

A photograph of two IT professionals in a server room. One man, wearing glasses and a grey shirt, is pointing at a dense array of colorful network cables in a server rack. The other man, also wearing glasses and a grey shirt, is looking at the cables. A green curved line highlights the area where they are looking. The background shows server racks with blue and green lights.

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**Our services.**

Service Catalogue

[www.concept-it.com](http://www.concept-it.com)

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# Resourcing Services



# Resourcing Services

## Introduction

At Concept we offer a broad spectrum of talent services and solutions catering to your every need. From our pioneering academy training programmes and traditional permanent or contract hiring to our outsourced teams, there is a solution that can be tailored to any customer's needs.

Our talent solutions range from Retained and Executive, to our Managed Services, and Project Services. Each service and solution we offer is built around your needs, and perfectly aligned with your organisation's objectives now and ten years from now.

Concept's way of looking after our customers doesn't happen by accident – it's managed and measured. Our service is built on reliability, honesty and openness and backed with data and facts. Our people deliver proactive communication and are willing to go above and beyond to be of value. We set expectations, measure our performance by them and train our team to deliver to them.

When dealing with our clients & candidates we will always...

**Listen, clarify  
& confirm**  
their needs

Strive to go  
**above &  
beyond**

**Be honest,  
open &  
transparent**

Rely on **data**  
& provide greater  
**understanding  
& expertise**

Hold ourselves  
**accountable**  
for anything we put  
our name to

Seek out **feedback**  
& never shy away from  
**difficult  
conversations**



## Recruitment

Concept's Talent service streamlines your hiring process with flexible solutions for permanent and contract roles, using a consultative approach with data-driven techniques to fully understand your requirements.

### The benefits.

#### Flexible Partnerships

From contract to permanent tech roles, we offer hiring solutions tailored to fill and position.

#### Time Saving

Allows you to skip the arduous task of candidate vetting; we handle all of the candidate screening.

#### Exclusive Talent Pool

Provides access to highly qualified candidates from our exclusive talent database.

#### Data-Driven Matching

We use advanced algorithms alongside human expertise to find the ideal candidate.

#### Swift Processes

We invest time to understand the clients business, ensuring candidates not only fit the role but the company culture too.

## Staff Augmentation

Concept's Resource Augmentation service allows you to supplement your existing team with additional resources. Whether the need is for additional talent to meet a deadline or requires specialist skills on a project, Concept can help. Assembling an effective tech team can be challenging but Concept, with over 20 years of experience, can provide cohesive, qualified tech resources ready to fulfil the project from the start.



## Resource as a Service (Raas)

RaaS is a trusted B2B enablement framework model. Based on many years of experience, supporting all stages of the digital delivery lifecycle. Our trusted associate pool delivers efficient, speedy solutions across all areas of Digital Transformation and BAU tech support.

Whether you are looking for a Product Manager or a team of Infrastructure Engineers, we can quickly understand your requirements, augment the right resource model, deploy and deliver. We understand your reputation depends on our ability to react with agility whilst maintaining assurance and control for your peace of mind.

### The benefits.



**Dedicated Service  
Delivery Manager**



**Monthly PO  
burndown reports**



**Vetted, pre-approved  
Concept associates**



**Swift, trouble-free  
onboarding & offboarding**



**Weekly/Monthly  
service reports**



## Concept Academy

The Concept Academy allows customers to build and train future talent to provide a steady flow of new recruits by investing in the future with talent trained to their brand-specific standards within the Academy. Ideal where talent needs training, reskilling or upskilling ensuring the team is not only trained but are perfectly aligned to the customer's brand ethos and technical needs.

### The benefits.

**Higher skill  
relevance**

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**Better employee  
retention**

---

**Streamlined  
onboarding**

---

**Adaptive  
workforce**

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**Logistical  
ease**

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**Holistic  
support**

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### Vetting

Every candidate undergoes a thorough selection process based on mutually agreed criteria

### Resourcing

Trainees work under an umbrella company until they qualify

### Management

From day one until onboarding, we ensure they are on the right path

### Logistics

We also manage vehicle provisions, servicing, stock management and insurance

### Performance

Regular appraisals to ensure that they're aligned with the programme's objectives

### HR

Focussed HR guidance during training phase ensure their personal and professional growth



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# Managed Services



# Field Engineering Services

Concept's Field Engineering services are delivered by our 500+ technical engineers and key 3rd party partnerships to provide a broad array of Engineering services to our customers both in the UK and overseas. Delivered as a "channel only" service, our Field Engineers are available either as the perfect supplement to an existing team that requires temporary expansion or to take on project deliverables directly and deliver successful outcomes.

All of our resources are carefully assigned to ensure "best fit" in terms of capability, familiarity and location. By default, we apply a clear resource management layer to assure communications lines are always open and expectations are met. In addition, our PMO is available to add co-ordination and/or project management to any requirement to ensure deliverables and timelines are always met.

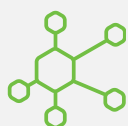
## Skills

Concept Engineering Services aim to deliver the right resources in a cost-effective manner every engagement. With skills ranging from Smart Hands to Expert level engineers, we are able to deliver the broadest array of capabilities, whether they be task driven or require more technical expertise. The table below outlines each level of engineer and the typical tasks they can be expected to complete:



Smart Hands	Engineer	Senior Engineer	Expert
Description			
Engineers with basic implementation skills able to work with and follow instruction	Engineers with good implementation skills able to work with and follow instruction. Installation of pre-configured devices, working with NOC for testing and basic break-fix/IMAC capability.	Engineers with at least 2 years field work experience capable of Installation, basic troubleshooting & configuration of EUC, EPOS, server & networking devices	Engineers with significant field work and design experience capable of Design, Installation, troubleshooting & configuration of server, security & networking devices
Typical Tasks			
Physical Installation Physical Equipment Audit Equipment/Patch Labelling Decommissioning	Physical Installation Physical Patch & Power Cabling Configuration Template Upload Work with Customer NOC for testing Physical Equipment Audit Equipment/Patch Labelling Decommissioning	All Engineer Tasks Device Configuration in line with design provided Integration as defined in the SoW Feature Testing Troubleshooting	All Senior Engineer Tasks Solution Design and Low- Level Design Document Production Expert Level Troubleshooting Solution/Design Optimisation

Concept's engineering resources have significant experience across multiple technology areas and are able to deliver services in any of the following:



Networking



WiFi



Data Centre



Security



End User Compute



Unified Communications



Mobility



EPOS

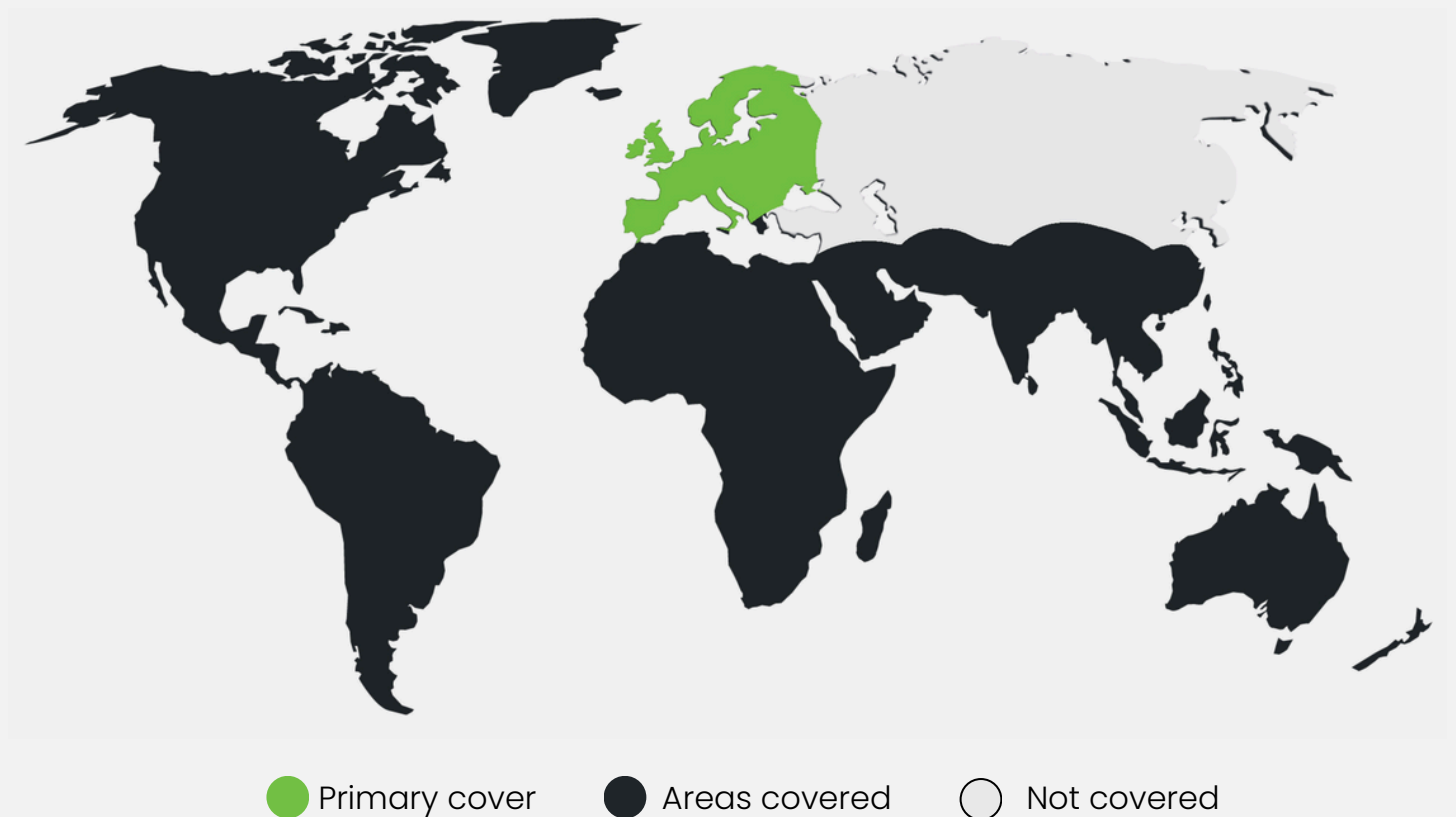
This broad technology spectrum and flexible resources allows us to supplement any project team or take on deliverables directly to meet customer needs.



## Geographic Coverage

Concept Engineering Services extend across the UK, Europe and Internationally. Working with our own, and partner resources we can provide the same professional service levels wherever the customer's project extends to.

Whilst primary focus remains in the UK and Europe, as shown below, our partnerships extend much wider to cover the US, LATAM, and APAC regions should projects require.



Wherever resources are required Concept can assist and will continue to provide the same centralised management service as if in the UK. The benefit of local resources with local language support enhances onsite customer experience and simplifies installations.

## Where we can help

Our Field Engineering services are extremely flexible, and we can provide resource(s) from as little as half a day through to long-term projects and onsite requirements. Whilst a minimum of 7 days' notice of requirements is preferable, we will always try to accommodate more immediate needs where we can.

### Typical engagements include (non-exhaustive):

Product Installations

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Moves, Adds & Changes

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Tech-bar

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Project Team  
Augmentation

---

SIM Swaps

---

Project Staging

---

Surveys/Audits

---

Decommissioning

---

Comms Room Tidy Ups

---

Upgrades/Migrations

---

Floor Walking

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No project is too large or too small for Concept Engineers working to deliver defined deliverables in many different environments from Data Centres to Retail or Government Facilities to Finance, Concept have the experience and the resources to deliver.



## On-Demand Support Services

Concept's On-Demand Support Services are designed to assist Partners/Customers with access to resources as and when they need them for adhoc, scheduled or project related activities like a Support Contract, they are delivered as a defined service with an agreed Statement of Work with a start and finish date.

The primary purpose is to give customers the flexibility to call on a resource as and when they need it without having to go through the time-consuming process of raising a purchase order and being invoiced every time.

## Resource Vouchers

Concept's Resource Voucher Service is designed to allow customers to call off resources against an agreed SLA to ensure the engineer is onsite when you need them. Vouchers can be used for any purpose such as:



Support Calls



Moves, Adds & Changes



Installation



Surveys

Each voucher covers an Engineer on site for 2hrs (ToT) during normal business hours. Voucher types are defined by the level of engineer skills required, SLA required to attend site and geographic coverage. For example, L1 Engineer – NBD SLA – UK only. The skill level of the engineer and the primary locations will be agreed within the SoW, as will the Service Level.

Vouchers are purchased in advance and have a 12-month expiry date, much like a support contract. During that period, the customer can call off resources as required, to the limit of the vouchers available. Should the Time on Task (ToT) require longer than the included 2hrs, multiple vouchers can be consumed to complete the requirement. Likewise, out of hours requirements also consume multiple vouchers unless specified in the SoW.

Concept Resource Vouchers are available in any quantity above a minimum of 10 and provide the following advantages:

Guaranteed access to resources when you need it

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Defined service levels so resources are onsite when specified

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Removes the purchasing overhead for multiple short-term requirements

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Provides cost predictability

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Expands coverage when and where you need it

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Cost benefits for pre-purchase when compared with adhoc procurement for fixed SLA services

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Additional discounts for higher volumes

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The Resource Voucher Service can be used across multiple locations and multiple countries (if required) as long as specified in advance and detailed in the SoW.



## IMAC Support Service

Concept's IMAC Support Service is similar to the Resource Vouchers but is more tailored to specific customer requirements, i.e. 1 day a week, 1 day a month, 5 days a month across multiple locations, etc. The key benefit of the service is the consistency of resources allocated meaning clients see familiar faces each time which has the following benefits:

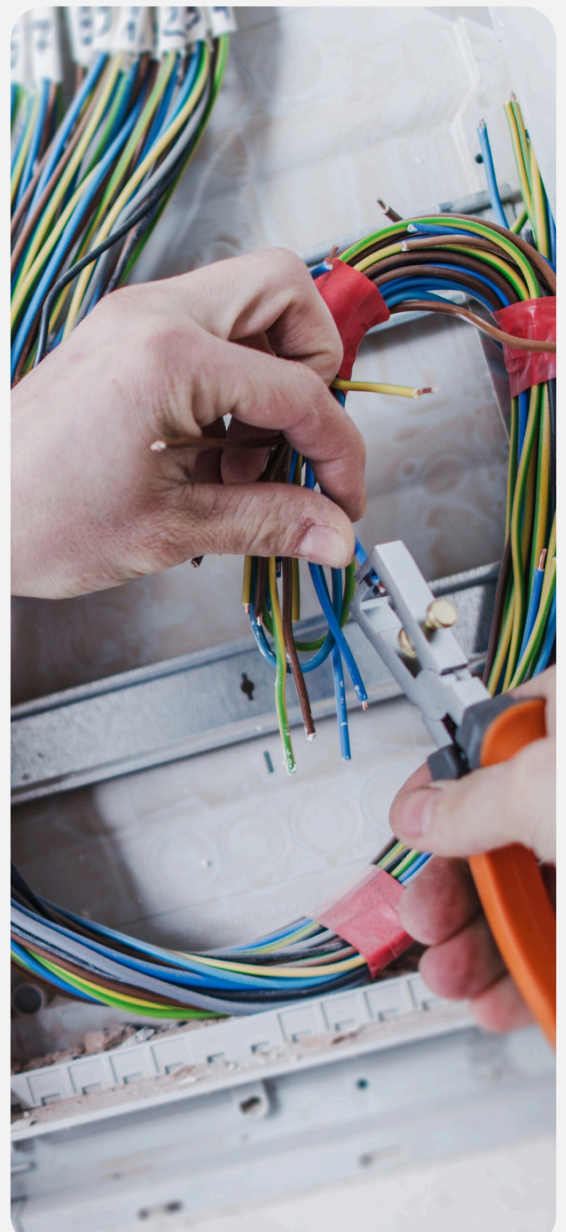
- Attending engineer has site & personnel familiarity
- Customers are more comfortable with someone they know
- Previous experience with the site/customer makes visits easier
- Less onsite problems
- No need for repetitive site inductions/training
- Better understanding of customer specific technology deployment

Onsite resources can receive training and procedural instruction to facilitate more efficient engagement with remote support desks, technical leads or change control procedures. This additional familiarity makes these resources act like a natural extension of the Partner/Customer's support team to provide a more seamless service to clients.

As with Resource Vouchers, this service is detailed in a SoW which, unlike above, is likely to be more tailored to individual client's requirements.

Also based on a pre-purchase agreement, IMAC vouchers are also time limited however, the scheduled nature of most requirements eliminates the need to book an engineer each time. Ad hoc requirements can also be catered for where required.

Most typical use case is for clients with multiple locations but a small, centralised support operation where additional arms and legs onsite would be a significant benefit, and cost saving above sending one of their own team to each location on a regular basis, while the location itself doesn't warrant it's own full time IT Support.



## Large Scale Deployment Services

Concept has long built a reputation for providing scalable, credible and experienced project teams supporting partners in large scale project rollouts in Retail, Enterprise and Public Sector environments.

Our experience in rolling out major EPOS, End User Compute and Network rollouts is based on the ability to build large scale teams from our pre-vetted associate pool, often at short notice, to meet demanding project schedules, be it tight timescales, volume of customer sites or working hours required.

Our experience means we understand the impact of disruption to the client's business and have project management strategies to minimise that whilst ensuring the quality control is maintained to ensure the new technology operates as intended from day one.

## Multi-Location Project Rollouts

As an experienced provider large scale project teams, Concept's PMO provides the direction and guidance for the deployment of nationwide and International multi-site rollouts. Utilising our proven processes and methodologies, we provide, manage and support onsite engineers to deploy technology infrastructure throughout the UK and Europe.

We exceed in environments ranging from campuses to thousands of locations by equipping our skilled team with all of the necessary project knowledge, quickly and accurately.

### The Concept team

**Provides a single source for multi-site, multi-service, multi-technology rollouts**

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**Minimises project costs and guarantees accelerated project deployment**

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**Meets varying project resourcing needs for national/international rollouts with a flexible and scalable approach**

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**Utilises our web-based Project Management tools to provide up-to-date status reports and project details**

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**Employs rapid deployment timeframes to complete projects on-time and on-budget**

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**Supports high-quality project performance and customer service with well-defined structured processes**

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## Project Logistics

Project logistics can often be one of the most complex elements of any project rollout, ensuring equipment is available on site when needed. Concept's Project Logistics services take the complexity away and ensures project stock can be stored, picked, packed and delivered inline with any project schedule or customer requirements, whether that be many sites a day, Just in Time deliveries, pre-delivery or engineer take to site. Providing total stock control with real time reporting, Concept's management of the equipment required to complete the project takes the headache away.

Stock can be stored centrally or dispersed across our forward stock locations regionally to be close to the end user locations. Delivery/collection schedules will be drawn up inline with the deployment plan to ensure they match project requirements. Bulk deliveries, batch deliveries or single unit deliveries can all be accommodated depending on project specifics, likewise, should it be necessary for engineers to collect and take stock to site directly for installation then that too can easily be accommodated.

Any reverse logistics requirements for decommissioned equipment during the rollout can also be built into the logistics schedule to provide a complete logistics solution.

## Project Management

Concept's Project Management Office (PMO) can manage the process of planning and overseeing the execution of a project scope so that all deliverables are completed within budget and the desired timeframe. With a team of Project Co-ordinators and Project Managers, we can plan, organise, and oversee an entire project and all of the work that the implementation team is responsible for. Once the initial project planning is done and the work is passed onto the fulfilment team, our project manager's responsibility is to ensure that the work is not only completed within budget but also by the client's desired deadline.

Another key responsibility for our project managers is to communicate with the wider team and keep them updated on the project. Our project managers also get into proactive risk management to ensure mitigation wherever possible so as not to adversely affect the desired outcome.

Our PMO are available to manage projects Concept have the responsibility of implementing or where the Customer/Partner is deploying themselves and just need that Project Management oversight.



## Rack/Stack, Migration and Equipment Installation

Concept's Installation services encompass the whole range of onsite engineering requirements, whether it be simple rack and stack requirements through to full migration and onsite configuration. Utilising the appropriate skill sets for the tasks in hand, we aim to provide the most efficient, cost-effective professional resources to ensure a right first-time approach to all onsite services. We understand that we are representing our partners, and our actions reflect on their brand image, so we aim to always ensure a standard operating protocol onsite with effective team leadership backed by quality PMO management and control.

Our onsite teams can scale from 1 to several hundred depending on requirements, so no project is too large or too small. If the client needs 100 sites installed a week, we can do it, if sites need to be deployed outside of business hours, that's no problem either.

Experienced in large scale rollouts of EPOS systems, WiFi, Networking, End User Compute, Telephony, etc. our project teams bring experience, scale, reliability and quality.

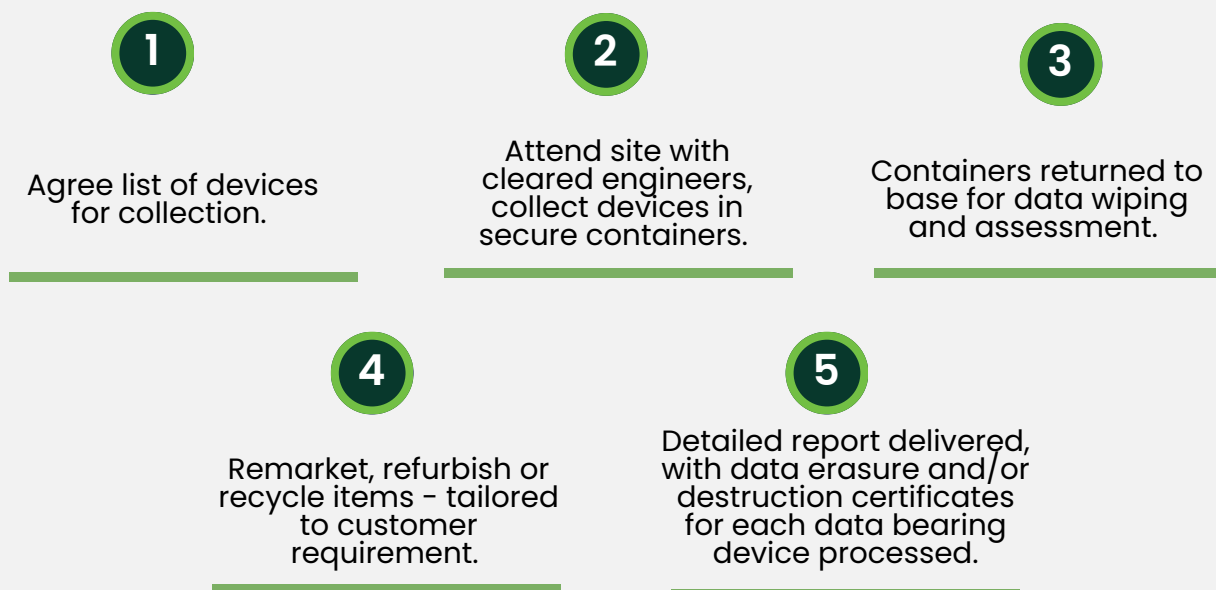
## Decommissioning & Secure Asset Disposal

Concept provides specialist IT and server decommissioning and relocation services, regardless of whether there are two or two thousand servers to move, server racks which need relocating, desktop PC's, plotters and printers to migrate as part of an office relocation, or anything else in between, we are able to assist.

Many of our relocation engineers have been security cleared and vehicles are unliveried, are GPS tracked, are fitted with panic alarms, and have additional deadlocks and sealed bulkheads. All of our flight cases can be padlocked and sealed with anti-tamper seals. Secure relocations always have a minimum of two men to ensure equipment is never left unattended.

Our ITAD services operate across multiple sectors, including government departments, large financial organisations, as well as established IT channel service providers, resellers and distributors.

### We operate a simple 5-step process:



Concept offer multiple solutions for data wiping, through both Blancco and White Canyon. Once a drive has been erased, a certificate is uploaded to our core system, allowing the drive to progress to the next stage of the ITAD process.

This ensures 100% data security and provides customers with complete peace of mind. As an additional step - to reassure customers and meet our own high expectations - an independent quality assurance check is provided on every single device.

## Imaging Services

Concept's Imaging Service compliment any deployment project and provide a sustainable solution for your deployment requirements, Concept's Service can support you in rolling out new or reused laptops and desktops. Providing experienced support engineers to manage the imaging of devices through SCCM, WDS, OS deployment tools and Pixie booting. We're able to provide you with a bespoke service catering to any upgrade or deployment requirement. Whether this be project managing an upgrade in windows to providing onsite support to assist with an existing re-imaging project.

While not only providing the support with imaging devices we can manage the contact with the end user and understand their business requirements regarding software and device setup. After this delivering a logistical solution to deploy the devices which suit your business needs.

The standard system image, specific to each customer, includes the software and configuration settings which the customer wants end-users to have.

### This can include:

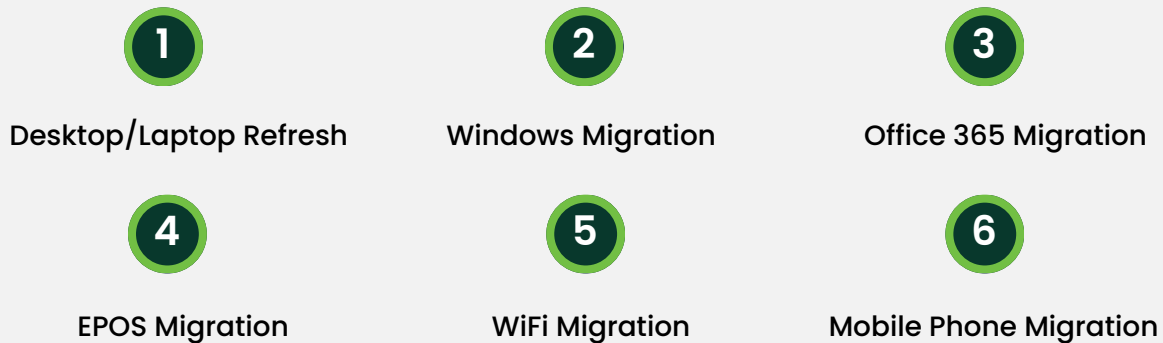
- Operating System: a particular Version or Edition of the operating system (for example, Windows 10 Pro, Windows 10 Education, or Windows 10 Enterprise).
- Microsoft 365: licenced and at the desired version (eg Microsoft 365 Business Standard or Business Pro).
- Unified Communications software.
- Customer LOB applications: such as ERP, CRM, or bespoke software applications.
- Preferred internet browser(s), preloaded with links to company-specific cloud resources.
- Links to shared resources such as printers.
- Endpoint Protection software.
- Remote Access software.

The laptop or desktop is delivered with all the necessary settings established so that it can be put straight into the company's network and the end user can quickly become productive on the new machine.



## End User Support Services

Concept's End User Support Services are particularly designed to assist users during and after any form of migration including (non-exhaustive):



The services Concept provides extend from Floorwalking to Deskside Support and Kiosks to Tech-Bars to provide a flexible solution to meet any migration project. This could be a natural extension to deployments Concept have completed or an additional service to Partner/Customer deployed solutions. In either scenario, Concepts Project Services Team will work with the Partner/Customer to define the requirements and the Standard Operating Procedure (SOP) to ensure maximum benefits are realised and the End User becomes as productive as possible with the new technology in the shortest possible time frame. Key benefits include:

- Faster adoption of newly deployed technology
- Reduction in support tickets to Partner/Customer support desk
- Increased End User Satisfaction
- Higher Project Success Ratio
- Removal of Manpower burden from inhouse resources

## Break-Fix for Cabling Networks

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# Professional Services

Concept's Professional Services compliment our Field Engineering and On-Demand Support Services to provide additional capability to our partners. Comprising a mix of in-house and 3rd party partner expertise, we are able to compliment our customer's own capabilities with additional services for a broader service solution to customers.

## Project Management

Concept's Project Management Office (PMO) can manage the process of planning and overseeing the execution of a project scope so that all deliverables are completed within budget and the desired timeframe. With a team of Project Co-ordinators and Project Managers, we can plan, organise, and oversee an entire project and all of the work that the implementation team is responsible for. Once the initial project planning is done and the work is passed onto the fulfilment team, our project manager's responsibility is to ensure that the work is not only completed within budget but also by the client's desired deadline.

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## WiFi Surveys

Concept's WiFi Survey Service offers multiple survey types to meet individual client needs. Each service has its own benefits and deliverables but all use the latest in WiFi Heat Mapping Software technology and can utilise existing CAD drawings of buildings/floor layouts to overlay survey outputs.

The Concept WiFi Passive Site Survey analyses signal strength, interference, and coverage without active network traffic. By passively listening to existing WiFi signals, they provide insight into network performance and help optimise placement of access points for improved wireless connectivity. A passive survey is most often used for projects where existing WiFi networks are being upgraded, or when installing extra access point Locations.

The Concept WiFi Predictive Desktop Survey simulates wireless coverage and performance using specialised software. By inputting architectural data and parameters, they forecast signal propagation, identify dead zones, and optimise access point placement virtually before deployment, streamlining network planning and minimising costly adjustments. A predictive survey is particularly useful for new buildings or blueprints and are often crucial for project planning and budgeting.

The Concept WiFi Active Site Survey involves sending signals from a test access point to measure coverage, signal strength, and interference. They simulate real network usage scenarios, providing detailed data to optimise access point placement and configuration for optimal wireless performance within a specific environment.

The Concept WiFi APOS (Access Point on a Stick) Site Survey involves physically placing access points at strategic locations within a site to measure signal strength, coverage, and interference. This hands-on approach provides real-world data to optimise access point placement and configuration for optimal wireless network performance.

Concept's Specialist WiFi survey and installations can also cater to unique needs of stadia, warehousing, manufacturing etc.. Tailored solutions optimise coverage, capacity, and reliability, ensuring seamless connectivity for critical operations. Expertise in diverse environments guarantees robust wireless networks enhancing productivity and efficiency.

## Portable Appliance Testing (PAT)

We offer Portable Appliance Testing (PAT) services to ensure electrical safety and compliance. Our certified technicians inspect and test appliances for potential faults, ensuring they meet safety standards and regulations, providing peace of mind and reducing risks of electrical hazards.

## Infrastructure Audits & Documentation

Working in tandem with our sister company, Concept's Infrastructure Audit Services are designed to provide thorough physical network infrastructure audits covering network, power, cooling, room state, capacity, and technical standards. Our comprehensive documentation service ensures detailed, accurate records, identifying areas for improvement and compliance to enhance your infrastructure's efficiency and reliability.



# Staging & Logistics Services

Concept's Staging and Logistics services are designed to simplify onsite installations through preparation in advance through staging, cabinet builds, pre-terminated copper and fibre cables coupled with the logistics services required to ensure seamless availability when required.

Partnering with our sister company, we work flexibly with our clients and help them to achieve industry best practice and value for money. Our highly experienced and directly employed engineering and project management are multi-vendor accredited and compliant with the relevant technical standards, legislation and industry best practice.

## On/Off Site Staging Services

Our ICT Equipment Configuration Pre-Stage Service ensures readiness for deployment by pre-configuring hardware and software according to your specifications. With meticulous setup and testing, we streamline implementation processes, minimising on-site setup time and ensuring seamless integration into your infrastructure.

We can deliver our staging services in our own facilities or if preferred, supplement existing inhouse teams on customer/partner's premises. Utilising our flexible resourcing model, we can scale up or scale down staging resources to align with specific project requirements throughout the delivery lifecycle.

### Service Benefits

- Our scalable services cater to diverse project requirements, from small-scale implementations to enterprise-level deployment.
- By choosing our offsite technical ICT project staging services, you're not just getting a service provider. You're gaining a reliable partner who is dedicated to delivering results that exceed expectations.
- Free up costly onsite resources and deploy them where needed the most. Our end-to-end offsite technical services cover solution design, proof of concept, pre-stage config and build, allowing for fast and seamless implementation once reaching site without compromising continuity and service levels.

## Cabinet/Rack Build, Integration & Logistics

Concept's IT Rack and Cabinet Build Service provides expert assembly and configuration of custom racks and cabinets tailored to your specific needs. With meticulous attention to detail and industry best practices, we ensure optimal organisation, ventilation, and cable management for your IT infrastructure. All completed in a dedicated lab environment offsite and delivered to site pre-built, ensures optimal build standards and minimal site impact during installation. Speed of installation is significantly increased whilst risks around migration and downtime are minimised.

Our Managed ICT Equipment Delivery Service offers seamless logistics solutions for timely and secure transportation of all technology assets. With dedicated coordination and tracking systems, we ensure efficient delivery, installation, and setup, facilitating hassle-free deployment and operational continuity.

## Labelling Services

Concept's ICT Equipment Labelling Service provides systematic identification and organisation of your technology assets. Often coupled with our Audit & Documentation service, and utilising industry-standard labelling practices and durable materials, we ensure clear and accurate labelling, facilitating efficient inventory management, troubleshooting, and maintenance of your ICT equipment.

## Pre-terminated Cabling

Pre-terminated cabling service offers ready-to-use cable assemblies for rapid deployment in network infrastructures. This includes pre-configured cables with connectors installed, simplifying installation and reducing downtime. It ensures efficient connectivity solutions for various applications in a timely manner.

Our Pre-Terminated Copper and Fibre Cabling Service offers ready-to-install solutions for swift and efficient deployment of networking infrastructure. With precision termination and testing, we provide reliable connectivity, reducing installation time and costs while ensuring optimal performance and reliability.

# Contact us

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