



Insight-led IT services

# We are LIMA.

How our experienced, insight-led approach to IT can help your organisation thrive.



## Why LIMA?

Our powerful insight-led approach to IT has helped customers in a range of industries maximise resilience, optimise their operations and grow... and it can do the same for you.

### End-to-end IT services, powered by human connection

From infrastructure and cloud solutions to cyber security, managed services and beyond, our partnership-based working style enables you to achieve your most ambitious goals and deliver long-term value. In over 25 years, it's made us a trusted provider to UK organisations across the public and private sector.

### Trusted by organisations in a wide range of sectors including:



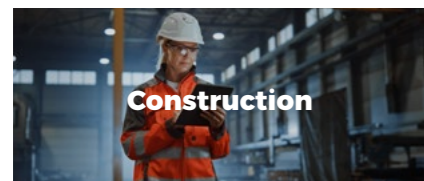
Healthcare



NHS



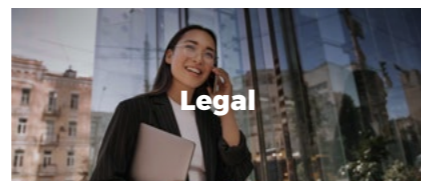
Housing



Construction



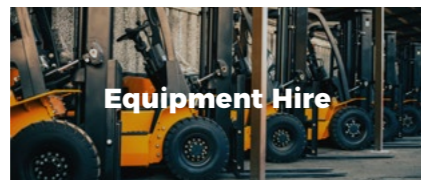
Regulated Industries



Legal



Manufacturing



Equipment Hire



Transportation & Logistics



Education



Public Sector

## What is insight-led IT?

That's what we call our unique, people-centric approach to delivering value through technology. It allows us to create meaningful connections with people and organisations, resulting in deeper levels of understanding and, ultimately, a more significant impact on your business.

### Focused on your business outcomes

For us, a successful outcome is one that drives your business forward - not just the solution to an isolated IT challenge. You'll find that everything we do for you, and every recommendation we make, is developed, executed and evaluated in the context of your goals, strategy and values.

### Putting people at the centre

We believe business success is about connecting and empowering people, and our approach to technology reflects that. Your LIMA team works to build trust and connection through proactive listening and outreach within your wider organisation. This gives us a profound understanding of your strategy, aspirations and day-to-day business reality, while allowing technology to unleash your workforce and become a core enabler of growth.

### Independent and agnostic

Our customer teams are structured and trained in a way that allows them to champion your aims and priorities, free of outside influence. This creates an ideal dynamic for building trust, meeting your unique needs and exceeding your expectations.

### Fuelled by deep, sector-specific expertise

Our track record of delivering impactful results in a wide variety of industries is a powerful indicator that insight-led IT works. It's also provided us with transferable insight into how technology can excel in different contexts and environments.



## How does Insight-led IT work in practice? **Anatomy of a partnership.**

Your team is led by dedicated customer service professionals who work tirelessly on your behalf to achieve your desired outcomes. Their core responsibility is to take your perspective, offer independent advice and hold LIMA to account for the delivery of appropriate solutions.

### Two pivotal team roles

Your **LIMA Pre-Sales Architect** is an independent, experienced “voice of truth” within your business, whose role is to examine existing systems, drive conversation between IT and other functions (finance, facilities, HR, compliance, board etc), devise appropriate solutions and bring these together in an agreed, evolving roadmap that’s aligned with your desired outcomes and budget.

Your **Customer Success Manager**, meanwhile, works on an ongoing basis to monitor and report on success metrics, continually optimise LIMA’s service and ensure sure your needs stay front-and-centre. As your “eyes and ears” within each workstream, they look for indicative

triggers that might affect business delivery, while providing you with impactful reports to keep you informed and in control.

Both your Pre-Sales Architect and your Customer Success Manager draw on significant market knowledge and experience, as well as a detailed understanding of LIMA services.

**“In our conversations, LIMA aren’t just asking what we want and going ahead and doing it. LIMA ask us, ‘Have you ever done this?’, ‘Have you thought about doing this in a different way?’. It’s a true partnership.”**

**David Warburton-Broadhurst**  
Business Development Manager,  
Innovate Healthcare



## Proven outcomes in a broad range of sectors.

The effectiveness of our insight-led IT approach can be seen from its ability to deliver in vastly different industries.



### A wealth of sector-specific expertise (and transferable insight)

By starting with your organisation and its desired outcomes, rather than with our own portfolio of services, LIMA’s expertise can be applied in ways that are more bespoke, creative and effective.

While our accumulated insight from within your industry increases the robustness of any solution, we also incorporate learnings from broader sectors where relevant to help you change the game, redefine excellence and flourish.

# Insight-led IT in action.

## Example customer outcomes from multiple sectors

### Law



#### Brabners

LIMA created a new, more stable and resilient IT infrastructure that **freed fee earners up to spend more hours on billable work.**

#### JMW

By improving the performance of the firm's case management system, LIMA helped solicitors **find an extra day each month to focus on clients.**

### Education



#### Manchester Grammar School

By improving its management of IT storage, MGS was able to **grow its technology-led curriculum** for both junior and senior students.

#### Trafford College Group

Thanks to an upgraded infrastructure based on multiple secure cloud platforms, TCG can **successfully serve over 10,000 students across Greater Manchester.**

### Healthcare



#### Gloucestershire NHS Trust

LIMA accompanied Gloucestershire NHS Trust on a journey to digital excellence that **more than doubled the organisation's HIMSS score.**

#### Innovate Healthcare

With our help, ambitious trailblazers Innovate Healthcare **launched end-user IT support for 150 colleagues in a single weekend, improving staff productivity by over 25%.**

#### NHS Midlands & Lancashire Commissioning Support Unit

The launch of a secure, scalable cloud platform enabled MLCSU to **enhance its service to over 50 NHS bodies,** positively impacting care for **a quarter of the UK population.**

### Housing



#### WM Housing

After an extensive digital transformation delivered in partnership with LIMA, this social housing organisation **tripled tenant satisfaction to 92%.**

#### Southway Housing Trust

LIMA helped Southway relocate to new purpose-built premises **without disrupting service or satisfaction levels** among their thousands of tenants.

#### Transform Housing

A bespoke systems transformation allowed Transform to **improve their tenants' experience** while implementing new ways of working.

### Manufacturing



#### Comfy Quilts

By integrating its IT and production functions with the help of LIMA, Comfy Quilts has **driven process improvements and site consolidation worth £150,000 in savings.**

#### Kite Packaging

Kite **doubled its growth** and became the **UK's largest packaging distributor** after transforming the performance of critical IT systems.

### Other



#### Greater Manchester Police

LIMA worked with Greater Manchester Police to implement next-generation technology that **helped put more PCs in the community.**

#### Peel Group Investment

Peel needed the ability to scale their infrastructure quickly to accommodate frequent joint ventures. This was achieved through the deployment of **a secure Microsoft Azure cloud platform.**

#### APEM Environmental Consultancy

LIMA enabled APEM to grow rapidly whilst **fully mobilising their workforce and increase business productivity** from a cloud-based IT infrastructure.

# Comprehensive, end-to-end IT services.

Combined with our insight-led, outcome-driven methodology and accumulated expertise, LIMA's extensive spectrum of capabilities and vendor relationships come into their own. Each customer project is truly unique, with creative solutions driven by your individual goals and the challenges of your sector.

## 1. Business resilience technologies

As IT environments grow more complex and the threat landscape constantly shifts, LIMA's proficiency in cyber security and business continuity lets you thrive and adapt in any circumstances.

Capabilities include:			
Cyber Security Audits	Cyber Attack Prevention	Cyber Security Processes, Procedures and People	Cyber Protection and Incident Management
Disaster Recovery as a Service	Business Continuity Assessments	Backup as a Service (including Azure Backup)	Managed Vulnerability Scanning & Reporting
Managed Security Services	Software-Defined Networking and SD-WAN	Data Centres	Network Perimeter Security



## 2. Business optimisation technologies

With a tailored IT environment that's always fit-for-purpose, you can anticipate challenges, seize opportunities and deploy transformative productivity tools, potentially giving you an unassailable competitive edge.

Capabilities include:			
IT Strategy	Technology Roadmap Development	Cloud Strategy	Platform Optimisation
Infrastructure Services	Modern Workplace	LIMA 365	O365 and M365 Implementation
DevOps	Platform Consolidation	Enterprise Networking	Managed Services

## 3. Business growth technologies

LIMA can design and deliver a bespoke infrastructure that will flex, scale and power your chosen growth strategy, while harnessing automation technology and applications that transform customer interaction and efficiency.

Capabilities include:			
LIMA Cloud	Azure Deployment	Hybrid VMware Cloud	Unified Communications
SharePoint and Power Tools	CRM / Microsoft Dynamics	Software-Defined Data Centre	Full 24/7x365 IT Asset Support
Business Process Automation	Robotic Process Automation	Data Analysis and Business Intelligence	Artificial Intelligence

## Our partners and accreditations.

We maintain trusted, long-term relationships with the world's most respected technology vendors, and work hard to ensure our people are accredited to the very highest standards.

Partner vendors (with accreditations held by LIMA) including:



NetApp

Multi-award-winning  
NetApp Gold Partner



Multiple sales and technical  
qualifications including CCENT,  
CCNA, CCNP, CCDA and CCIE



VMWare Advanced Partner.  
Accreditations include VSP,  
VTSP and VCP



Certified Innovator Partner,  
accredited for NG Firewall,  
Security Operating Platform,  
TRAPS and Cortex



Four Gold competencies, and  
multiple certifications across  
cloud services, virtualisation  
and more



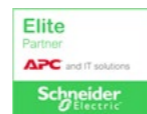
Veeam Silver Reseller,  
Silver Cloud and  
Service Provider



Dell Gold Partner



Silver Partner



Elite Partner

### The highest standards of accreditation

Our quality-focused ethos is reflected in multiple ISO accreditations. What's more, everything we do is underpinned by a proven, best-practice approach or methodology such as PRINCE2 for project management and ITIL4 for managed services. Whatever you commission us to do, you can be sure our business and our people are certified to deliver.

- ISO9001
- ISO14001
- ISO45001
- ISO27001
- Investors in People Silver Status
- Digital Specialist and Outcomes
- Cyber Essentials Plus



"LIMA's use of insight, expertise and relevant technology enabled the Trust to become a digital aspirant within the NHS"

**Mark Hutchinson,**  
CDIO, Gloucestershire NHS Trust

# Why LIMA?

## We're insight-led

Combining sector knowledge, deep insight into your business and extensive capabilities across multiple technologies to ensure you get outcomes that protect, optimise and grow your business.

## Putting people at the centre

We know business success is about connecting and empowering people and our approach to technology reflects that.

## We deliver business outcomes

We're not just focused on isolated IT solutions, but on tangible outcomes that deliver measurable business benefits.

## We're on your side

Our role is to take your perspective, offering independent advice and solutions in a way that builds trust and credibility.

## With a proven track record


Delivering transformative outcomes for hundreds of businesses across different industry sectors.

Visit [Lima.co.uk](https://lima.co.uk) or call **0345 345 1110**

LIMA, 6 Digital Park, Pacific Way, Salford Quays, Manchester M50 1DR

**We are the strategic IT partner for the most ambitious organisations through insight-led IT services that enable resilience, optimisation and growth.**



 0345 345 1110

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