

A man in a light blue shirt is working on a laptop in a server room. The background is filled with server racks and blue lighting. The word "NORTH" is written in large white letters, with a blue arrow pointing up inside the letter "O".

# NORTH

Reliability you  
can bank on

Integrated network solutions that  
reduce costs, improve security and  
maximise efficiency

Stronger networks, smarter places

# We make your world a smarter, safer place.

North are specialists in data centre, campus and branch environments, with industry-leading expertise, unrivalled experience, and a thorough knowledge of the competitive and regulatory demands placed on financial service companies.

We understand the link between keeping your systems running and keeping your customers happy. With a deep knowledge of the sector, of data analytics, automation and remote management, we focus on reliability, efficiency, security and control to ensure your systems are always connected and always optimised.

We leverage the very latest technologies to implement robust networks that you can rely on. And our smarter place solutions can dramatically reduce your operating costs whilst helping you meet sustainability goals. We work closely with you to better understand your existing environment, your needs and your challenges, helping you to achieve your operational demands and strategic objectives in full.

Stronger networks, smarter places

# Infrastructure specialists

The data-driven, always-on culture of major financial services firms requires a stronger, always-on network infrastructure. North has vast experience of working with major global banks and financial institutions to design, deploy and support resilient network cabling infrastructure solutions that deliver robust, high-performance, secure connectivity. The combination of our smarter designs and our extensive knowledge enables us to create and manage networks of outstanding reliability.

Our highly skilled teams across the UK and Europe have a proven record of delivering projects on time and on budget, even in the most challenging and complex of environments.

## Cabling Infrastructure

With more than 40 years' experience specialising in structured cabling, fibre optic cabling, air-blown fibre systems and associated infrastructure we understand enterprise-wide impacts, interdependencies and the scope for introducing efficiencies.

We deliver cabling solutions from the leading vendors and manufacturers, and our fully trained RCDD, CNIDP and CDCDP qualified experts can advise on the best options to maximise the efficiency of your network, bringing you a significant return on investment.



## Wired & Wireless Networks

Whether it's wired, wireless, or a combination of the two, North has an outstanding track record of delivering network solutions that are ultra-fast, flexible, secure and resilient. When managed effectively, the right network solution can transform the way your people, organisations and places work. From integrated Wi-Fi to campus networking, we create reliable and robust connectivity that is secure, scalable and futureproofed – maximising your return on infrastructure investment.

Our connectivity solutions support multiple services, linking up your disparate business sites – wherever they are – with a single reliable, high performance network. All your critical applications are kept up to date and secure across your estate and your workforce are empowered for truly flexible working, reducing your operating costs.

## Managed Services

North's unique breadth and depth of expertise enables us to support large multinational organisations, covering a wide range of networks, technologies and systems. We offer standalone or multi-service support packages that can combine on-site and remote services, whatever the size or geographical spread of your sites.

Our teams work to keep your operation running smoothly, at all times, offering rapid response and restoration, proactive network monitoring and management, planned preventative maintenance, and frequent system health checks and network audits. Our specialist Service Delivery Managers provide an experienced and dedicated point of contact who knows and cares about your business, providing peace of mind that your people and places are compliant and protected.

We have an exemplary track record in SLA achievement, meeting KPIs, and customer satisfaction ratings across all of our existing client base.

We pride ourselves on offering a truly personalised and proactive service, delivering added value wherever we can, and being flexible to tailor our service whenever required.

## Smart Hands Support Service

North's Smart Hands service provides experienced on-site technical support to help you flexibly manage your IT infrastructure at any of your locations. Our skilled technicians deliver a range of benefits from minimising downtime to ensuring your critical operations are efficient and run smoothly 24/7/365, including:

- Infrastructure – installation, relocation
- Maintenance tasks and migration services
- Installing and configuring hardware
- Performing routine maintenance
- Troubleshooting and resolving technical issues
- Conducting repairs and replacements
- Health checks – hardware, software, security
- Software services – consultancy, automation

# Asset management

Our bespoke network infrastructure management systems keep data centres, branches and major campuses connected, secure and optimised.

Our Celsius Software Suite enables you to manage, monitor and troubleshoot your systems centrally, allowing you to become more efficient, to cut your costs and to receive accurate real-time visibility of your entire network. By providing a holistic view of your networks, we can help you achieve tangible cost savings.

## Infrastructure Management

North's Celsius Infrastructure Management software is a bespoke management tool for networks, which provides real-time intelligence on the status of all your assets, with access tailored to specific roles within your organisation. It gives you diagrams of every single cable, every single server rack, and every piece of kit in your setup, helping you to track, audit and manage the maintenance of each.

## Automated Management

North's Celsius AQT Management platform is a unique and highly efficient software solution that allows full visibility and complete control of your project from initial quote to final delivery. It provides you with a direct line of communication with us, allowing for bespoke requests, self-service and faster responses – ultimately giving you greater control of the order process and ongoing reporting and management. And, upon completion of your project, you'll have an auditable trail from start to finish, as well as a repository of test results, warranties and other project or compliance documentation.



# Advanced security is our priority

From smart CCTV monitoring to intelligent access control, our advanced solutions for safeguarding financial services buildings, assets and data are proven over many years, and continually enhanced.

North's unique understanding of both the physical security and the network it resides on allows us to provide fully integrated solutions. We can provide you with a centralised platform and a real-time view of all of your applications, allowing you to manage your entire estate from a single place.

Introducing more robust, standardised security operations will help you ensure compliance, and will provide your operators with clear procedures to follow or automate – ultimately, ensuring they become more efficient and effective.



## **Integrated Control Centre**

Allows you to manage and monitor your entire security operation from one single location. A centralised approach offers improved situational awareness, increased efficiency and actionable insight that is only made possible by combining multiple systems and data sources.

## **Video Management System (VMS)**

Gives you a clear picture of incidents and empowers your team to react quickly to threats. It also lets you tap into the convenience of cloud video surveillance to extend coverage at remote sites.

### **Intelligent Access Control System (ACS)**

Use of biometrics and intelligent key/lock systems to give you full control over your access points, helping you keep restricted areas secure.

### **Automatic Number Plate Recognition (ANPR)**

Makes it easier for your security team to monitor all the vehicles coming and going from your facility, giving you a real-time inventory of vehicles on site, and limiting entrance to vehicles on approved lists.

### **Decision Management System**

Guides your security operators through incidents and operational tasks, and ensures that you are working within regulatory bounds by defining standard operating procedures. Drives 'Event to Action' monitoring features as standard, as well as the use of analytics and verification to monitor defined situations.

### **Investigation Management System**

Allows you to securely collect, manage, and store digital evidence from different sites and share it with regulators or law enforcement.

### **Identity and Access Management System**

Allows you to manage employee identities, while automating security policies across your sites. Provides a workflow-based approach to requesting, granting, and revoking access to employees and visitors.

### **Accreditations and certifications**

North is certified by EcoVadis – a globally recognised assessment platform that rates sustainability credentials based on four key categories: environmental impact, labour and human rights standards, ethics, and procurement practices.

We also hold NSI Gold approval, which means we meet the industry's highest technical standards for safety and security, and have proven our commitment to continuous improvement.

For cybersecurity, we have successfully completed the Cyber GRX tier one assessment. This is specific to financial services and means we have achieved the same level of accreditation as major global banks on our client list.



# Driving efficiency through IoT

Alongside our advanced security solutions, the integration of sensor-led, connected devices, and intelligent management platforms, referred to as the Internet of Things (IoT), enables financial campuses, branches and data centres to affordably become smarter.

North are specialists in using IoT technologies to better understand the operational performance of complex environments. We have been responsible for multiple large scale city-wide IoT deployments across the UK, working with local authorities to help them better manage their in-building environments.

The efficiencies we can deliver range from improving environmental visibility and reducing operational costs, to managing safety compliance and minimising downtime. We can also collect, correlate and analyse the data generated by these sensor-led devices to provide valuable insights and opportunities for optimisation, improved safety and peace-of-mind.

## **Integrated Control Centre**

Offers enhanced, real-time awareness and actionable insight, made possible by combining multiple systems and data sources. Management from one centralised space ensures a more holistic and flexible approach to data capture and analytics.

## **Environmental Monitoring**

Provides localised measurements across the site, covering key parameters such as temperature, humidity, CO2, volatile chemicals, particular matter and noise. Real-time analysis can quickly highlight issues before they become widespread.



### Leak Detection

Provides an early warning signal to support rapid remediation of any water leaks from air conditioning or general plumbing, which would otherwise cause significant damage if left undetected.

### Intelligent Lighting

Keeps branch, campus and data centre environments brightly lit only when necessary, contributing to a significant reduction in energy use and costs.

### Building Compliance Management

Allows you to remotely check and report on areas such as fire door status, emergency lighting, water safety and fire appliance status, ultimately lowering the number of required visits and drastically reducing your operational costs.

### Asset Tracking

Offers simple in-building tracking that is designed so you never lose high value items again. Our range of active tags can be used to provide both historic and real-time location data as well as alerts when items leave defined, geo-fenced areas.

### People Monitoring

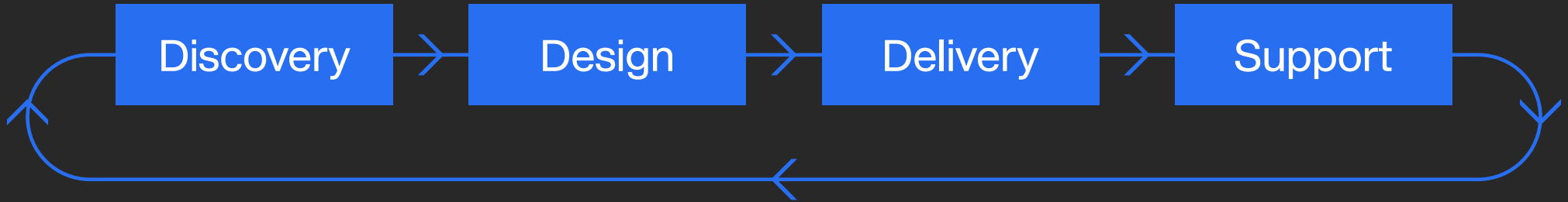
Intelligent CCTV analytics can be used to identify and track people flow and external visitors to your site, contractors, delivery people and more, improving safety and efficiency across the board.

### Data Centre Rack Monitoring

An additional level of security that monitors when certain data centre racks are accessed and provides an audit trail. Real-time alerts can be provided and integrated with active visitor passes so individuals can also be identified.



# North's four-stage service



Our extensive discovery service is designed to provide you with a deeper understanding of your networks, systems, and estates. We build each project on robust research, real customer understanding, and a collaborative agreement of needs and expectations.

Our expert design teams work alongside you to plan secure integrated solutions that deliver clear benefits. We bring over 40 years' experience in bespoke network and project design – informed equally by our partnerships with leading tech vendors and our wealth of experience in practical delivery.

We pride ourselves on smooth, efficient delivery of even the most complex combined technologies. From construction to fit out and installation, we're the safest pair of hands you can find. Your critical operations keep running smoothly, and your projects are delivered on time and to budget.

Our flexible support solutions, smart hands and managed services are here to help you 24/7/365 as an extension of your own teams, onsite or on-demand. Our proactive approach maximises network uptime and keeps your places running optimally. Customised support solutions are designed to meet your exact needs.

# Why North?

## **Strong, robust, reliable infrastructure and networks**

Built from the ground up, underpinning your data centre operations.

## **Tried and tested, reliable, highly secure technologies**

Innovative IoT solutions that allow you to affordably become smarter and safer.

## **One streamlined service for physical infrastructure and security**

End-to-end capabilities across data centre design, deployment and support.

## **Specialist expertise with high levels of clearance and compliance**

Our greatest asset is our people, their knowledge and their experience.

## **Reliable delivery model with the ability to scale at pace**

Vastly experienced in multiple sectors, with the flexibility to react to demand.

## **Resilient design delivering high availability and maximum uptime**

Ensuring operational and cost saving efficiencies across the board.

## **Fully accredited and industry certified**

Independent recognition that reflects our dedication to excellence.

## **Committed to sustainable practices**

Driving meaningful change towards Net Zero is a core element of our strategy.

**SECURITY & FIRE  
EXCELLENCE AWARDS  
2023 WINNER**

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# Unrivalled experience



# Worldwide wireless for a global banking institution

North took one such global investment bank and financial services organisation wireless – across the world. And, as part of this deployment, we provided them with the means to accurately analyse and forecast ICT spend through accurate Management Information (MI) around asset capacity.

North have worked in partnership with this global financial services company since 1998. First, we rolled out the ambitious project to deliver a single wireless access network across all its major campuses and branches worldwide. Deploying Cisco hardware across more than 100 sites, we completed the project with minimal disruption to day-to-day services. Network quality and reliability was dramatically improved for the 55,000+ users through more than 10,000 wireless access points.

Since 2015, North has been working with the same client to centralise its network asset management, providing accurate MI which empowers the bank to accurately forecast their ICT spend. Our dedicated embedded team's agility and resourcefulness has led to North delivering on time and to budget, consistently, whilst allowing the bank to sweat their assets and achieve long term cost savings.

This major international financial player now has clear overview and complete control over its ICT spend and forecasts with end-to-end connectivity and schematics, work request and instruction management, context sensitive reports/scripts, and full integration with CAD.

# Secure and resilient network infrastructure for Ark Data Centres

Ark Data Centres builds and operates highly secure and efficient data centres across the UK and Europe. Ark's locations are specifically chosen to be well connected. Offering services from cloud to campus-wide connectivity, Ark relies on robust and secure network infrastructure to ensure maximum uptime, business continuity and 24/7/365 connectivity.

Today's data-centric culture requires robust and resilient high performance network infrastructure. Ark Data Centres sought a trusted and experienced supplier that could deliver infrastructure services, smart hands and support necessary to meet their immediate needs, while also providing scalability for future growth.

Leveraging North's end-to-end technical expertise in data centre infrastructure design, deployment and operations.

Working collaboratively with Ark, North designed and delivered robust network cabling infrastructures across three core data centre sites in the South of England, with the network infrastructure for a further two sites set to be delivered as Ark expands its operations in 2024 and beyond.

North is a trusted supplier to Ark, delivering end-to-end services, from intelligent design and delivery to the ongoing support of its network infrastructure and structured cabling solutions.

As Ark's needs grow and evolve, North's flexible approach and understanding of the complexity of accommodating growth with minimal disruption has been critical to build a scalable foundation for growth and to support technological advancements.



North's dedicated data centre team has developed a close working relationship with Ark. Providing on-site support across multiple sites, the team delivers responsive design, project management, and installation services for structured cabling solutions, along with technical support and guidance. In support of Ark's ongoing growth plans and ensuring said support is available when needed, North has set up a flex and scale approach, to ensure continuity and connectivity.

Furthermore, by deploying smart management software, North has enabled Ark to manage its BAU and Project works more efficiently. This enables the Ark team to analyse trends over time, leading to enhanced reporting, informed decision-making, and significant time and cost savings.

North delivered:

- Streamlining infrastructure support of three data centre operations
- Deployment of reliable infrastructure and stronger networks
- Ongoing long-term service partnership spanning 6 years
- Deployment of smart management software
- End-to-end expertise, design, and installation
- Responsive, flexible support of business requirements

The results:

- Streamlined infrastructure delivery
- Highly secure, robust and scalable network infrastructure
- Operational and cost benefits
- Automated data collection and reporting
- Foundations for scalable growth
- Maximum uptime and business continuity

“Ark Data Centre sites depend on reliable and secure networks to maintain and optimise our operations, and to deliver the best service to our customers. Our partnership with North enables us to work more efficiently, ensuring that we have foundations and systems in place that are easier to manage, more reliable, and secure.”

**Bob Maxted**  
Head of Client Services  
Ark Data Centres

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