industry experience in assisting businesses with their IT strategy and service requirements. With strong partnerships alongside core respected industry vendors, we are well positioned to ensure organisations gain the most value from their IT.



Status	Item Ref	Description	Objective	Action and responsibilities	Target Date
IT Initiatives and Considerations					
Target date refers to the agreed deadline by which progress should be achieved					
General IT Assessment					
✓	A1	Level of IT Assessment	What is the general approach for the infrastructure? Is it Cloud, Hybrid or a mix of the two?	Assess current and its associated complexity and identify cloud based with minimal infrastructure in place.	
✓	A2	Cloud Usage	Does the business have a single or multiple clouds for Microsoft 365?	The business currently uses a single tenant.	
✓	A3	IT Support			
IT Support Review					
✓	B1	IT Support	Having additional resources for IT services on an ad-hoc or demand control basis.	The requirement, although there are some limitations in place, will be managed during the work.	
✓	B2	User support	Remote support for users.	Self-remedy content and the use of an ad-hoc team. One or another person in user needs support with additional access to HFI assistance.	
✓	B3	Core solution support	The support of the core services, e.g. server, storage and network.	IT360 will look to introduce self-remedy content to help power user for an IT role.	
✓	B4	Vendor support	Vendor direct support services e.g. hardware, software.	The vendor support model for each vendor. Make it clear at present.	
✓	B5	IT360	IT360	Self-report at present.	

