Edition **Four**

uiq

Ultima

Insight Quarterly

Introduction from Scott

The ongoing discussions about artificial intelligence (AI) in today's business landscape can be quite overwhelming with a tendency to veer towards extreme predictions about how AI might reshape the workplace, employment as well as our roles as business leaders. However, let's approach the topic with a balanced perspective. Satya Nadella, the CEO of Microsoft, once mentioned, "Our goal is to develop technology that complements humanity. It's less about man versus machine and more about man working alongside machine."

So, in that vein, what does AI mean for us and for the business world? Is it a technological force for good or disruption? Should we embrace it, or hold back? Certainly, the speed at which generative AI technologies are developing means that no-one can, or should ignore the opportunity to discuss the possibilities AI offer to us.

I think it is important for us to examine AI pragmatically and work together to understand its potential in enhancing operational efficiency, scalability, resilience and competitive innovation. The focus should be on how AI can be a tool, aiding businesses in their growth and adaptation to changing environments.

In this edition of UiQ, we present a rational exploration of AI's role in business.

We feature insights from some of our partners plus information on how we can support your business readiness for AI, including the upcoming Microsoft Copilot launch.

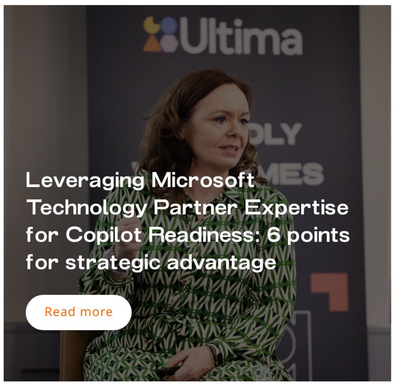
Join the discussion on AI and its place in today's business environment and share your thoughts.

Kindest regards,

Scott

Scott Dodds,
Ultima CEO

In this **edition...**



Leveraging Microsoft Technology Partner Expertise for Copilot Readiness: 6 points for strategic advantage

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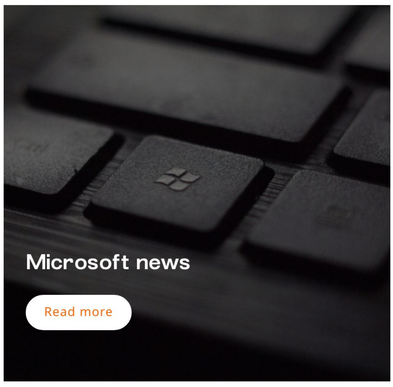

Microsoft news

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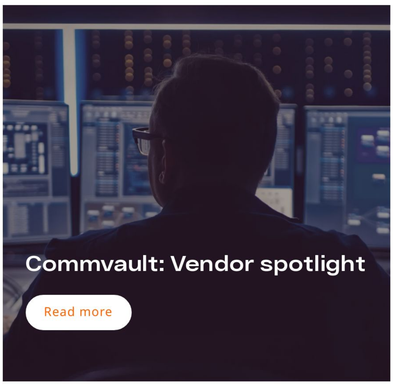

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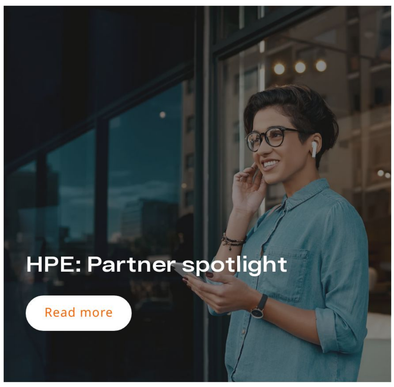

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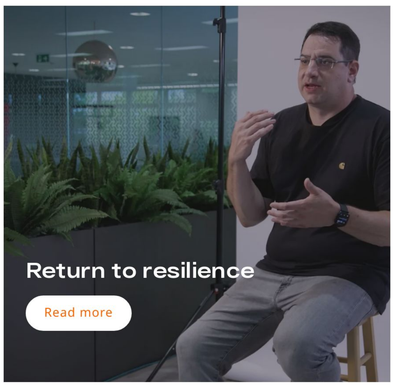

Return to resilience

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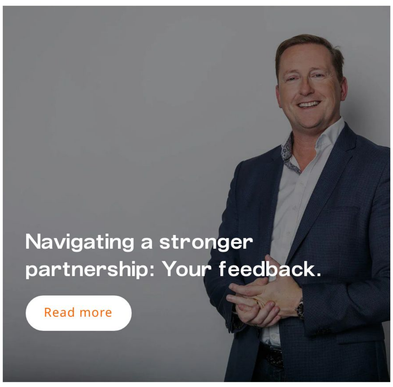

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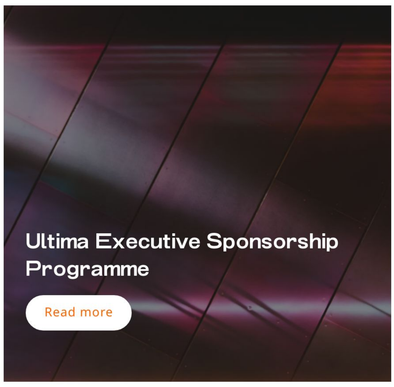

Ultima Executive Sponsorship Programme

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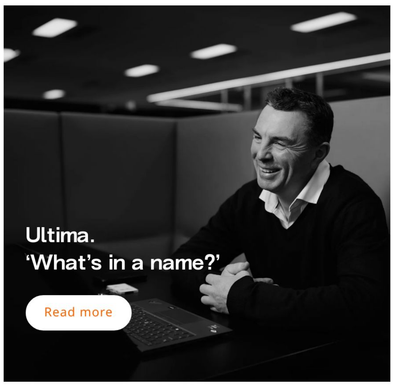

**Ultima.
'What's in a name?'**

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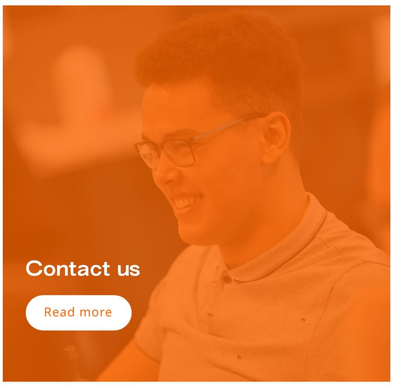

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Introducing Microsoft Copilot

6 strategic advantages

"Artificial Intelligence is ushering in a new era of innovation and discovery, and we believe that the opportunities that lie ahead are enormous. At Microsoft, we are committed to ensuring that AI is used ethically and responsibly. Our Microsoft 365 Copilot approach is designed to help people work more efficiently and creatively, while also ensuring that AI is used in a safe and responsible way.

This is one of the most exciting changes many of us have seen in years. For many business leaders, the journey to full AI readiness will have many considerations and questions. Working with highly skilled Microsoft partners such as Ultima is crucial for customers who are embarking on their AI journey."

Angela Evans, Partner Strategy and Marketing Director, Microsoft

Microsoft

Copilot is integrated into Microsoft 365 in two ways. It works alongside you, embedded in the Microsoft 365 apps you use every day – Word, Excel, PowerPoint, Outlook, Teams and more – to unleash creativity, unlock productivity and uplevel skills. Working with Ultima, here are 6 top points where your business can leverage Copilot's potential.

1.

→ Customised integration roadmaps

Every business is unique in terms of its existing technology infrastructure, team skillset, and development methodologies. Choosing a technology partner that possesses a deep understanding of diverse business needs and the experience of supporting customisable automation and AI integration roadmaps is key. Whether you're a startup or an established enterprise, they can tailor a plan that ensures minimal disruption while maximising the benefits.

2.

→ Skill-building and training

For businesses to harness the full potential of Copilot, our partners will offer hands-on training sessions, webinars, and continuous learning modules, helping customers to familiarise themselves with Copilot's functions and work together to identify potential infrastructure optimisation needed, offer the right solutions and expert resources to help avoid common pitfalls ahead of time.

3.

→ Infrastructure optimisation

Copilot, being an AI-driven tool, requires a robust cloud-backed infrastructure to operate seamlessly. Skilled Microsoft technology partners can assist businesses in assessing their current infrastructure and making requisite modifications to ensure optimal performance. This could include cloud migrations, server upgrades, and the integration of other supportive technologies.

4.

→ Continuous support and feedback

Adopting a new technology often comes with its fair share of teething issues. Our partners are there to provide round-the-clock technical support, ensuring that any challenges encountered during the integration and usage phases are addressed effectively and efficiently. Additionally, they will act as a conduit for feedback, allowing Microsoft to continuously enhance Copilot based on real-world customer usage and needs.

5.

→ Ensuring data security and compliance

Data security remains a top concern, especially when integrating cloud-based solutions. Our technology partners are well-versed in global data protection regulations and best practices. They guide businesses in setting up Copilot in a manner that safeguards sensitive information, maintains data integrity, and meets all regulatory requirements.

6.

→ Enhancing collaboration and productivity

Beyond the technical aspects, Copilot promises a new era of collaborative coding, where developers, irrespective of their experience level, can work together more efficiently. Our partners work with businesses to establish collaborative frameworks, ensuring teams can maximise Copilot's capabilities to produce high-quality code faster and more reliably.

Conclusion:

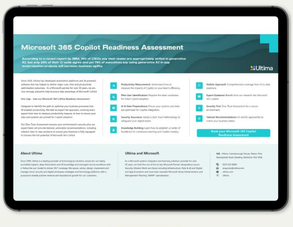
In the ever-evolving world of AI driven technology, staying ahead of the curve is both a business advantage and a competitive imperative. Ultima holds 5 out of the 6 Microsoft designations and has developed deep experience in automation and AI based technology platforms since 2020.

Ultima can support businesses, big or small, to transition and become Microsoft Copilot ready.

In collaboration with Microsoft, we're committed to bringing about a future where AI-driven tools are an integral part of every business infrastructure, driving commercial and individual innovation, efficiency, and growth.

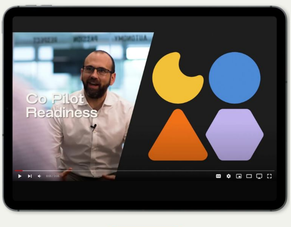
For more information on how Ultima can help:

Copilot Readiness Assessment.



Click here

Stuart Sims, Head of Digital talks Copilot Readiness.



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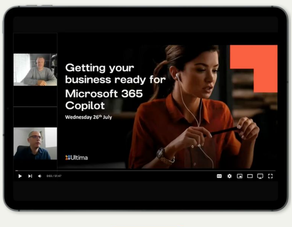
Copilot Readiness Webinar.



Webinar 1

Webinar 2

Microsoft news

Our new Microsoft webinars series in August and September have been rated highly by attendees for providing essential information in an easy to consume way. Feedback has also credited the session as time 'well invested'.

The series continues in October and November.

11th October, 10am-11am:

Maximising Value with Microsoft Licensing: Tailored Solutions for Your Enterprise

Are you tired of grappling with Microsoft Licensing options that don't align with your business needs?

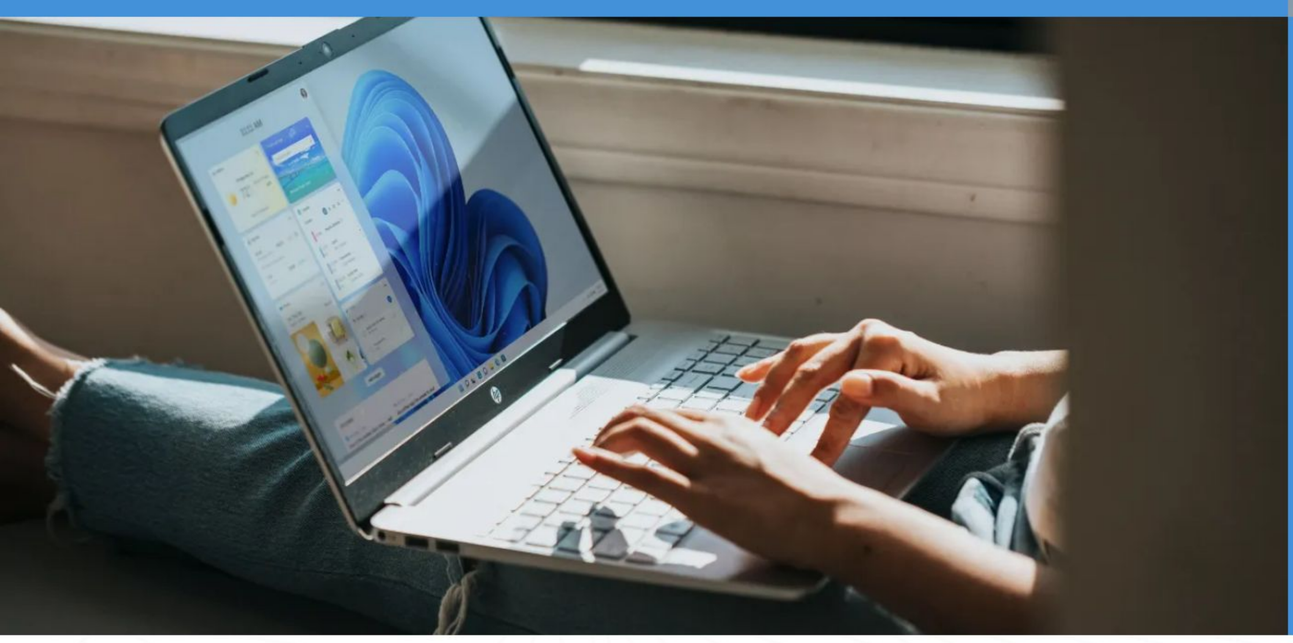
Register now

15th November, 10am-11am:

The Future of Microsoft Licensing: Embracing Innovation and Collaboration

Embrace the future of Microsoft Licensing with our Senior Licensing Specialist, Ian Gerrard, as he presents a forward-thinking webinar on the latest trends and innovations.

Register now



Microsoft Monthly Newsletter: September 2023

Check out our September newsletter for the latest news, updates and announcements from Microsoft.

Read now

COMMVAULT

Commvault: Vendor Spotlight Q&A including AI insights and Ultima Partnership

Jason Gerrard, Senior Director of International Systems Engineering at Commvault

Who are Commvault?

Commvault is a global leader in cloud data protection, with Intelligent Data Services to protect customers' data in a difficult world. We offer a simple and unified Data Protection Platform that spans all your data – regardless of whether your workloads live on-premises, in the cloud, or spread across a hybrid environment.

Jason Gerrard is Commvault's Senior Director of International Systems Engineering, where he leads several teams of SEs focused on driving innovative programmes of relevant and effective enablement & messaging, into Commvault's GSI, Distribution, VAR and Alliance partners to accelerate their success and help grow their businesses.

Why Commvault and Ultima?

The collaboration between Commvault and Ultima brings together the expertise of two leading technology providers to deliver world-class data management solutions and services to businesses of all sizes.

We understand that businesses are looking for reliable, scalable, and cost-effective solutions to manage their data effectively. Commvault provides industry-leading technology solutions that help businesses to protect, backup, archive, and recover their data efficiently, while Ultima has a proven track record in delivering tailored solutions that address the unique needs of individual businesses. Together, we offer a comprehensive suite of services and solutions that are designed to meet the demands of modern organisations.

How has the rapid acceleration of AI-driven technology impacted data management?

It is entirely possible for AI to now be used for tasks like storage configuration, setting up backups, and checking compliance. In fact, it is happening already as it is so desirable. Commvault uses AI and machine learning for these functions within our data protection solutions currently and I only see that extending to cover further solutions in the future.

How can chatbot tools be used to enhance data management, and how is Commvault doing so?

It is possible for chat tools to streamline reporting back to users and some companies are doing this today with "Virtual Helpdesk" functionalities. Many companies use this kind of technology today for customer service, although personally I'm not entirely convinced it's doing a good enough job to replace humans. Customers almost always prefer talking to another person, rather than a chatbot, so the end user experience is sacrificed when using this approach.

However, they can also be used to categorise data and we do it in some of our Commvault solutions. It is particularly useful in Data Governance solutions where it can identify Personally Identifiable Information (PII) and help companies become – and remain – compliant with regulations, such as GDPR. Being able to have AI automatically identify what data you have, classify it, understand where it is on your various platforms, and then automate specific functions or actions based on classification rules is something that saves an immense amount of time, and is much more accurate than a human.

Why are the lines between data protection and security blurring?

Only a few years ago, the primary attack mechanism and goal of ransomware was to infiltrate the environment, propagate, elevate permissions, and execute. The execution phase was all about encrypting data then demanding a ransom, usually in untraceable digital currency, such as Bitcoin.

But no longer do bad actors just encrypt the live data, which could easily be overcome by restoring from a last-known good-state backup copy. They are now also encrypting the backups to ensure that organisations cannot just restore their data and continue operations. This is possible if the backups are not sufficiently protected with technologies such as air gapping or immutable storage. Bad actors then exfiltrate the data out onto the dark web, where they threaten to expose it if the ransom is not paid. This risks significant reputational damage to a customer, as well as opening them up to data privacy breaches and competitors being able to see their customer data, for example.

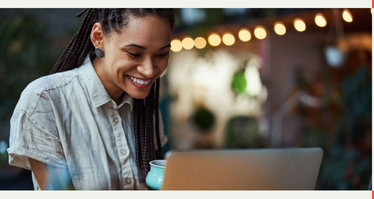
By attacking the backups, as well as the data, cybercriminals are blurring the lines between data protection and security and are, therefore, forcing organisations to consider both aspects of cybersecurity in equal measure.

How can AI tools be used to protect data against ransomware or other threats?

Identifying "likely" threats based on AI & ML helps to quickly identify when something feels wrong, and someone might not be authorised to access certain data. Such technologies can then automate notifications into third-party SIEM solutions so humans are notified quickly, whilst also taking proactive actions to prevent damage to an environment. This is immensely useful as those first few minutes and hours are critical and can make the difference between disaster, or disaster averted.

What would be your 3 "dos and don'ts" that a CIO should consider over the near future?

1. Get to know your data – what it is, where it is, and why you're keeping it. Don't get caught unawares when an attack strikes (because it will) because you don't know what data is impacted: only once you have full visibility of your data can you be confident that you can keep downtime to a minimum should the worst happen.



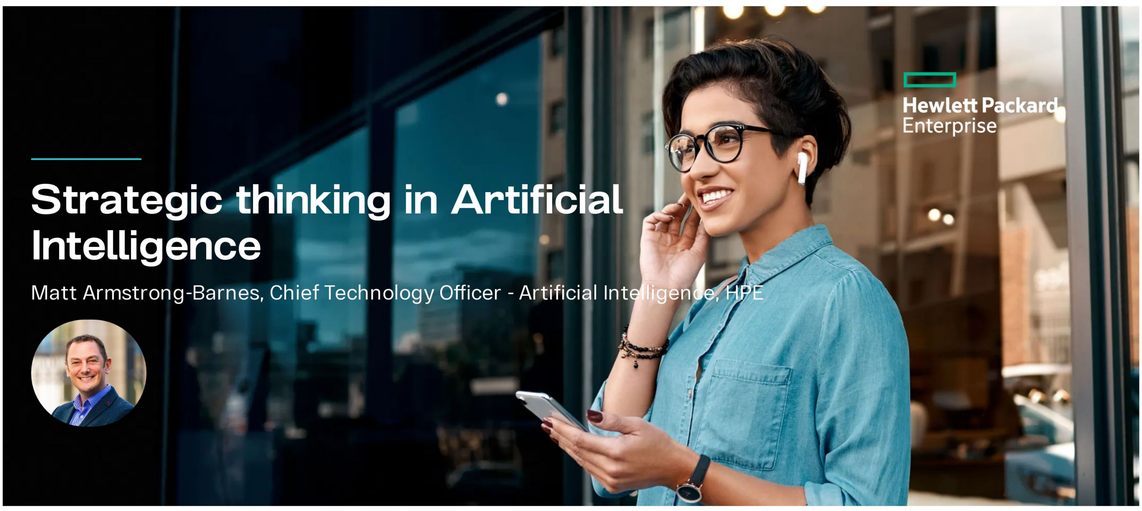
2. Backup more often than you think you need to. Data that is over a week old may not bear much resemblance to the state of your organisation at the time of an attack, so don't rely on infrequent backups. At a minimum, they should occur once a week but for the best protection, data should be backed up much more frequently using the 3-2-1 approach to ensure secure, offsite, copies.

3. Embrace the possibilities of innovations like AI. Don't worry that it will replace human jobs – it won't. Humans will always be needed for jobs that require unique and creative thinking and problem-solving. Instead, consider how AI can support your organisation with tasks such as backing up data and identifying potential threats, so your employees can focus on the job at hand.

COMMVAULT

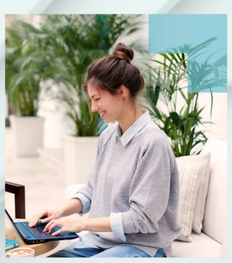
Commvault is an American publicly traded data protection and data management software company headquartered in Tinton Falls, New Jersey. Commvault enterprise software can be used for data backup and recovery, cloud and infrastructure management, retention and compliance.

Learn more



Strategic thinking in Artificial Intelligence

Matt Armstrong-Barnes, Chief Technology Officer - Artificial Intelligence, HPE



Technology innovation is evolving at such a rapid pace that old school thinking has just run out of steam. Back in 2017, more data was created in a single year than the sum of all information recorded by humanity in the past 5,000. Since then, we have experienced an average growth rate of 29%. This age of hyper-connectivity has created a data explosion that doesn't show any signs of slowing down. Our ability to intelligently process this constant tsunami needs a new set of tools but implementing them is fraught with peril for the unsuspecting traveller.

This exponential growth has pushed the people to process it and systems to derive value from it to breaking point. In short, Artificial Intelligence is the only answer. However, building AI systems suffers from the traditional software engineering challenges, such culture change, skills, use case selection and scope creep as well as the added complexity of handling lots of data and having the right infrastructure to run it on. Naive extrapolation which is the human habit of fastening onto some current trend without understanding the long-term impact, lack of understanding or even fear can result in AI projects failing to get moving.

Generative AI: promise vs reality

AI and more specifically Generative AI promise to radically transform many industries, but they also pose significant risks; many of which have yet to be full considered. Challenges with legal & regulatory compliance are still in their infancy with the world watching the evolution of the EU AI Act as it moves closer to becoming enforceable legislation. Generative AI works on a broad variety data and without fully understanding the implications it is possible to hand over sensitive / confidential data or even intellectual property. Before becoming exposed to these risks, it is imperative to understand how closed-source generative AI models handle data privacy and confidentiality. Avoiding these issues in a way that doesn't result in significant model hallucination (yes, they make things up if they don't know the answer) requires a strategy. Generative AI solutions needs designing, planning, and architecting in a way that addresses business problems.

AI is a journey not a destination

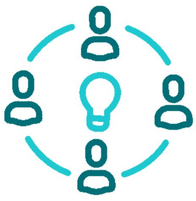
Every outing starts with a single step and AI is a journey not a destination. The first thing to think about is where are you going - your strategic vision. Just because you have a hammer with the words 'Artificial Intelligence' on it, do not see everything as a nail. AI is a powerful tool and should be in every organisation's toolkit for strategic use. Once you have your destination defined start work on the use cases you want AI to address. In the data driven economy, start by understanding your data and what insight you want to gain, have a data strategy. This is an encapsulation of your long-term objectives across people, processes and technology in a way that shows how these valuable assets are managed and governed. Without strategic vision, vast amounts of low value data will be generated and stored. This is not good for the environment or organisational profitability because storing worthless data consumes space and power while generating heat all of which cost money to buy and maintain.

Set a clear strategy to understand your existing data

Having a clear strategy for your data means collecting and finding value in the significantly simplified. This will influence the decision-making process when it comes to selecting the right models and AI frameworks. Quality is still the determining factor. Just throwing data at AI means you will quickly encounter the 'curse of dimensionality'; throwing more hay onto the haystack does not make finding the needle any easier.

Understanding and refining your data means you will be training your model on the right feature set while avoiding bias. Historic data is a great source for training models, however, can often be incomplete and have underrepresented classes. There are various kinds of discrimination, that come from not representing classes correctly like race, gender or age and these need to be guarded against in the input data set. Many statistical techniques can be employed to guard against this undue model influence.

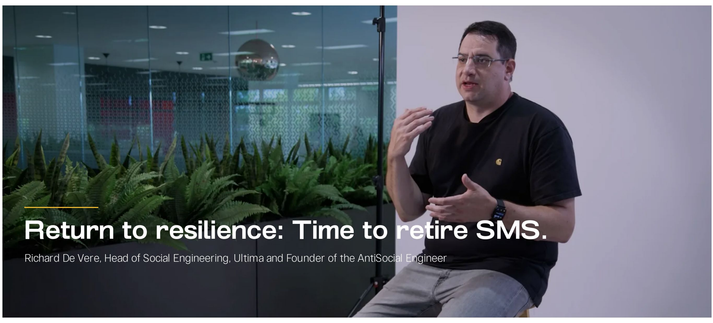
Use your own organisational principles, compliance requirements, goals, and values as a starting point.



AI requires cross collaboration

The road to successful AI deployment may be fraught with dangers, but it is a well-worn path. There is a great phrase 'if you want to go fast go alone, if you want to go farther go together', the most successful implementations adopt a team AI approach. Team AI should be a virtual team, drawn from a variety of functions and including business users, external partners, and other stakeholders, working together to solve a set of well-defined goals. As a team sport, it is important to consider partners who already have both a track record of successful AI project delivery and extensive ecosystem of partners. AI is a multi-disciplinary cross collaboration that requires a broad spectrum of communities to be successful. Also, many AI problems have already been solved, so you don't always need to build from scratch.

As a partner of Ultima, HPE has considerable depth of experience in both AI deployments and working with both open and closed source AI solutions. If you have already started on your AI journey or are thinking of starting; we have a broad and deep understanding of how to accelerate you on the road.



Return to resilience: Time to retire SMS.

Richard De Vere, Head of Social Engineering, Ultima and Founder of the AntiSocial Engineer

A subject has been brought to light in the media recently surrounding the continued reliance on using SMS for sensitive communications.

Featuring on BBC's Rip Off Britain with Angela Rippon later in October, I speak with the BBC on this method that requires immediate modernisation. As a reader of Ultima's UiQ publication, let's give you a first look on why it needs to be put to rest, once and for all.

In an era dominated by digital communication, SMS (Short Message Service) has retained its significance as a quick and effective way for companies to interact with consumers. However, the increasing reliance on SMS messages as a communication channel comes with its own set of cybersecurity risks and vulnerabilities. As businesses strive to maintain a seamless connection with their customers, it's crucial to understand the potential threats posed by this seemingly innocuous mode of communication.

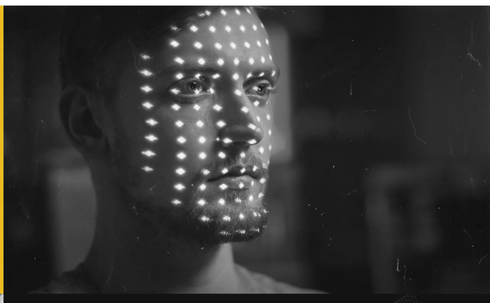
The appeal of SMS communication

SMS communication offers several advantages that have contributed to its continued popularity among companies and consumers. It's widely accessible, does not require internet connectivity, and has a high open and read rate. Companies appreciate SMS for its ability to deliver timely messages, such as promotional offers, transaction alerts, and service updates, directly to customers' mobile devices. However, this convenience can mask the underlying security challenges.

Cybersecurity risks and vulnerabilities

Phishing and spoofing:

Cybercriminals can exploit the trust associated with SMS communication by sending fraudulent messages masquerading as legitimate companies. These phishing attempts often contain malicious links or requests for sensitive information, aiming to deceive consumers into sharing personal data or credentials.



Malware distribution:

SMS messages can be used to distribute malware, such as viruses, Trojans, and ransomware. Unsuspecting users who click on malicious links or download attachments from seemingly legitimate sources can inadvertently compromise their devices and personal data.

Data interception:

SMS messages are transmitted over cellular networks, making them susceptible to interception by malicious actors. Hackers with the right tools and knowledge can intercept messages containing sensitive information, exposing customer data to potential theft.

SIM card swapping:

Attackers can exploit vulnerabilities in the process of transferring a mobile number to a new SIM card. This allows them to take control of the victim's phone number, enabling unauthorised access to SMS-based authentication methods and potentially compromising accounts.

Lack of encryption:

Unlike some newer messaging platforms, SMS messages are not end-to-end encrypted by default. This means that the content of the messages can be accessed by service providers, leaving them vulnerable to unauthorised access or interception during transmission.

Social engineering attacks:

SMS messages are often used as part of two-factor authentication (2FA) processes. However, attackers have been known to impersonate customers and request 2FA codes to gain unauthorised access to accounts, relying on human error and social engineering tactics.

Mitigation strategies

To address these vulnerabilities and enhance the security of SMS-based communication, companies should consider implementing the following measures:

Multi-factor authentication (MFA):

While SMS-based 2FA is widely used, it's recommended to explore more secure alternatives, such as app-based authentication or hardware tokens, to reduce the risk of social engineering attacks.

Encryption:

Employ end-to-end encryption for sensitive communications to ensure that only authorised parties can access the content of messages.

User education:

Educate customers about the risks associated with SMS communication, including how to identify phishing attempts and the importance of not sharing sensitive information over text.

Regular updates:

Keep software and applications up-to-date to patch vulnerabilities that cybercriminals might exploit.

Anti-phishing solutions:

Implement advanced anti-phishing solutions that can detect and prevent fraudulent SMS messages from reaching customers' devices.

Final thoughts

SMS messages remain a valuable tool for businesses to engage with consumers, but the cybersecurity risks associated with their use should not be underestimated. By recognising and addressing these vulnerabilities, companies can continue to leverage SMS communication while safeguarding their customers' sensitive information and maintaining their trust in an increasingly digital world. As technology continues to evolve, a proactive and multi-layered security approach is essential to stay one step ahead of cyber threats.

Catch Richard De Vere on BBC's Rip Off Britain in October 2023.

Navigating a stronger partnership. Your feedback.

James Hunnybourne, CRO Ultima

Ultima has maintained a solid foundation of customer relationships over the years, largely due to our consistent efforts in delivering quality services. Our goal, however, is not just to maintain this but to ensure we are continuously aligning our expertise with your evolving needs.

Our recent 'Voice of the Customer' survey was a first step to better understanding your experience with Ultima to date. Thank you to those of you who took the time to provide feedback.

From the results:

Over 90% of respondents rated their experience with our account management positively.

An equal percentage would consider recommending our technology support to colleagues and other businesses.

Interestingly, there's a shift of priority from the historical No.1 spot of Security more towards Cloud and Datacentre solutions, with security, licensing and software management close behind. These trends align with a recent Gartner report and the discussions we've had with many of you.

It is clear that there is an increasing requirement to ensure you are making the most out your existing technology solutions and your need for qualified consultative help has never been higher.

Skill retention and obtaining the right resources is getting harder than ever before and our support in this area is more important than ever.

The feedback received affirmed Ultima's core strengths in professionalism, reliability, and expertise. However, it also pointed out areas where more information or improved services are sought, particularly around a perceived lack of knowledge on the full offering Ultima can provide across Cloud, Security, and Digital workspace.

To address this:

- We're introducing the Executive Sponsorship program, aimed at facilitating more direct conversations about your needs and our services.
- Our Account Management and Specialist teams are working on ways to provide clearer, more relevant information to support your decision-making processes.
- We've launched the INTERACT platform, streamlining your access to immediate IT procurement.
- To address your need to make the most of your solutions we will continue to invest in the areas of Customer Success Management, Professional Services and flexible management and resource based solutions.

Your feedback is both critical and timely as it serves as valuable input for our strategic planning. It's helping us refine our future roadmap of service offerings, vendor partnerships, and overall investments and direction to better meet your needs now and in the future. Your voice is integral to our progress, and we're committed to responding effectively to the areas that are important to the resilience and reputational health of your organisation.

Get in touch

Launch of the Ultima Executive Sponsorship Programme

Scott Dodds, CEO Ultima

As CEO of Ultima, I have enjoyed many opportunities to meet our customers and have valued frank and open discussions about, not just the day to day challenges faced in delivering technology solutions and services, but also insights into what the future technology leadership agenda needs to look like.

Our Executive Sponsorship Programme is designed to ensure all our customers feel valued, heard, and supported in the technology transformation journeys ahead. Our aim is to enable more two-way conversations to build stronger relationships at senior level, both across Ultima and relevant Vendors and as a result, help inform strategies for the future.

This is about leveraging the power of partnership with you to facilitate better business outcomes.

Warm Regards,

Scott Dodds, CEO, Ultima

Discover the difference of value-add executive relationships

Welcome to a new chapter of collaboration, insight and business thinking with Ultima's UiQ Executive Sponsorship Programme.

Demonstrating added value and strategic ROI

At Ultima our aim is to demonstrate continuous value and deliver a strategic return on investment (ROI) consistently. The UiQ Executive Sponsorship Programme will showcase our commitment to your commercial success by offering a new level of engagement that will aim to add higher value to your business in the long run.

More reasons to engage

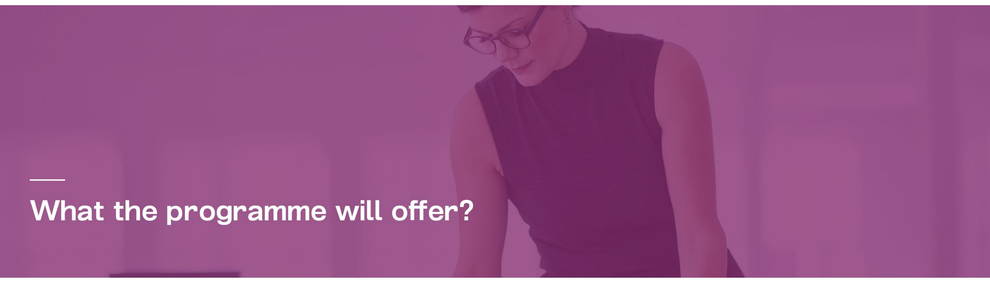
Ultima's UiQ Executive Sponsorship Programme will offer new senior level engagement opportunities aimed at facilitating strategic dialogue with a group of senior level peers to enable you to access new points of view, industry insights and the latest technology offerings.

Two-way conversations

We believe in open, two-way conversations and this programme will invite you to openly express your thoughts, feedback, and any concerns. We commit to listen, understand, and adapt to ensure our services and technology offerings are consistently aligned with your evolving requirements and aspirations.

Building confidence and trust

Through the UiQ Executive Sponsorship programme, we aim to instill your confidence and trust in Ultima. We don't just want to be a supplier; we aspire to be your partner of choice that you can rely on; a partner who understands your needs, and a partner who is always ready to step up and deliver more.



What the programme will offer?

Executive sponsor assignment

Each participating customer account will be aligned with a senior Ultima Executive sponsor, who will act as your direct link to our own senior leadership team as well as that of our key strategic vendor partners.

UiQ Executive Sponsorship Programme SLA

We will provide a detailed Service Level Agreement outlining the dimensions of the programme, the roles and responsibilities of the Executive Sponsor, KPIs, and objectives to maximise value from the relationship and the overall programme.

Annual executive forum

This event will focus on key topics identified by our customers, with support from industry analysts and vendors. It will aim to bring business landscape threats and opportunities to the table and share knowledge, insights, and best practices in order to identify broader actions or strategic projects.

Personalised communications centre

We want to provide relevant, and timely information to our customers. To this end, we will provide an industry-specific Communications Centre. This resource hub which will be launched in 2024, will give exclusive access to key insights, thought leadership, research, and pilot/trial schemes.

6-month review process

We believe in regular assessments to track progress and realign strategic goals. Structured bi-annual reviews will ensure we stay on course with shared objectives and make any necessary adjustments to ensure your expectations are met.

Executive-level reports

We will provide executive-level reports showcasing outcomes and strategic recommendations for optimising investment in key technology areas like cloud, cybersecurity, digital transformation and managed services.

Quarterly roundtable series

We will also host a quarterly roundtable series. These will focus on customer needs and challenges in cloud, cybersecurity, and digital workspace transformation, providing a platform for sharing up to date knowledge and access to our teams of technology experts.

CX: continuous programme optimisation

Customer experience is at the heart of everything we do. Our VOTC Executive stream ensures continuous programme optimisation. We commit to actively assess and refine what excellence in customer experience looks like, implementing and will use qualitative feedback too continuously find ways to improve interactions with Ultima.

Want to find out more?

Get in touch

Ultima. "What's in a name?"

Empowered people. Powerful outcomes.

That's the only answer.

Ultima: a mirror of employee behaviours at every customer touchpoint

In the age of social media, online reviews and increasing automated interactions, brand reputation and experience cannot depend on strategic marketing campaigns or attention-grabbing advertisements. Today, every employee interaction, be it a brief email, an in-depth customer service call or a complex technology transformation project influences the perception, positive or negative, of the brand. At Ultima, the heart of this perception are the behaviours and attitudes of our employees at every customer touchpoint.

Imagine your brand as a living entity. While logos, taglines, and colour schemes provide its physical appearance, the soul and personality are embedded in the daily actions and attitudes of your employees. Every interaction is a chance for the brand to reiterate its values, build trust, and create an experience that encourages engagement, association and loyalty.

Brand consistency is key

Customers expect consistency as well as engagement of hearts AND minds. We believe that our employees' behaviours and attitudes must align seamlessly with Ultima's value proposition, ensuring our customers receive a unified experience at every touchpoint. So, to ensure our brand promise is lived at every level, at Ultima we foster a culture of ownership and empowerment to do what is right. As a result, our employees feel a sense of responsibility, passion and pride in their roles and each and every person contributes to delivering the powerful outcomes our customers expect.

Empowered people. Powerful outcomes

At Ultima, we're not just another technology provider. Our point of difference is our people. Genuinely.

We are a community of people with industry certified skills, deep expertise and years of experience that qualifies us as technology specialists. BUT...it is our attitude that makes us stand above the rest.

We're a band of Warriors, a collective of Heroes, a team of Champions. All focused on getting IT right so our customers achieve the outcomes they need.

Over 2023/4, follow our brand stories inspired by the dedication and focus of employees across the Ultima group.

Craig Wordsworth. Cloud Warrior.

See more

Teri Hudson. Resourcing Hero.

See more

Stuart Sims. Digital Workspace Champion.

Coming Soon