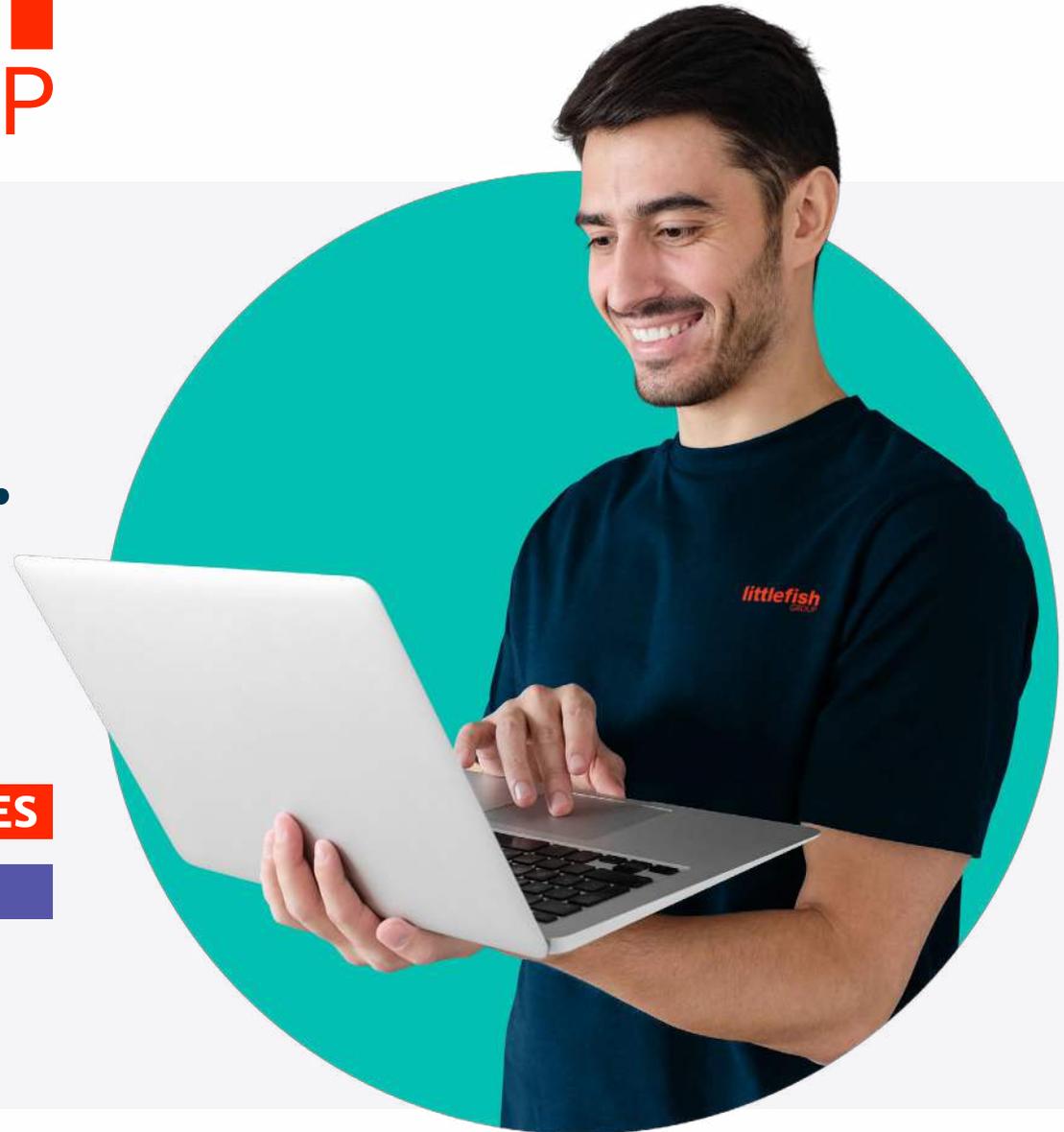# littlefish GROUP

ELEVATE YOUR DIGITAL EXPERIENCE.
SUPERCHARGE YOUR TRANSFORMATION.

DIGITAL SOLUTIONS   MANAGED SERVICES

CYBER SERVICES   DATA & AI

HELLO, AND WELCOME TO LITTLEFISH GROUP

An introduction from our Chief Executive Officer, Ursula Morgenstern

Our story is one of people, partnership, and progress. Though we've come far over the years, our purpose remains clear: to make technology effortless and empowering, while also safe, secure, and truly human for every organisation and every individual we serve.

We're known for our belief that people matter – a principle that underpins our passion for positively transforming the digital employee experience. This people-first commitment is what enables us to help teams work more effectively, collaborate easily, and unlock their full potential through technology innovation.

Today, more than one million people trust Littlefish Group to keep their work running smoothly and to support the agility modern workplaces demand. This trust means everything to us. Having evolved from our managed services heritage, Littlefish Group now operates as a leading end-to-end technology and Microsoft solutions provider. Throughout this journey, we've held on to what sets us apart: our people-centric mindset and a shared commitment to ensuring technology helps everyone work with greater ease and impact.

We bring together IT, cyber security, digital transformation, and Microsoft business services into a connected, human-centred ecosystem. By combining deep, global expertise with specialist sector insight, we help organisations simplify complexity, strengthen their digital foundations, and open new opportunities for productivity and growth.

As you'll know, technology is evolving at an unprecedented pace. AI has moved from a future concept to a present reality, already reshaping how we work, collaborate, and make decisions. For business leaders, this shift brings immense opportunity – as well as the responsibility to harness not only AI, but data, security, and human capability in ways that drive meaningful progress. At Littlefish Group, we believe new technology should amplify human potential, never replace it. That's why we're strengthening our workforce with responsible AI, ensuring our solutions stay cutting-edge while firmly rooted in human value.

By embedding intelligent automation, actionable insights, and secure, data-driven practices into your digital journey, we help your organisation operate with greater efficiency, speed, and confidence too.

Thank you for considering Littlefish Group as your partner. Together, let's shape a future where technology is a source of confidence, agility, and enduring value for your organisation.

Warm Regards,
Ursula Morgernstern
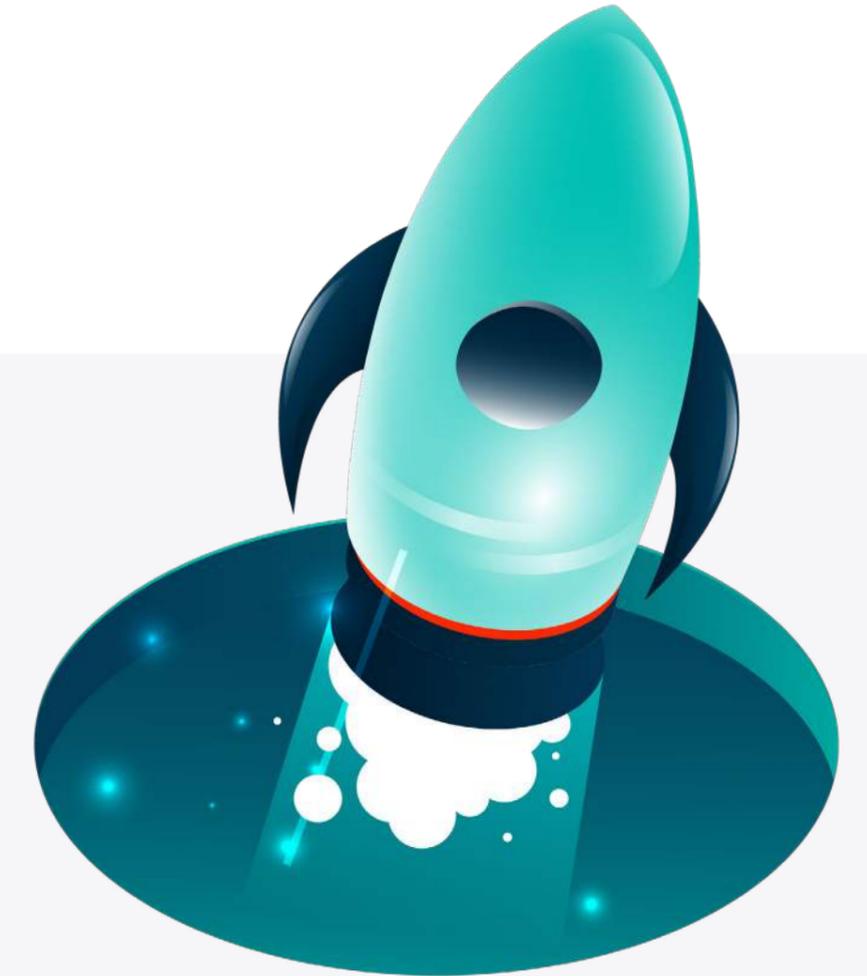
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ALIGNED TO YOUR USERS, RISKS, AND COMMERCIAL REALITY

Personalised experience at scale. Delivered safely, sustainably, and at pace.

COMMERCIAL FLEXIBILITY – Innovation without contract friction

COST EFFICIENCY AT SCALE – Standardised delivery with individualised experience

VALUE REALISED – Change delivered at a pace your people can absorb

SECURITY THROUGH ENGAGEMENT – Reduced risk starts with your users

SERVICE DELIVERY THAT ENABLES GROWTH – Get the basics right to unlock innovation

Littlefish Group make technology work harder for your business; shifting issues left before they impact productivity, freeing internal teams to focus on strategy, and enabling new investments to be adopted safely at pace.

REDUCED RISK. PROTECTED REVENUE. COMPETITIVE ADVANTAGE.

THE FUTURE OF WORK IS TRANSFORMATIONAL

… and Littlefish Group is building it today.

The world of work is evolving fast. The rise of AI, automation, and experience-led service design is reshaping how organisations operate, collaborate, and innovate.

For modern businesses, the question is no longer whether work is changing, but how to ensure technology becomes a seamless, empowering part of that evolution.

POWERING TOMORROW'S DIGITAL WORKPLACE

AI EVERYWHERE
Intelligent automation powering faster, smarter, proactive operations.

ALWAYS ON
Predictive, self-healing systems that solve issues before they disrupt.

HUMAN–MACHINE COLLABORATION
People freed from repetitive work to focus on creativity, engineering, and innovation.

DATA IN MOTION
Real-time processing and analysis enabling proactive insight and smarter decisions.

EXPERIENCE-LED
Support models that blend virtual agents, self-service, and human expertise.

NEW SKILLS, NEW ROLES:
The workforce shifting towards creativity, insight, and innovation.

FUTURE-READY SOLUTIONS FOR A FUTURE-READY WORKFORCE

We don't just imagine the future of work, we engineer it. By uniting intelligent automation, real-time insight, human-centred design, and deep technical expertise, Littlefish Group create digital environments that are adaptive, resilient, and continuously improving.

This is where reactive support becomes predictive performance. Where technology becomes anticipatory, not just responsive. Where people are empowered to achieve more, every day.
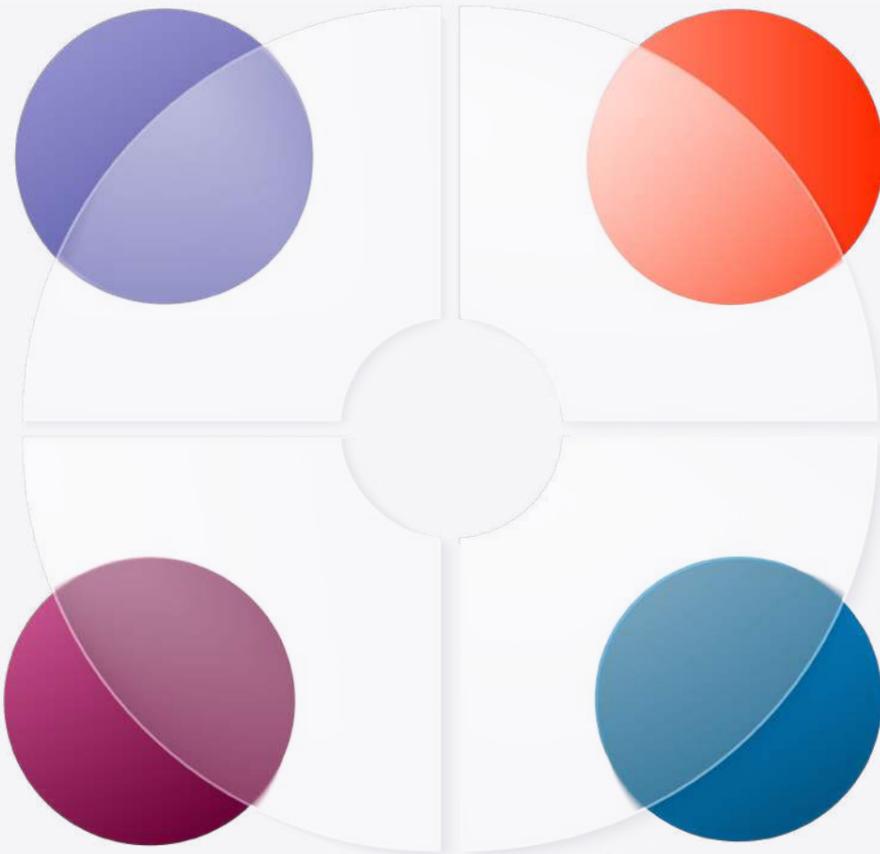
OUR FOUR CORE SERVICE PILLARS

littlefish DATA & AI GROUP

We help prepare your people, platforms, and processes to unlock the full value of your data so you can confidently embrace AI and drive meaningful business outcomes.

littlefish MANAGED SERVICES GROUP

Award-winning IT support designed to deliver exceptional experiences for every user. With industry-leading satisfaction scores, including NPS, CSAT, and FCR, we ensure your teams are empowered.

littlefish DIGITAL SOLUTIONS GROUP

Tailored strategies that transform both employee and customer experiences. Through expert consulting and a people-first approach, we help your organisation adapt, innovate, and thrive inside your digital world.

littlefish CYBER SERVICES GROUP

Our UK-based Security Operations Centre provides intelligent, proactive protection, delivering living defences that move as fast as your adversaries and allow you to focus on growth, not threats.

THE LITTLEFISH GROUP DIFFERENCE

175,000
INCIDENTS MANAGED
Blending industry know-how with agile thinking we deliver results that stick. In 2025, our SOC successfully managed 175,000 security incidents, neutralising over 1,500 confirmed true positives.

81
NET PROMOTOR SCORE (NPS)
A 81 NPS score reflects an exceptional level of customer loyalty and satisfaction, showing that our users consistently value the service, experience, and support we deliver.

95%
CUSTOMER SATISFACTION SCORE (CSAT)
A 95% CSAT score highlights consistently excellent user experiences, showing that customers feel supported, valued, and confident in the quality of service they receive.

1.5M
USERS RELY ON US EVERY DAY
We help organisations unlock growth by creating spaces where performance lifts, teams flourish, and your people feel the difference every day.

90%
FIRST-CONTACT RESOLUTION
Our expert 'pods' – dedicated teams of engineers focused on your organisation – deliver tailored support and a FCR rate of up to 90%, boosting satisfaction and building lasting relationships.

SERVICES DESIGNED TO SCALE WITH YOU
Scaling and adapting to change can be tough. That's why we offer flexible, modular managed services and co-sourcing options that grow with you.

DIGITAL SOLUTIONS

Our digital solutions empower organisations to innovate faster, simplify operations, and craft standout user experiences that truly resonate. By delivering future-ready platforms and strategic guidance and consulting, we're your partner in meaningful transformation.

Leeds University Union

"We are now a couple of months into our independent operation, and we've already begun to see a big difference; the speed of our support tickets has improved. We're able to leverage and use a lot more of the Microsoft ecosystem."
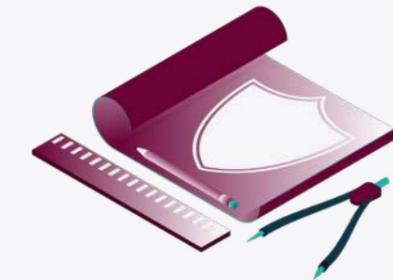
Jasper Hegarty-Ditton
Delivery Director, Data and Digital Transformation

DIGITAL ADVISORY & CONSULTING

Our consultancy services cut through complexity to help you make confident decisions and achieve real outcomes. Think greater agility, lower risk, and faster innovation.

From cloud strategy and cyber resilience to data and AI adoption, our experts bring clarity, warmth, and deep technical know-how to the table. We work closely with you to deliver strategic, technical guidance around your goals, pain points, and culture, turning ambition into action.

CLOUD MIGRATION AND OPTIMISATION

We go beyond lift-and-shift migrations, embedding innovative, AI-driven operations, DevOps best practices, and our own managed cloud solutions into every modernisation project to help you move faster, smarter, and more securely while maximising value.

From managing legacy systems and complex dependencies to minimising disruption during migration and implementing secure, scalable platforms, we work collaboratively to make your cloud journey faster, smarter, and always user-friendly.

D365 BUSINESS SOLUTIONS

Microsoft Dynamics 365 brings everything together: your tools, your data, and our ongoing support. By unifying CRM and ERP into one intelligent platform, D365 gives you a connected, view of your organisation, designed to boost productivity, enable confident decisions, and scale with ease.

Backed by deep Microsoft expertise and a tailored, people-first approach, we'll help your teams work smarter, make faster decisions, and deliver results that matter.

SECURE BY DESIGN

Opportunity and risk go hand in hand. Our 'secure by design' strategic approach builds resilience from the ground-up, so you can adopt new technologies, move forward, with confidence, and work flexibly – all without compromising innovation and agility.

We combine deep cloud, cyber, data, and AI expertise with genuine care, building digital environments that are resilient, adaptable, and aligned to your goals. With Littlefish Group by your side, security isn't an afterthought, it's your launchpad.

MANAGED SERVICES

Littlefish Group's managed IT services keep your business running smoothly, securely, and without stress. With 24/7 support, proactive monitoring, and expert guidance, we're always there when you need us, so your technology never holds you back. From everyday IT management to strategic, long-term advice, our team works as an extension of yours, combining technical excellence with a personal touch.

"This is why we partnered with Littlefish, a managed IT and cyber services provider that is nimble and understands that our diverse structure means diverse solutions. We look forward to building this partnership over the coming months and years."

Richard Murphy
Chief Information Officer

SERVICE DESK OF THE FUTURE

We believe the future of IT support is about empowering people to do their best work. That's why our IT Service Desk is designed to help your teams stay productive, secure, and supported, no matter where or how they work.

By combining award-winning user experience, cutting-edge AI-powered tools, and robust security standards, we ensure your workforce receives seamless, rapid, and resilient support, enabling them to focus on driving your business forward.

MANAGED MODERN WORKPLACE

Your modern workplace underpins how your organisation collaborates, innovates, and responds to new challenges. As businesses shift to more hybrid, flexible, and tech-driven models, having a robust modern workplace strategy in place is essential.

Littlefish Group's Managed Modern Workplace service helps you unlock real business value, boosting productivity, controlling costs, and enabling efficient, truly people-centric processes. Whether your teams work remotely, in the office, or somewhere in between, we deliver a secure, seamless experience across your entire digital estate.

INFRASTRUCTURE MANAGEMENT

We understand that IT infrastructure challenges can hold businesses back – from rising costs and poor performance to limited scalability and operational risk. When systems are rigid, unreliable, or difficult to manage, everything from day-to-day productivity to long-term growth is affected.

Our infrastructure management solution is designed to actively support your business goals, keeping things strong, secure, and scalable. Whether your environment is on-premise, in the cloud, or somewhere in between, we optimise for performance, security, and scalability.
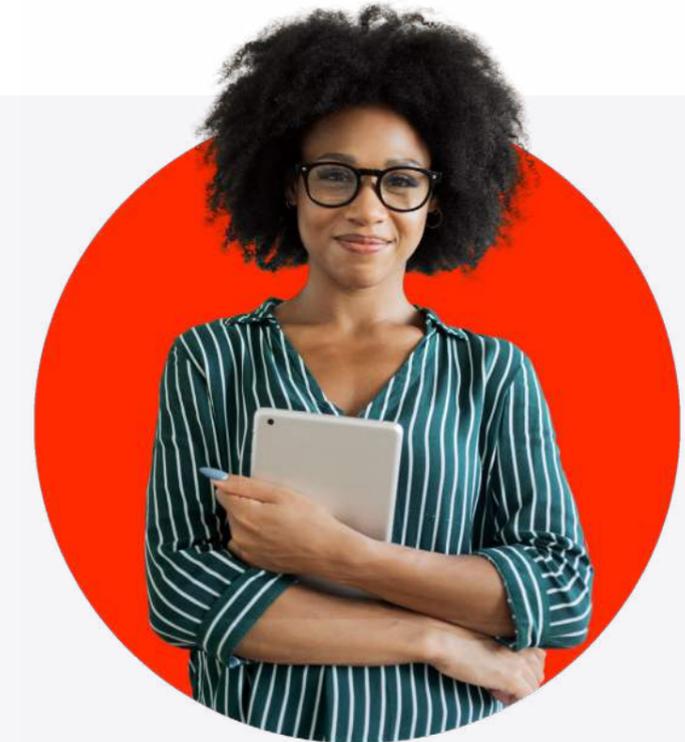
SERVICE INTEGRATION & MANAGEMENT (SIAM)

When IT suppliers aren't aligned, the impact can be felt everywhere, from service outages and slow fulfilment to wasted time, rising costs, and frustrated teams. In short, a fragmented supplier ecosystem creates inefficiencies and holds your business back.

Our SIAM service is designed to solve these issues. We bring your suppliers together under one strategic direction, ensuring seamless collaboration, clear accountability, and consistent service delivery.

SERVICE MANAGEMENT OFFICE (SMO)

Many organisations struggle to coordinate IT services across complex ecosystems, leading to inefficiencies, missed SLAs, and limited visibility.

Our SMO is designed to help you overcome these barriers. We manage day-to-day service processes, coordinate integrations across your environment, and help you mature your service management capabilities, all while you retain ownership of key decisions. With Littlefish Group, you gain a flexible, collaborative SMO that adapts to your goals.

DATA & AI

Change can feel daunting, but you don't have to face it alone. With Littlefish Group by your side, we'll help your people, platforms, and processes embrace the potential of data and AI with confidence. We keep things simple, practical, and yes! Human, so technology empowers your teams instead of overloading them. Together, we'll turn uncertainty into opportunity.

"

IRFU

"Power Platform has streamlined match-day processes, saving us between two/three days of manual data entry and analysis per match, while demonstrating the commitment of IRFU to not only our players but our fans and ancillary staff."
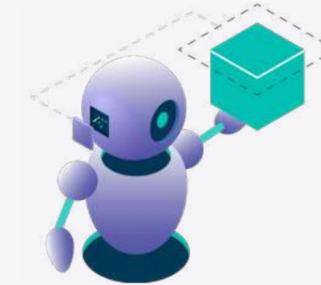
Scott Walker
Direcor of Technology & Strategy

AI & GENERATIVE AI

AI isn't just about technology, it's about solving real-world challenges and making life easier for your people. At Littlefish Group, we make AI simple, helping you innovate faster and work smarter while keeping people at the heart of things.

Whether you want to boost productivity, uncover new ideas, or turn data into decisions, we'll help you move forward with confidence while keeping your teams empowered every step of the way.

DATA FOUNDATIONS

Your data is the backbone of every decision, insight, and innovation, but without solid foundations, even the most ambitious AI or analytics initiatives can stall.

At Littlefish Group, we help you build a governed, scalable data ecosystem that supports your goals today and grows with you tomorrow. Our practical, people-first approach ensures your data is secure, purposeful, and ready to deliver real impact.

DATA GOVERNANCE

Data should be an enabler, not a blocker. Yet too often, businesses face fragmented systems, poor data quality, and mounting compliance pressures, making it hard to trust the information they depend on.

Our data governance service transforms messy, unreliable data into a trusted asset: accurate, compliant, and ready to power smarter decisions. We give your teams clarity and confidence, so your data becomes a catalyst for growth, not a constraint.

INTELLIGENT AUTOMATION

We design automation that fits the way you work – using AI and data-driven insights to clear bottlenecks, reduce errors, and free your teams to focus on innovation and other business critical activities.

Bringing clarity and confidence to every step, we work alongside your team to simplify complexity and unlock real results, whether that means faster processes, happier teams, or simply more time for innovation. You set the goals; we make them happen.

CYBER SERVICES

With Littlefish Group's Cyber Services, protection becomes progress. We build resilience, not fear, through clear, practical guidance that strengthens confidence. Every engagement is led by seasoned practitioners who've faced real-world incidents, bringing calm, decisive expertise to the table. We co-create tailored security strategies that strengthen trust, support growth, and ensure continuity.

Sterling

"There was a clear intent from Littlefish, right from the start, that they take security and data protection seriously."

Paul Southam
Chief Information Officer

MANAGED PROTECTION AND RESPONSE

In a world where threats evolve daily and resilience is non-negotiable, we combine cutting-edge technology, deep expertise, and a genuinely personal approach to keep your organisation secure, confident, and one step ahead of the curve.

Our managed protection platform isn't built to just react, but to anticipate. By tracking behaviours, not just artefacts, we spot attacks before they happen and respond fast, so downtime doesn't derail your plans. With detection tuned to live attacker tactics, you gain visibility others miss, reducing risk without slowing innovation.

SECURE HYBRID WORK AND CLOUD

Today's threats don't break in, they log in. Attackers are exploiting identities, APIs, and SaaS supply chains to access your business from the inside out. And for organisations managing hybrid environments, the complexity only grows.

We combine robust cloud protection with a human-first approach, building resilience into your business and empowering teams to collaborate without limits. Our cloud security approach focuses on identity, context, and intent — keeping your business safe and your teams free to focus on the job at hand.

RESILIENT OPERATIONS

Most business runs on connections. They're tightly woven digital ecosystem of partners, platforms, and data, so, when one thread snaps, the ripple effect can be felt across your entire operation. That's why resilience isn't just about bouncing back, it's about staying ahead and being prepared.

At Littlefish Group, we design security and continuity around *your* digital world. With proactive protection, dependable backup, and privacy-first data safeguards, we'll keep your operations moving, so you can lead with confidence, no matter what.

AI AND EMERGING THREATS

As AI reshapes how we work and think, staying secure means staying ahead. We help you navigate this fast-changing threat landscape with confidence, using AI not just to defend against emerging risks, but to strengthen your cloud-native operations.

For organisations struggling to keep pace, we offer practical ways to test and secure AI systems, from checking model integrity to simulating adversarial inputs. That means a stronger, more adaptive security posture that helps you use AI safely, ethically, and effectively.

TRUSTED COMPLIANCE & ASSURANCE

We're here to help you navigate the complex maze of cyber threats and compliance by simplifying the world of cyber assurance.

From security architecture reviews and comprehensive cyber security assessments to CAF alignment and insurance checklists, our experts help you understand your risk, meet compliance requirements, and strengthen resilience. With practical advice and hands-on support, we make sure your organisation stays protected, confident, and audit-ready.

TECHNOLOGY THAT PUTS PEOPLE FIRST

As a Solutions Partner for Microsoft Cloud, Littlefish Group blends deep technical expertise with a people-centred approach shaped around the challenges organisations face today. Each designation reflects the practical ways we translate Microsoft technology into meaningful improvements for you.

WE'RE PROUD TO HOLD ALL SIX MICROSOFT SOLUTIONS PARTNER DESIGNATIONS AND NINE SPECIALISATIONS.

Microsoft Solutions Partner — Modern Work — Specialist Adoption and Change Management

Microsoft Solutions Partner — Data & AI Azure — Specialist AI Platform on Microsoft Azure

Microsoft Solutions Partner — Business Applications — Specialist Low Code Application Development

Microsoft Solutions Partner — Security — Specialist Cloud Security

Microsoft Solutions Partner — Modern Work — Specialist Modernize Endpoints

Microsoft Solutions Partner — Security — Specialist Threat Protection

- Adoption and Change Management
- Modernise Endpoints
- Low-Code Application Development
- AI Platform on Microsoft Azure
- Cloud Security
- Intelligent Automation
- Threat Protection
- Copilot
- Small and Midsize Business Management

Each Specialisation is independently verified, ensuring that when you partner with us, you're working with a team that meets Microsoft's highest standards for technical capability, customer success, and solution delivery.

MICROSOFT BUSINESS SOLUTIONS

MICROSOFT 365
Unlock collaboration, security, and productivity that flexes with your needs/scales with your ambitions.

POWER PLATFORM
Empower innovation with low-code apps, automation, and data insights.

MICROSOFT FOUNDRY
Build, deploy, and govern AI agents/applications at enterprise scale.

MICROSOFT 365 COPILOT
Harness AI to supercharge productivity and creativity.

MICROSOFT TEAMS
Enable seamless communication and teamwork across any location.

MICROSOFT SHAREPOINT
Turn complexity into clarity, spark effortless collaboration, and connect your organisation.

DYNAMICS 365
Unify CRM and ERP for a connected, intelligent business platform.

MICROSOFT SECURITY SOLUTIONS

MICROSOFT DEFENDER
Advanced threat protection for endpoints, identities, and cloud apps.

MICROSOFT SENTINEL
Cloud-native SIEM for proactive threat detection and response.

MS SECURITY COPILOT
AI-powered insights to accelerate investigation and remediation.

MICROSOFT PURVIEW
Comprehensive data governance and compliance across your digital estate.

PARTNERING FOR PROGRESS AND INNOVATION

At Littlefish Group, we help organisations overcome the everyday challenges of modern work with solutions that put people first. Our end-to-end technology services are designed to empower your teams, enabling secure, agile, and efficient ways of working that drive long-term success.

We deliver personalised support and flexible solutions that scale with your needs. With a shift-left approach, world-class, independent NPS scores, and a commitment to continuous improvement, we build partnerships that last – because your success is our success.

When you work with Littlefish Group, you gain a trusted partner. We bring the highest level of skill and care to every engagement, helping you unlock potential and embrace the future of technology with confidence.

READY TO TRANSFORM THE WAY YOU WORK?

LET'S START THE CONVERSATION TODAY.

littlefish GROUP

ELEVATE YOUR DIGITAL EXPERIENCE.
SUPERCHARGE YOUR TRANSFORMATION.

littlefish.co.uk