



# What Makes Microshade VSM Stand Out

## Microshade VSM

Microshade VSM provide secure IT solutions, specifically designed for the local council sector. We have been operating in the sector since 1996, and partner with NALC and SLCC to bring Cyber Security services to the sector. We are very proud of our reputation for excellent customer support, which we believe is second to none.

## Local Council Community Cloud

No competitor has a solution dedicated to the sector, with similar security and all your applications in one place, quite like the Local Council Community Cloud.

## What is a Community Cloud?

A community cloud is defined as 'A group of cloud customers accessing the resources of the same cloud service. Typically, the cloud customer will share specific requirements such as a need for legal compliance or high security which the cloud service provides.' \*

\* Source: Guidance on the use of Cloud Computing, The Information Commissioners Office

## What is Local Council Community Cloud?

Microshade VSM Local Council Community Cloud is designed with security as a priority, and specifically with Local Council sector in mind, built using enterprise class systems more usually used to deliver IT to multi-national organisations.

## Sector Specific Range of Applications and Services

Local Council Community Cloud is able to provide a range of applications and services to support pretty much all the needs of a local council. Unlike most competitor's systems, all applications run on our hosting services, providing availability, reliability, security and integration of your applications.

## Compliance

Unlike other providers, Microshade VSM's close relationship with the local council sector ensures that we quickly become aware of changing standards and requirements for public sector bodies and providers, and are able to ensure our systems stay aligned with the latest Cabinet Office requirements or legislation.

## Links with other providers

Our history in the sector has enabled Microshade VSM to build relationships with other providers of applications and services to the sector. A number of providers of sector specific services offer discounts to our customers. We are always ready to provide advice or recommendations about suitable services to our customers, based on experiences our other customers have had, whether or not we can provide that service ourselves.



## Support

End user support 7am-11pm, 365 days a year. Telephone support comes straight to a specialist who can work your problem. No queues or electronic menu system, and customers are not placing support calls with resellers of Office 365 who simply log another call with Microsoft or other vendors.

Microshade VSM's on-boarding process involves our technical staff speaking to many of your staff before customers come on board, and so we are often familiar with a caller and their set up, before any support call.

## Availability

Users securely connect from any location across the Internet, from almost any computer or device, and access the same programs and files as if they were in the office.

Microshade VSM Local Council Community Cloud is designed with multiple layers of resilience, to ensure that system problems do not cause a service interruption to our customers. Pro-active monitoring systems alert our support team to emerging problems, which we are often able to deal with before they cause an incident.

## Security

Microshade VSM have all the security systems in place that you would expect, to secure your data. Unlike other cloud solutions, which often download a copy of your files to every computer or device connected to the cloud, the Microshade VSM Local Council Community Cloud does not download your files to any device, even when you are editing them. In this way your data is always secure behind our firewalls.

## Managed Backups and Restore

Microshade VSM back up your data several times a day, and we test that we can read your data back from the backup at least once a month. A copy of your monthly backup is held for 2 years.

## Escrow

Each month, an encrypted copy of your data is lodged with a local council, from which customers can recover their data in the unlikely and unexpected event that Microshade VSM cease to trade.

## Data Location

Customer data is held entirely within the UK, on Microshade VSM's own equipment.