ASL

EST. 1999

Welcome to Awareness

Proven. Professional. Accountable.

Awareness Software Ltd was established in 1999 by John Ward; the business was founded on the principles of delivering a no-stone-unturned, professional IT service at a fair and agreed price. We invest in our people and the technology they use to ensure we deliver our vision.

Our Mission

To have the best people, using the best tools, to empower our customers to be more productive.

Our Vision

A trusted industry leader delivering IT solutions across the SMB marketplace. Trust is earned over many years and ASL has been delivering solutions to the marketplace for over 25 years. As a safe pair of hands working in the background, ASL supports companies with a combined turnover of more than £400 million.

Who are we?

We believe ASL is a great place to work and many of our team have been with us for 10+ years. We are friendly and supportive and offer an inclusive culture. Our people are at the heart of all we do; they are self-motivated, technically able and strive to provide the highest levels of technical and customer service.

Our employees are given opportunities for professional development through e-learning platforms, and we actively encourage and fund IT certifications and training. We are working towards being more sustainable; our building is solar powered, company cars are electric and we have EV car charging stations.

We take our Corporate Social Responsibility seriously and support a range of national and local charities. We offer incremental holidays; we have a breakout room with a table tennis table and pool table. We also work with local educational establishments to offer and support student development through apprenticeships.

We are always on the lookout for exceptional people to join our team and we hope it shines through that our team enjoy what they do.

0345 862 0350   sales@aware-soft.com

Meet our Team

The success of our business is based on our common goal of providing unparalleled technical advice, guidance and support to our customers.

Our team work tirelessly to improve their skills through training and peer learning so that our customers get the benefit of our technical know-how, which can help sustain and grow our clients' businesses.

John Ward, Managing Director

First Job: Unloading containers for a packing company

ASL Start Date: 1999

Motivations: A happy workforce and happy client base. To continue to empower our colleagues and clients to succeed, creating an environment at ASL where people and other companies can learn, develop, and grow. While taking ownership of problems we are faced with and making ourselves accountable for success.

David Schreiber, Operations Director

First Job: Pensions Administrator for the Ministry of Defence

ASL Start Date: 2010

Motivations: The satisfaction of meeting customer needs and wants. I love to see the variety and range of customers we support and how they each have distinctly different needs that require a tailored package of support. Importantly, making sure ASL is a happy and comfortable environment for all employees.

Dr Phil O'Malley, Technical Director

First Job: Stock Controller for an oil rig company

ASL Start Date: 2006

Motivations: Making sure that all work is done precisely and thoroughly, whilst having the honour of contributing to the development and vast growth within ASL over almost two decades of service.

David Heath, Lead Projects Engineer

First Job: Support Analyst

ASL Start Date: 2021

Motivations: I find it very rewarding to be able to solve problems for customers, as this provides the opportunity to help shape and grow their businesses. Understanding emerging technologies is a big part of this, as it allows us to offer strategic consultation and not just solve an immediate IT requirement.

Mike Walton, Financial Controller

First Job: Delivery driver's assistant for a family run business

ASL Start Date: 2021

Motivations: Working with a caring team. Contributing to the success of ASL by providing financial information so that the management team can make the right decisions to allow the company to grow.

Hannah Beaver, Operations Manager

First Job: Sales assistant in family business

ASL Start Date: 2023

Motivations: Making a difference. Working with all teams across the business gives me a real sense of satisfaction that I'm instrumental in shaping ASL's growth. We have such a nurturing culture and I want employees to thrive, it's great to be part of their journey too.

Sam Baker, Head of Support Services

First Job: John Lewis Café

ASL Start Date: 2006

Motivations: Having the ability to provide the resources my team needs to ensure the best possible support and outcome for our customers' needs.

IT Support Services

Our IT support is tailored to your business's needs. We offer our services as an addition to your existing IT department or as a complete outsourced service to ensure your workplace technology runs smoothly and securely.

1st, 2nd and 3rd Line Support

We complement existing IT departments, using our specialist knowledge in modern technology, so you can make informed decisions about what technologies you should be implementing into your environment.

Our support plans mean we can assist in the deployment of your chosen technologies and enable your on-site IT staff to deal with day-to-day issues. We are constantly updating our skill set, so you don't have to. Our 3rd line advanced problem resolution team can assist with anything from PRTG monitoring, and web & email filtering support to Dell SonicWall and software support.

Proactive Support Services

We provide extended support for business-critical issues which can be easily scaled, according to your business priorities. Our service delivery is aligned to your business' needs and includes PRTG monitoring, cyber security solutions, extended out-of-hours support and our bespoke monitoring tool.

Out of Hours Support

We provide extended support for business-critical issues, this can be scaled up or down depending on your business's requirements.

Complete Support

Our Modern Workplace Support is delivered remotely or through our field engineering team. Our support team constantly monitors the servers and workstations of our entire customer base. Our bespoke monitoring tool can automatically create and send alerts to ensure our operations team respond promptly.

IT Consultancy & Projects

By reviewing your existing infrastructure, we can help you understand and advise on any changes your business requires. This could involve upgrading existing servers, introduction of new technologies, better management of existing systems or support of the system as it stands.

Business Planning

Organisations both large and small need a coherent IT strategy. Larger scale or new IT projects should be identified to the business at an early planning stage so they can be prioritised and budgeted to give the business a clear understanding of what is required in the coming years.

Awareness can assist in developing and formulating the business's IT direction over a planned period for example a three-year budgeted roadmap. This planning process allows the business to create realistic, achievable and costed IT projects.

A three-year strategy should capture your business's objectives, accommodate change and react to unknown requirements; plans should be reviewed annually to ensure a continuous 3-year road map.

Patching Services

We offer patching services for operating systems and hardware. Regular patching provides your business with an opportunity to ensure essential systems are kept up to date, at regular intervals, without causing unnecessary disruption to business operations.

All patching services are applied in a controlled manner either outside of normal business hours or at a mutually agreeable time, and we always put a regression plan in place.

IT Policies & ISO Certification

ASL is ISO 27001, ISO 9001 and ISO 14001 Certified. We offer consultancy to assist you with your ISO certification. We can assess the effectiveness and compliance of your IT policies, highlight the need for revisions and provide recommendations to strengthen your business's IT governance and security. We also offer staff training in Data Security and Basic Data Protection.

Hosting Solutions

We offer both Private Cloud Hosting and SAP BusinessOne Hosting. Our expertise and thorough knowledge of installing, building and maintaining technical infrastructure means we are well equipped to deliver exceptional service levels while paying close attention to your specific hosting needs.

Private Cloud Hosting

Private Cloud Hosting is an increasingly popular alternative to traditional on-premise hosting solutions; particularly for Enterprise Resource Planning (ERP) systems. ERP is often complex and customer-specific and must be adaptable to meet differing business demands. The one-size-fits-all philosophy doesn't apply and has implications for cloud deployment solutions. If you are an ERP vendor, your customers and prospects are likely expecting you to offer a cloud-based alternative, we can help you understand which system is the best fit.

SAP Business One Hosting

We offer Specialist Infrastructure Hosting Services for SAP Business One. Increasingly, hosted solutions are becoming the preferred option for SMBs looking to simplify infrastructure deployment, reduce IT department costs and move from a capital to an operating expenditure model. ASL's SAP Business One hosting solutions are well-proven, cost-effective and meet the certification requirement of the SAP HANA database. We assist our SAP partners and their clients in adopting Infrastructure hosting and are confident that the user experience will not be compromised.

Cyber Security Solutions

Cyber security comes in many forms, essentially it is a means of protecting your business's digital assets, networks and data from malicious attacks. Our cyber security solutions include:

- Cyber security awareness
- Email filtering solutions
- Cyber security training
- Multi-Factor Authentication
- Vulnerability assessments and monitoring

We offer penetration testing, security and incident response monitoring through our security consulting partner.

Cyber Security Training - Cyber Essentials

Cyber Essentials & Cyber Essentials Plus is a government-backed scheme that helps you protect your business against a wide variety of cyber threats.

We can help you achieve Cyber Essentials Certification by assisting with your assessment, ensuring all criteria are met and liaising with the certification body on your behalf.

Developed as part of the UK's National Cyber Security Programme, the aim is to encourage businesses of any size to take steps towards achieving a baseline of cyber security. Research shows that implementing the required controls could shield companies from up to 80% of the most common internet threats. Certification means that you can minimise the risk of downtime, avoid hefty fines and gain a competitive advantage and will allow you to demonstrate that you are:

| Certified | Secure | Aware | Registered | Confident |

Cyber Essentials Plus

Cyber Essentials Plus is a more in-depth assessment and requires the company to pass an onsite or remote vulnerability assessment, performed by the certification body. ASL would conduct our pre-assessment scan and provide guidance and advice whilst co-ordinating with the certification body.

Cyber Essentials Plus covers:

- Antivirus compliance
- Malware protection
- Up to date software and patching, policies & procedures
- Network vulnerabilities
- Technical audit
- PEN testing

Antivirus Software

Businesses must ensure they keep data secure. Antivirus software protects your data from external threats, by using a multi-layered approach, paired with smart technologies to proactively protect end-user machines from external intrusion.

Antivirus software protects your business from harmful viruses, malware and other external threats and is used on electronic devices to ensure IT hardware remains uncompromised and protected.

Cybercriminals are constantly evolving their technology and methods to breach business defences.

We can migrate you from your existing security solution to whichever product is best suited to your business. The transition can be handled by us with limited, to no downtime, it is then continuously managed via the on-premise or cloud-console depending on the chosen solution.

Cyber Security Awareness

We understand how important it is to be cyber-savvy. Cybercriminals are becoming increasingly sophisticated. Our solutions encourage user awareness through education and the use of best-in-class technology which can protect your business.

Businesses are targeted every day by cybercriminals looking for financial gain, which can lead to data disclosure, sabotage, and loss of key systems and data. We aim to educate and mitigate through technology and secure policies.

Threats can include:

- Phishing
- Social engineering
- Malware viruses
- Theft
- Accidental disclosure
- Insecure networks

We aim to help you understand your business' vulnerabilities and provide practical solutions to help protect your IT assets.

Vulnerability Management

Vulnerability monitoring is the process of scanning your network and systems to identify existing security vulnerabilities. Monitoring software is used to detect weaknesses that an attacker may use to gain unauthorised access to a system or network and remediate risk.

Vulnerabilities can include outdated hardware, software or firmware, open ports on your network and misconfigurations. Regularly scanning your network with vulnerability monitoring software ensures that you stay in control and detected threats, are managed.

The importance of being Cyber Aware: Cyber-attacks can have a significant impact on a business, regardless of size or industry. Organisations should plan for cyber incidents as part of their overall risk strategy. Having cyber security software in place gives you a better chance of mitigating impact, helping with rapid system recovery and eliminating business downtime.

We can help you to understand the risks being faced by your business and build an effective response through our premium vulnerability managed service, this includes:

- Deployment of ConnectSecure
- Explaining how to review and employ application patching
- Help you to understand your Microsoft Secure Score
- Reviewing your Centre Internet Security (CIS) requirements
- Providing consultancy on your cyber needs.

Email Filtering

Email filtering software scans an organisation's inbound and outbound email traffic and can be deployed as-a-cloud-service or as an on-premise application.

Total email protection automatically scans and quarantines emails deemed to be suspicious, a quarantine digest email is sent each day, so users can review emails, release accidentally quarantined mail and ask for assistance from IT if they are unsure. This process ensures that the business is not losing any legitimate emails. Together with a progressive antivirus solution, you are setting your business up for successfully evading cybercriminals.

Cyber Security Training

Now more than ever businesses should be actively looking at how social engineering could impact or threaten their business. Social engineering is the act of manipulating humans into providing confidential information or performing harmful actions. Users are the most target-rich environment for attackers because humans are vulnerable to deception, influence and disinformation.

Attackers rely on social engineering because it is often the fastest way to further their goals. An attacker only needs to be successful once to compromise their target, while the target needs to be successful 100% of the time to avoid compromise. Employees need to be trained and keep security top of mind. Essentially, you should be training your employees to become a human firewall.

Multi-Factor Authentication

Multi-Factor Authentication (MFA) is an electronic authentication method in which a user is granted access to a website or application only after successfully presenting two or more pieces of evidence to an authentication mechanism.[1]

Considering the increasing frequency of data breaches and cyberattacks, using MFA is an essential and effective way to safeguard your online presence.

You may have come across MFA when accessing an online service or website. Multi-Factor Authentication (MFA), or Two-Factor Authentication (2FA) is a security measure designed to protect your username and password from being compromised.

First-Factor Authentication is your username and password, Second-Factor Authentication could be a code from Authentication App, SMS, email or biometrics.

MFA is easy to set up and provides a wealth of benefits:

- Enhanced security through an extra layer of protection
- Prevents account takeover
- Compliance and regulation
- Mitigates password vulnerabilities
- Protects against unauthorised access
- Added layer for online payments
- Defence against phishing
- Secures personal information

1. Source: https://en.wikipedia.org/wiki/Multi-factor_authentication

Software Services

We are resellers of a range of market-leading products and offer a range of complementary products including email hosting and antivirus solutions.

Backup & Disaster Recovery

Business continuity can only really be guaranteed with professionally implemented and regularly tested Backup & Disaster Recovery services. We design and implement disaster recovery plans that minimise service disruption and financial loss, caused by unexpected IT outages.

Regardless of company size, an effective Backup & Disaster Recovery plan is vital. Our services allow you to quickly recover all key IT systems, business applications and data so that you can carry on with business as usual.

Network Monitoring

We offer proactive, low-cost network monitoring to highlight problems before they arise. Our wrap-around service means we proactively resolve issues before they become business-critical and impact business operations.

- Our service monitors your IT network and servers 24/365.
- Our pro-active alerts highlight issues before they become critical to your business.
- We monitor bandwidth, usage and availability.

Office 365 | SharePoint

Microsoft's New Commerce Experience (NCE) allows for a fixed subscription and a monthly subscription to run concurrently. This means that core users can always access the best price and part-time staff can be licensed on a monthly basis.

We can offer:

- Microsoft 365 Business Basic
- Microsoft 365 Business Premium
- Microsoft 365 E3
- Microsoft 365 Business Standard
- Microsoft 365 Apps

Software Development

We specialise in designing and developing bespoke software that seamlessly integrates with existing business systems, regardless of a business's size or scale.

Innovative Software Development

We specialise in software development using cutting-edge technologies. Our dedicated full-stack developers can assist in analysing, scoping and writing software that can improve efficiency, productivity, and workflows that deliver real value back to your business.

We offer fixed-price, fixed-timetable and milestone-driven projects, post-delivery we can also provide cost-effective maintenance and support.

Customised Solutions: Tailored to your needs, our software solutions are designed to enhance and fit seamlessly into your existing business software.

Scalable Architecture: Software that grows with your business.

Agile Development Methodology: A project management led approach that breaks the project into developmental stages with an emphasises on collaboration and continuous improvement.

Robust Security Measures: Your data is protected by industry-leading security protocols.

We can help with:

- End-to-end software design and implementation, from gathering requirements to delivery and ongoing support
- Custom API integrations
- API Design
- Web App Security Hardening
- Bespoke Database and System Design
- Database Conversions
- Data Warehouses
- Phone Integration.

Communication Solutions

The way we communicate is changing. Digital telephony and technological advances with broadband mean there are more choices than ever. Analogue calling is fast becoming obsolete, voice and video calls are more reliable, provide improved clarity and are more secure through broadband.

Digital Telephony

The telephony landscape is changing and in 2027 the UK will switch off its PSTN & ISDN network. In its place will be a range of new communication methods including video calling, call recording and virtual faxing, all using broadband, this new way of calling is referred to as VoIP (Voice over Internet Protocol).

VoIP Solutions permits calls using a broadband Internet connection, instead of a regular or analogue line. We can help you identify which features your business requires, then scope and build your business a tailored telephony plan. You will still have the flexibility to choose from different call packages and hardware types.

Microsoft Teams with Business Voice Calls, Microsoft 365 Business Voice is a cloud-based phone system built for small and medium-sized businesses. It enables users to make, receive and transfer calls to and from landlines and mobile phones on the public switched telephone network (PSTN) in Microsoft Teams.

Business Voice can be added to Office 365 or Microsoft 365 subscriptions, you may also keep your phone numbers from your current service provider.

Business Broadband

Whether you're a small start-up or a large enterprise, we have a broadband solution that can be tailored to your specific needs. Our plans ensure that you only pay for what you need, with the option to scale as your business grows.

Single order Generic Ethernet Access (SoGEA) is a new solution that enables us to provide Broadband without needing a Telephone Line.

Fibre Ethernet Leased Lines give you reliability and guaranteed speeds.

Managed Wi-Fi Services offer security and great performance with outstanding coverage and reliability.

Fibre-to-the-Premises (FTTP) delivers high-speed Internet connectivity directly to your Office/Home.