



# VAST

A comprehensive business technology strategy that transforms tech spend into tech investment, with proven results.

- VAST explained
- What VAST does
- Live VAST case study

All your questions answered inside ...



# Ensuring tech investment for maximum impact

**Tech investment is essential but often pushed aside in favour of commercial spend that promises fast ROI.**

VAST from ITHQ enables tech leaders to plan years ahead, aligning tech investment with key outcomes that also drives business-wide resilience, and directly supports growth.

Recognising that your four critical domains are interconnected allows us to include strategies that cover the entire tech landscape across cyber, infrastructure, IT operations and data & AI. Knee-jerk spend is eliminated, and executive buy-in agreed well in advance of investment with detailed reports provided to support compliance, reduce insurance payments and demonstrate improvements achieved.

**TL;DR: VAST is an ongoing process of assessment, measurement and reporting ROI. It is not a one-off health check or consultation. VAST delivers ...**

**Improved Operational Efficiency:** Streamlined processes and reduced downtime.

**Enhanced Security Posture:** Proactive threat detection and mitigation.

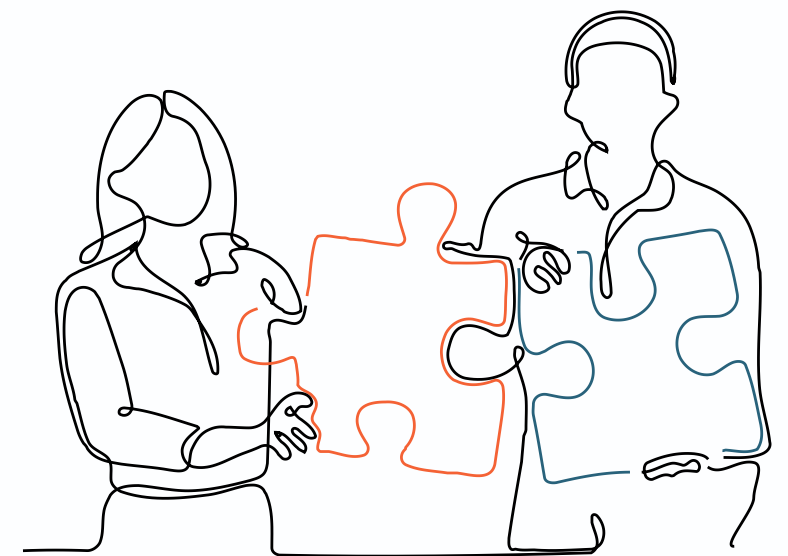
**Reduced Costs:** Optimised resource allocation and infrastructure management.

**Increased Agility:** Rapidly adapt to changing market demands.

**Better Decision-Making:** Data-driven insights for informed strategic choices.



**Go straight to a VAST discovery call: book your slot here**



# Transforming Technology Foundations

## ITHQ's VAST strategic framework



### Visibility

- We monitor everything and report back
- You get real-time insights into system health and performance



### Availability

- Availability levels and your disaster recovery solutions assessed
- Downtime minimised, business continuity assured



### Stability

- Ensuring a robust infrastructure with proactive maintenance
- Disruptions minimised, operations optimised for reliability



### Transmutability

- Adaptable architecture that can evolve with business needs
- Innovation and agility enabled

# The 4 domains of VAST

Within VAST, we can also assess in detail the 4 main areas of business technology



**SAFE**

**Cyber Resilience**

**S**trategy

**A**ssessments

**F**rameworks

**E**xecution



**RISE**

**Infrastructure**

**R**esilience

**I**ntegration

**S**calability

**E**fficiency



**PACE**

**IT Operations**

**P**erformance

**A**utomation

**C**ontinuity

**E**xperience



**FLOW**

**Data & AI**

**F**oundation

**L**iteracy

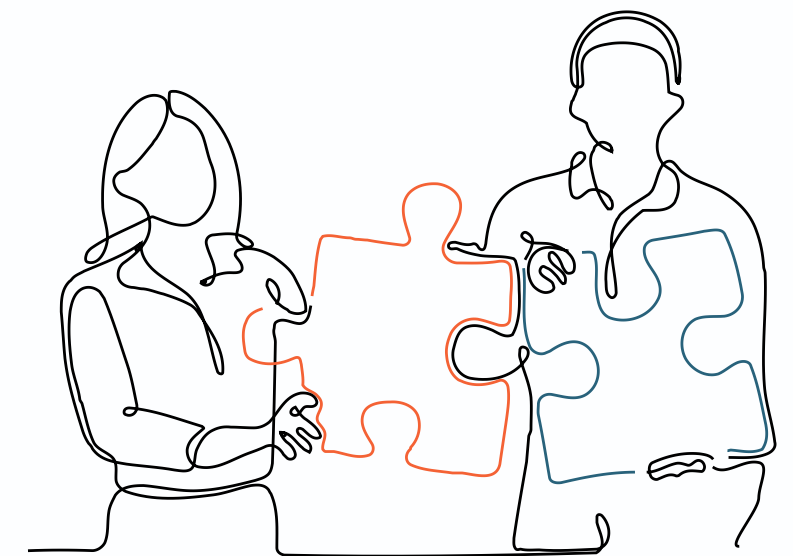
**O**perationalisation

**W**isdom

# Questions worth asking about your tech estate ...

## and that VAST is designed to help you answer

- How clear is our view of critical dependencies across the business?
- Where would a serious outage affect operations first?
- Are we over-invested in some areas and under-protected in others?
- How confident are we in resilience during peak demand periods?
- Are our technology decisions driven by urgency or by a roadmap?
- What would improve if we had a clearer, phased view of priorities?



# What VAST helps business leaders achieve

## For technology leaders

- ✓ **Gain** clearer visibility across the estate
- ✓ **Reduce** firefighting and weak prioritisation
- ✓ **Improve** resilience and service continuity
- ✓ **Identify** duplication and underused capability
- ✓ **Create** a more practical roadmap for change

## For business and board leaders

- ✓ **Reduce** operational and reputational risk
- ✓ **Improve** confidence in technology investment decisions
- ✓ **Support** stronger resilience and compliance planning
- ✓ **Align** technology priorities to business outcomes
- ✓ **Move** from reactive fixes to strategic planning

# VAST-based roadmap process example



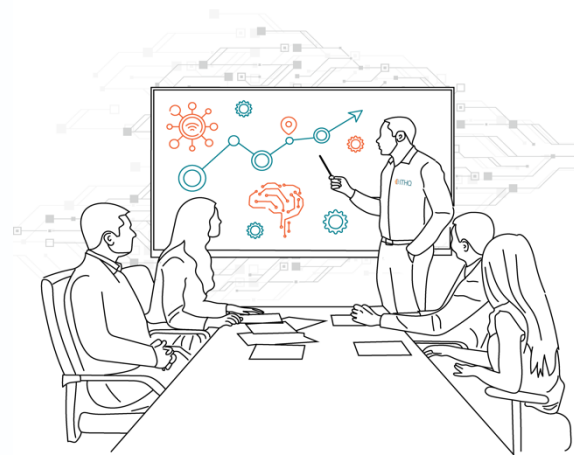
## Phase 1: Visibility & Rationalisation

- Scope entire tech estate, identify overlap and shadow IT
- Ensure clarity across systems and dependencies
- Rationalise tools and platforms



## Phase 2: Availability & Stability

- Improve resilience across critical services
- Strengthen operational controls and continuity
- Address security, access, and core infrastructure risks



## Phase 3: Transmutability

- Support safer change and modernisation
- Improve interoperability and readiness for future needs
- Enable better long-term investment planning

THE  
HIPPODROME  
CASINO  
LONDON

The Hippodrome is open 24 / 7, 364 days a year. This highly regulated environment depends on resilient, cost-effective solutions across cyber, infrastructure, operations, and continuity.

With gaming areas, bars, restaurants and a theatre spread over six floors, technology is critical, layered and complex.

ITHQ's strategic, resilience-led approach using VAST, has helped create stronger visibility, availability, stability, and long-term adaptability across the estate.

Better operational efficiency, business intelligence, resilience, and proven ROI, are the results.

## Case study: VAST in action

- **20+ mission-critical resilience solutions** delivered and managed in priority order aligned with business requirements for predictable ROI
- **24 / 7 / 365** support for a complex, always-on venue
- **100%** of systems monitored
- **84% reduction** in alerts, while monitored endpoints **doubled**
- **Disaster recovery failover in less than 1 second**
- Support for **1,600 concurrent Wi-Fi connections every weekend**
- **Better management of operational and customer data** supports intelligent decisions across the business

**“It would not be possible without ITHQ.”**

Philip Mitchell, IT Director, The Hippodrome Casino, London

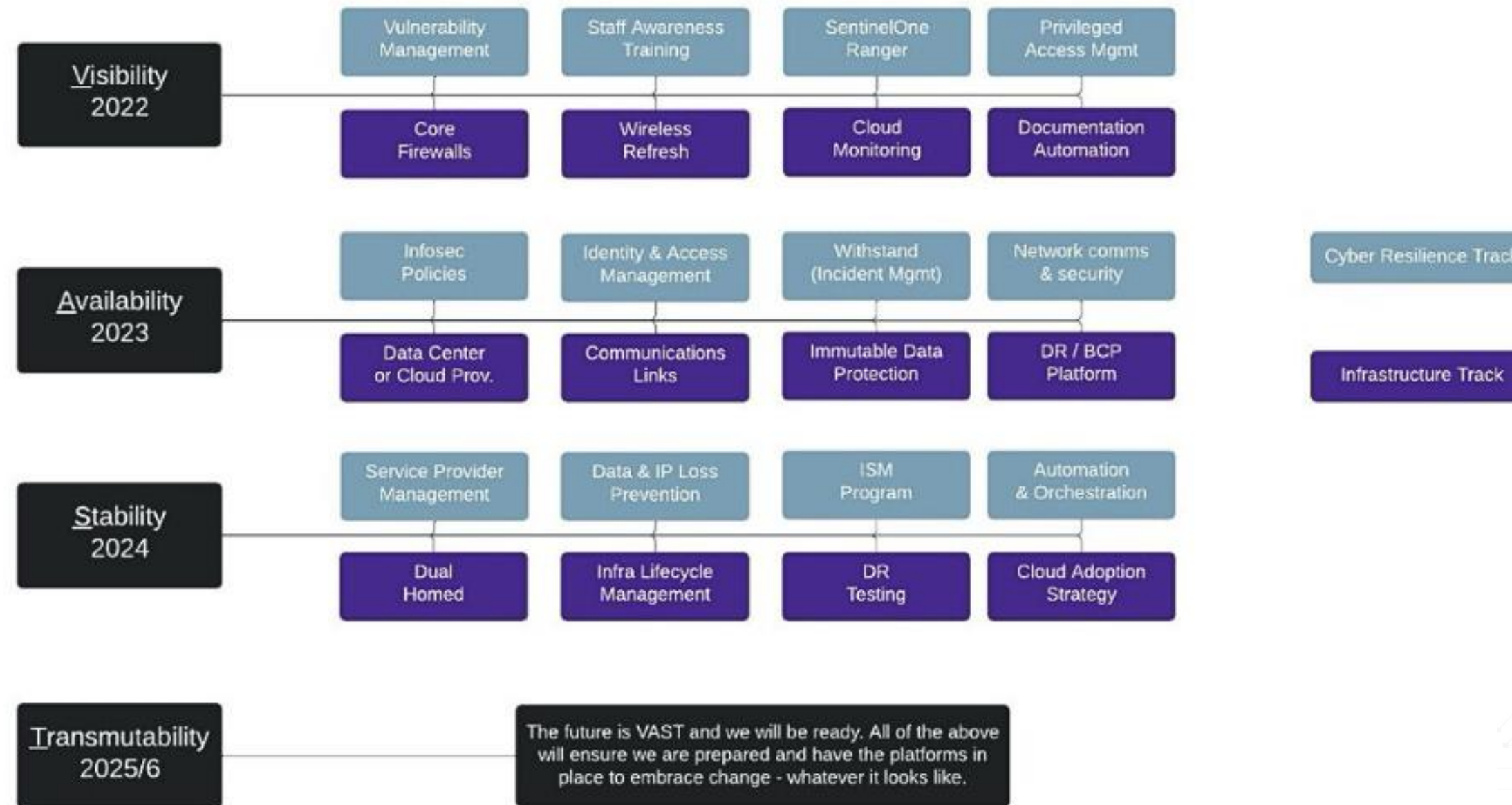
# Live case study: The Hippodrome

Visibility & Rationalisation

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Philip Mitchell, IT Director, The Hippodrome Casino, London



## The VAST IT Strategy 2022-2026



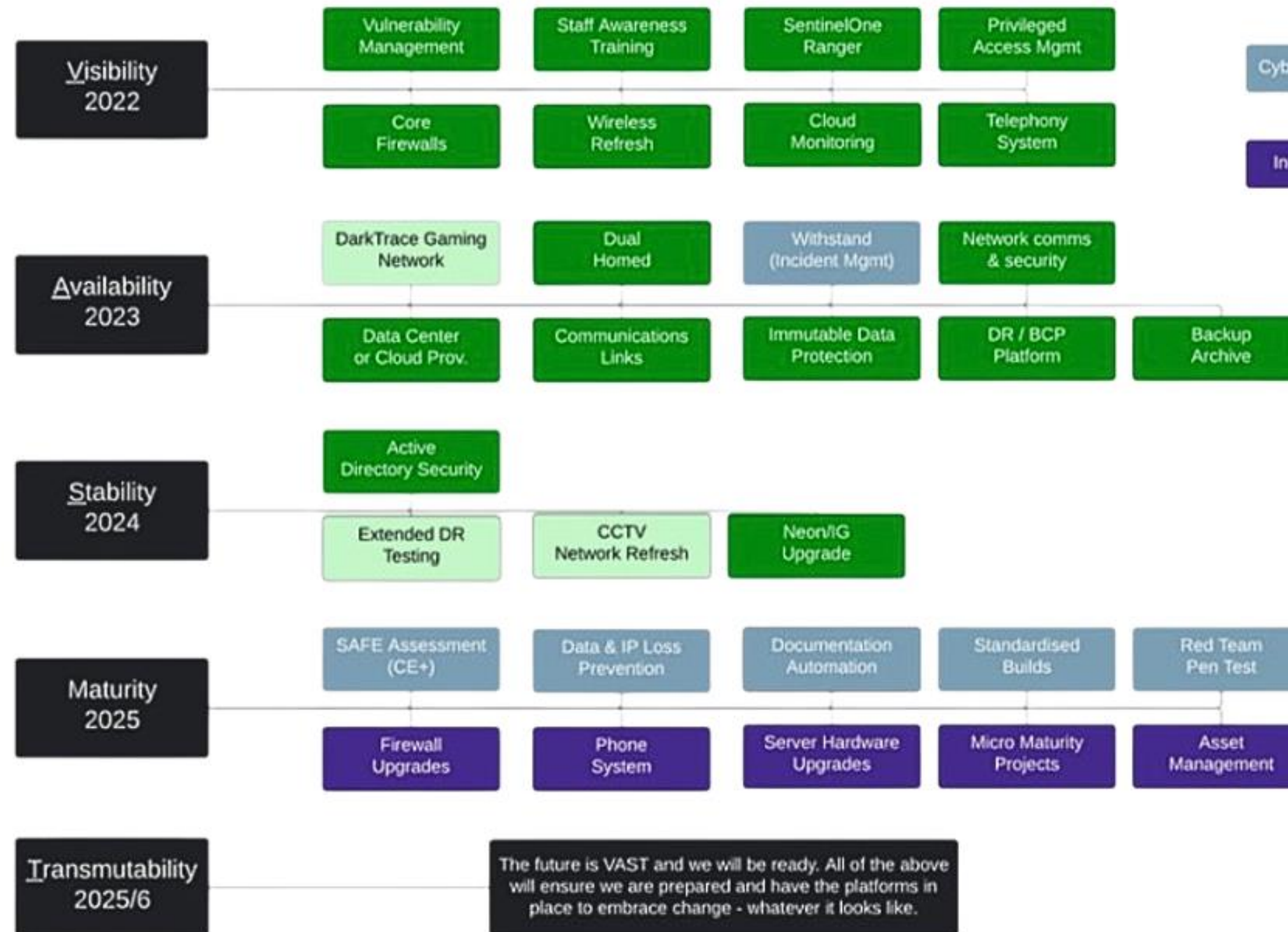
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Availability & Stability

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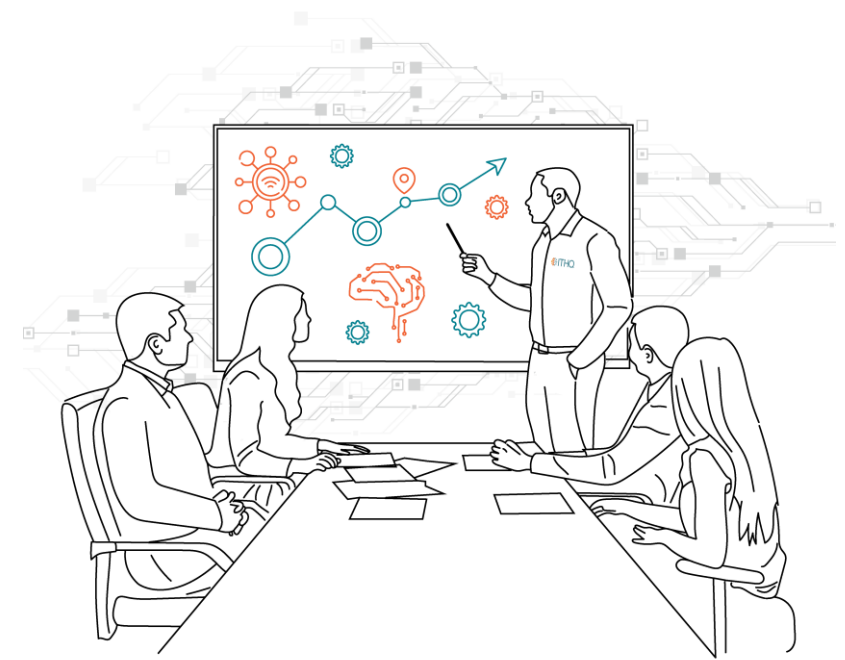
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# Live case study: The Hippodrome

Transmutability

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# Why ITHQ?

## **We're more than an IT business. We solve wicked tech problems.**

Our clients operate across multiple private and public sector industries. Many of those are highly regulated: gaming, financial services, legal, critical infrastructure, healthcare and education, to name a few. It is not rare for businesses to call on us when others have tried and failed to solve a particularly challenging problem.

So far, we've been the one to succeed.

## **Strategy first for clear priorities, stronger roadmaps and better decisions**

While we always lead with strategy, our solution portfolio spans cyber, infrastructure, data & AI, IT operations and advisory.

We also offer 'Skills-as-a-Service', delivering specific expertise to supplement in-house skills.

## **We stand by what we deliver**

You get a satisfaction guarantee, but our aim is so much more than great technology delivery. It is to help clients improve visibility and reduce risk, see better performance, compliance, growth and change. We work to achieve the outcomes you need, from planning through implementation to management, until real results materialise.

## **Credentials**

We hold Cyber Essentials Plus, ISO 27001 and 9001, and have won awards for our solutions since our earliest days.

We are also proud to be a fast-growth business (FT1000 three years' running). This is thanks to doing a great job for our clients, as reflected in our consistent NPS of 85+.



# How We Work

## Communication

- Service desk for easy requests/incident tickets
- Two-week sprint planning; shared workspace for full transparency

## Collaboration

- Joint sprint ceremonies (yours, ours, and partner teams can all take part as needed)
- Regular check-ins; clear escalation paths

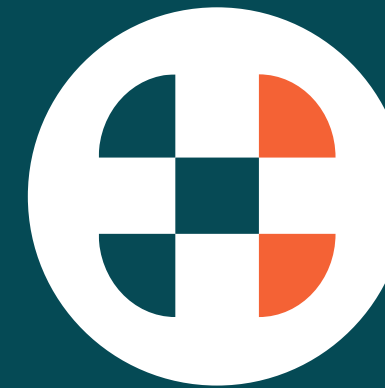
## Partner Engagement

- Existing partners involved wherever valuable; integrated or on separate workstreams as suits

## Team Structure

- Dedicated IT lead, sector-experienced engineers, business analysts, and access to our subject specialists
- Single point-of-contact for your team; joined-up delivery

### Communication



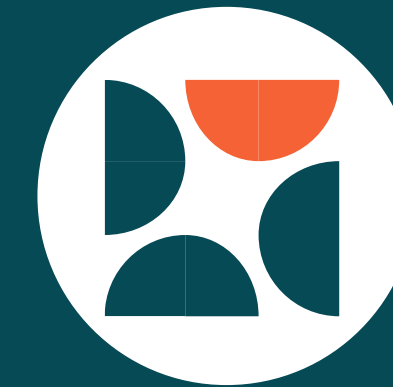
### Collaboration



### Partner Engagement



### Team Structure



# The VAST Process

The VAST process far exceeds the ROI of a typical consultancy assessment or static health check

## Step 1

### Discovery & Diagnostic

- Rapid landscape assessment using VAST
- Interviews & evidence capture
- Review of existing systems, platforms, processes

## Step 2

### Rationalisation & Visibility

- Identify overlap and shadow IT
- Consolidate and recommend best-practice for your business, compliance and other needs

## Step 3

### Prioritised Roadmap

- Map fixes & enhancements to mission-critical needs first\*
- Tackles overlapping tools and legacy risks before layering more capability

## Step 4

### Delivery & Implementation

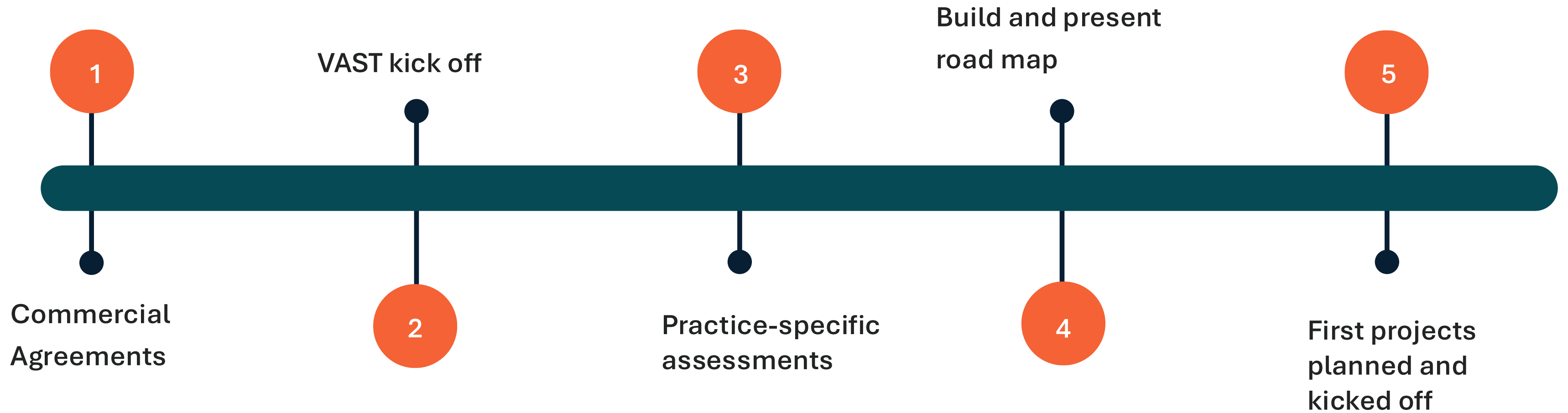
- Clear phasing, milestones, owner(s) identified - in your business, ITHQ, or both

## Step 5

### Continuous Review & Improvement

- Realistic, transparent timelines phased around your objectives and business plan

# Next steps ...





# Next steps ...

## VAST discovery call



Ready to explore how VAST can launch a more strategic tech future?

We'd love to talk to you.

Select your ideal time below, and invite up to 10 team members to join the call with an ITHQ strategist.



[Book your call here](#)

## Discover ITHQ



Learn about how we strategically solve wicked tech problems, using precision selected solutions, expertly deployed.

Rapid7, Fortinet, Extreme Networks, Netskope, SentinelOne and Rubrik are just some of the tech partners we work with ...



[Visit ithq.pro](https://ithq.pro)



# Solving wicked tech problems

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