

Arcible Services Quickstart Guide

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About Arcible

Arcible is an IT consultancy and solutions business aimed at providing services to small to medium businesses and enterprises as well as to charities and non-profit organisations. We are based in Basingstoke in the south of England but can help your business or organisation where you are.

“... Arcible, home of the IT consultancy business with an aspiration to be different. We aspire to be your preferred IT partner: delivering quality consulting and services ...”

We saw that there was a real need for two things in the UK IT market.

- An agile IT consultancy and service provider that can meet the needs of a modern-age where technology is fast-paced and constantly changing.
- With nearly 15 years' experience across various verticals in IT, it has taught us that the industry is fraught problems: misinformation, over-pricing, over-reaching, over-selling, and distrust.

Our company motto is **explore the possible** because that is our aim: to be able to help your organisation achieve its full technological potential, to see what is possible and to help you architect it and achieve it.

“... The name Arcible is a compound of two words that really grabbed us: architecture and possible ...”

At Arcible, we strive to be different. We don't do misinformation, over-pricing of our services, and we don't try to be more than we are. Our values are **quality, integrity,** and **social responsibility** and we live by them and they are the foundation of all that we do.

The Arcible mission

Our mission is to do the very best for our customers through commitment to quality and integrity; to work hard, have fun, and be socially responsible by caring about things above and beyond ourselves.

The Arcible values

- Quality: we do our best to deliver the highest quality possible for our customers.
- Integrity: we are honest and decent in all that we do; a company that you can trust.
- Social Responsibility: we care about our customers, our employees, community and have respect for matters above and beyond our own bottom line.

Consulting

IT consultancy is our mainstay, it's what we do most and whether it's something typical like working with Microsoft solutions in the Cloud Productivity or Cloud Platform space or something a little bit different, we'll take it all in our stride to help you.

We explain everything you need to know: good, bad, and ugly at <https://arcible.com/services/consulting> for your next project.



"... We have a simple, no-nonsense approach to consultancy and our work ..."

Why is our day rate so low compared to others?

Yes sir, our day rate is lower than others out there. We wanted to be realistic, make ourselves more accessible to sectors like education, public sector, and charities. Equally, we've got a business to run.

If we charged too little, you wouldn't believe we were up to the job so it's a delicate balance.

What about hidden costs?

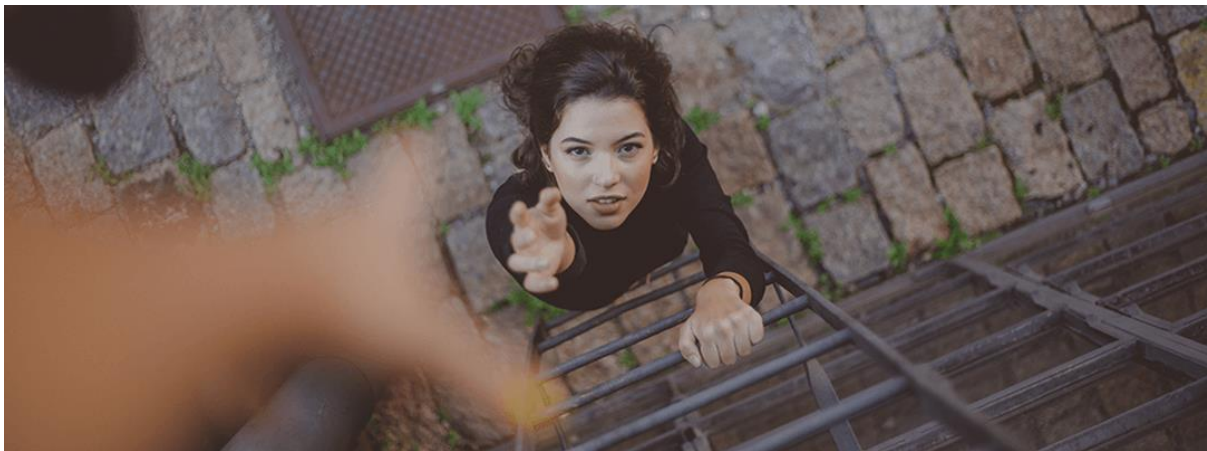
Ok, you got us, there is a hidden cost but we're still honest about it. Our rates don't include travel and expenses so if you need us to be on-site for a project, we'll add that to the rate.



Arcible Assist

We all need a helping hand sometimes and that's what Arcible Assist is meant for. Ad-hoc support, when you need it, without worrying about all the paperwork.

Getting started with Arcible Assist is simple and affordable. Visit <https://arcible.com/services/arcible-assist> to learn more.



"... Arcible Assist is our way of giving you a little piece of mind ..."

Can anyone sign up?

Not exactly. We want to do good not cause more damage. We reserve the ability to use Arcible Assist to existing Consulting customers but don't worry, you only need to engage with us on a short discovery and review project and then we can help you.

How is it different to Consulting?

Arcible Assist is different because this isn't about project delivery and implementation. This is about getting you out of a hole or fixing a problem. This isn't about planning and documentation it's about getting things back to normal and working.

What happens to days I don't use up?

Nothing is unlimited despite what the TV advert says but we've tried to make Arcible Assist fair and reasonable. Full details of our roll-over terms for unused days is online.

Arcible Vision

There are many service providers that support Microsoft Azure, but is yours doing it the Microsoft recommended, most secure way? We do and that's why we offer Arcible Vision.

With Arcible Vision, there's no service charge and you retain full control. Find out more at <https://arcible.com/services/arcible-vision>.



“... Data sovereignty, ownership, and full control always remains with you ...”

What does Arcible Vision cost?

We don't charge anything for the privilege. There is no cost to Arcible Vision itself because it doesn't cost us anything to set-up or use. Where we charge for the service is when you want us to do work and that's all based on our standard Consulting and Arcible Assist pricing.

What is Azure Lighthouse?

Azure Lighthouse is a Microsoft service designed for service providers to provide secure access to customer environments. We never ask you to create accounts in your environment for us or share credentials.

All our access is protected by Azure Active Directory Conditional Access and Multi-factor Authentication and we only ever access environments from within the UK.