

IT Services Proposal

Pubs Limited

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Author: Gavin Garnett

Commercial in Confidence



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1. Introduction

This proposal relates to the provision of IT Services to Pubs Limited following discussions between Gavin, Jerry and Howard to gain an understanding of business operations and overall technology objectives. As part of all new relationships I provide recommendations based on my understanding of requirements at that stage. Any suggestions are made on the basis of not wanting to reinvent the wheel and with the full appreciation that budget will likely need to be planned into the future.

2. Overall Infrastructure

It is noted that the overall network infrastructure is of a good standard, has been well thought out and implemented. The only exception to this being The Hare, which I understand is currently waiting to have an upgrade project completed.

My recommendation around the networking setup would be to leave the current solutions in place to a large extent, but to consider replacing the Firewall devices in each location to a new standard. This is not in any way a prerequisite but is based on our own experience with Netgate firewall devices which provide a significant improvement in terms of reliability, security and ease of replacement in the event of a failure.

It is standard practice for The Operations Hub to undertake a network audit at the outset of any new IT Support relationship to ensure we have a detailed picture of the network configuration allowing us to better support the business. Whilst network support and monitoring is out of the scope of this proposal I would still want to complete this task which may bring other items to attention however I don't expect anything significant based on the information I have.

With regards to Lower Farm, I would also suggest considering the replacement of the current MikroTik router in line with the suggestion for each of the other locations. I would consider this device a SOHO device and whilst it is working fine in situ we would recommend replacement. The existing Unifi networks are the same solution we would ordinarily put in place and we highly recommend the Unifi kit for: switching, WiFi and security cameras.

I am aware that there is a small amount of network infrastructure in each Pub to support local operations and provide WiFi access to clients. The scope of this proposal covers the support of all of the devices used in each location including Tablets.

3. HQ Operation @ Lower Farm



Notes:

I understand Dropbox is used for HQ data storage and does everything that is required. It may be worth considering moving this data into SharePoint on the basis that this is part of the M365 subscription already being paid for. I wouldn't want to introduce a complication here so we would need to trial accessing data through SharePoint to ensure it doesn't present any problems, however I wouldn't expect that to be the case. SharePoint is the most common cloud storage in use amongst our clients.

It may also be worth considering moving company email from Google into Microsoft Exchange Online. This is in part due to Exchange being the best email solution available but also similarly I suspect there may be an overall cost saving opportunity. Although not all users currently have an M365 licence, the ones who do would, could utilise the Exchange element with additional mailbox only licences required for the pubs. We would need to look at costs vs benefit and factor in the migration time to see if this would be beneficial over time.

This is a minor point and not likely to be having a detrimental effect, but a DNS record could do with being created for the pubslimited.co.uk domain name:

	Test	Result	
✖	DMARC Record Published	No DMARC Record found	More Info
⚠	DMARC Policy Not Enabled	DMARC Quarantine/Reject policy not enabled	More Info
✔	DNS Record Published	DNS Record found	

It is understood that Xero, HikVision, Ring Central and Sentinel One are all providing the functionality required currently.

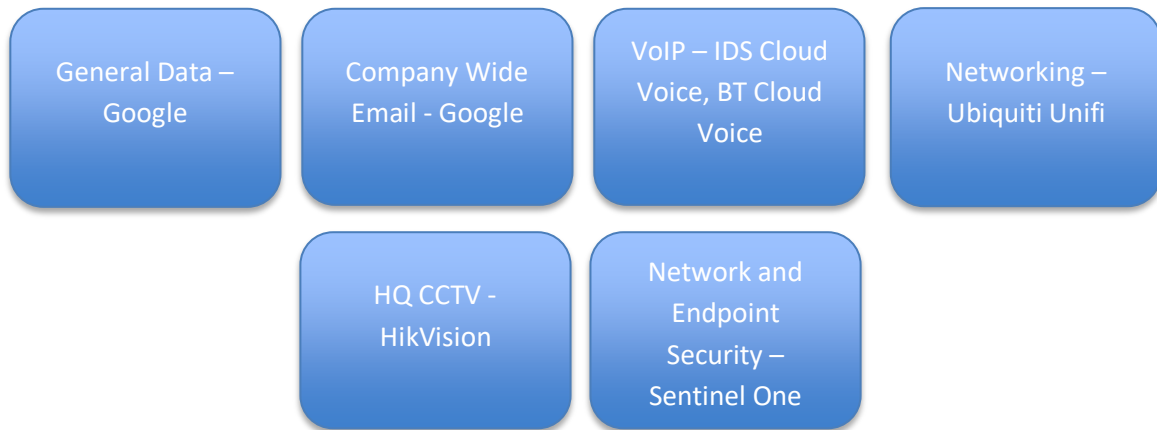
I would recommend completing a costing exercise for the provision of VoIP services across all sites as there may be some operational and cost benefits to aligning all sites to a single system. We are partners with 3CX and have been for over 10 years. 3CX is one of the largest VoIP telephone systems worldwide and provides an excellent solution. I highly recommend this system. We currently have around 20 hosted 3CX systems implemented with clients and we also provide connectivity and SIP trunks.

I would also recommend a review of all existing SIP trunks, DDI numbers and any forwarding that may be in place to ensure there are no unnecessary costs being incurred.

I would recommend looking at the current website model as I believe there could be some real benefits in moving the sites into a new platform. In particular this would provide excellent Marketing benefits if this is a priority. I would recommend moving the sites into Odoo which would allow very simple data capture into a range of tools that I suspect would be really useful to marketing functions. As the look and feel of the existing sites is good it would be a relatively straightforward process to rebuild the sites either in Odoo, or in Wordpress if the marketing integration isn't deemed valuable. We design and host sites in both of these platforms.

I understand that Jerry has domestic IT requirements that need to be worked through as per the list we recently compiled. We would look to complete this work and provide ongoing support as and when required as part of any service agreement in place for the business.

4. Pub Operations



Notes:

From the discussions with Jerry and Howard I understand that the current solutions in place for the Pubs deliver what is required day to day. As covered in the previous section, I would recommend looking at aligning the VoIP provision and at an appropriate time consider replacing the current CCTV solutions with Ubiquiti Unifi. This would only be beneficial at the point where there is a catalyst to replace existing solutions.

I would also like to have a well rehearsed backup plan in place the pubs in the event of a connectivity failure. I understand we have the Starlink Roam in place, however it would be good to have a robust plan for bringing that online and connecting the various networks to route traffic over that link if required so that we (or someone) could easily attend to a site and get it back online quickly.

5. Service Scope

The basis of this proposal is to provide an IT Support service for all devices and users in the business, across all locations.

Ordinarily that would include complete network support but I appreciate there is already an existing service in place for network support.

The IT Support provision is not limited in any way and as I explained to Howard we would urge you to use our team wherever possible. It provides the best opportunity for us to benefit the users in the business and ultimately allows you to concentrate on business activities.

Additionally, there are a number of tasks I believe we could easily take over including:
New user onboarding/offboarding (Google, Computer Logins, Password Resets, Leavers)
Maintenance of Unifi networks, including remedial action where required (for example resetting access points, switches, adopting hardware etc). Call routing changes, group membership changes. Google my business administration. DNS management for domain names.

6. Costs

Pubs Limited - IT Support Proposal

	Monthly Cost	Qty	Total
Unlimited IT Support for HQ	£500.00	1.00	£500.00
Unlimited IT Support for The Black Bear, The Druid, The Hare, The Swan	£375.00	4.00	£1,500.00
Total Monthly Cost Ex VAT			£2,000.00