



**Integrated Computer Services | Managed IT Services**



“Reduced downtime through **Proactive**  
Managed **IT** Services”



**integrated**  
computer services

## SOLUTIONS TO SUIT BUSINESSES OF ALL SHAPES AND SIZES

ICS's managed IT services prides itself on building excellent relationships to deliver unique levels of service. Clear communication internally and externally is key. At ICS our aim is to advise our clients in their best interest, ensuring trust and a cost efficiency are paramount.



### ❑ ICS's Support Solution

Investing in IT infrastructure is vital for the success of your business. At Integrated Computer Services we offer IT Support solutions designed to keep your business moving in the right direction by proactively optimising the performance of your systems.

Integrated Computer Services's number one priority is to help your IT services perform efficiently and effectively with minimal disruption.

The most effective element of this support is giving you the peace of mind that comes from minimising any downtime. This is delivered through proactive support by Integrated Computer Services's highly skilled team of engineers. Our engineers are not only vastly experienced but are equipped with problem solving skills and a customer friendly attitude to create the right working relationship.

### ❑ Keeping You Informed

Clear communication is key to the success of any business and at Intacore we strive for great communication with our clients, as we believe that is key to our joint successes, now and in the future.

We harness all the latest communication platforms ensuring that we are always available to assist and support you in working towards your goals. .

At ICS we believe the only difference between merely satisfactory delivery and great delivery is attention to detail. We feel that that this level of detail can only be achieved through strong lines of communication and developing strong bonds with our clients.





## Managed IT Services

### IT THAT WORKS FOR YOU

The loss of service can be very expensive, while the loss of data and damage to the brand can be terminal.

At ICS we truly believe the IT is at the centre of all commerce. Whether a business still heavily relies on paper based working, they will still be exposed to IT to do business.

In order for businesses to compete in this global market place, IT system's and applications have run smoothly, safely and efficiently.

We offer comprehensive Managed Service Agreements that are based on a combination of best IT practices and corporate quality standards, to ensure a secure and stable IT environment.

### ICS SUPPORT

Our ITIL aligned support structure is based on a combination of on-site, remote and telephone support that is delivered through a proactive systems support helpdesk manned by dedicated system specialists

**ICS Support** delivers fast 9-6 Support to business throughout the UK as pay as you go or on a management services agreement. While **ICS Support Max** offers a comprehensive set of standards which incorporates 24x7 worldwide cover.

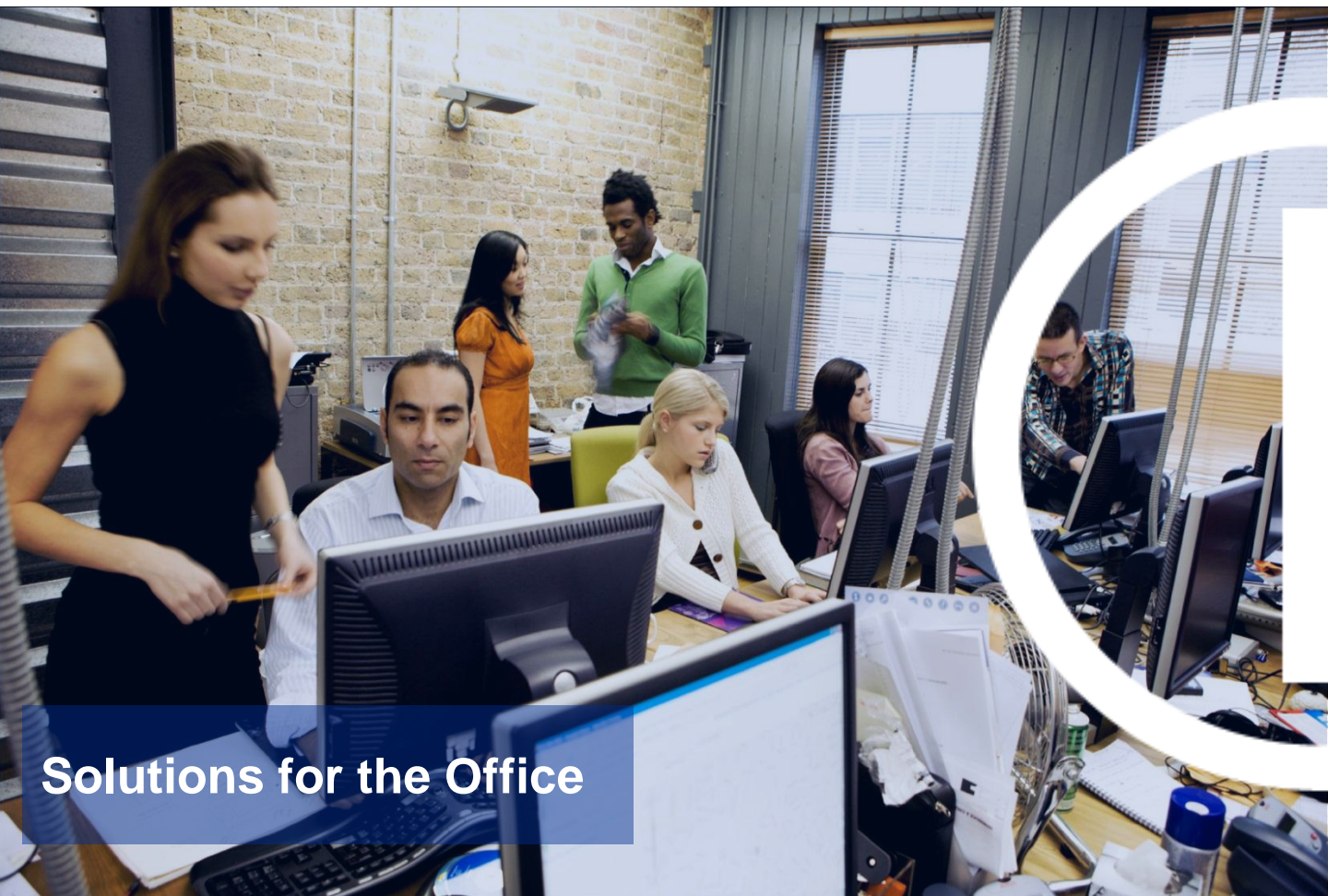
Our ability to deliver such high quality services is supported by our ... platform. The platform delivers a consistent and Always Switched ON! service to our clients systems.

### ON-SITE ENGINEERING

The more engineering time we spend on your site the better your systems will perform. It is an essential part of ensuring that systems operate 100% and are kept constantly available for the users.

Building strong, functional, working relationships is what we do at Intacore. Having one of our engineers working on your site and being at your disposal regularly, will ensure that the business relationship stays strong.

“Working with Integrated Computer Services has really helped us streamline our business processes.  
**Peter Panayi, BTX Biofuels**”



## Solutions for the Office

### ❑ Running a busy office?

*Maybe upgrading to a server solution could be just right for you?*

In today's modern businesses the need for fast access to information and communications is vital to stay competitive.

If you have more than 5+ PCs and no solid internal network, upgrading to a server based solution could dramatically change your business productivity.

With your own managed local server, you'll benefit from improved security, access to much more robust network giving you the ability to share documents, fax machines and printers with greater ease.

### ❑ Microsoft Small Business Server

Microsoft SBS Server is the stable all in one platform for small businesses worldwide. And delivers cost effective way of offering standard IT services. to your business.

Designed and priced for small businesses with up to 75 users, Windows Small Business Server delivers enterprise-class server technology in an affordable, simple solution.

IT also help protect your business' information from data loss by performing automatic daily backups and providing users access to more productive services like e-mail, Internet connectivity, internal Web sites, remote access, and file and printer sharing.

As a trusted Microsoft partner, we'll work with you to select server hardware that best fits your needs, preinstall Windows Small Business Server and have you up and running with minimal business interruption.

We also offer migration services for companies running older server technologies







## Embrace “The Cloud” it’s been around for a long time

### ❑ Increase productivity through integrated Cloud Computing Solutions

Services delivered from the data centre, (commonly known as Cloud Computing), offer real alternatives to traditional IT implementations.

Cloud computing enables businesses to access IT services from the cloud and in some cases, without any additional infrastructure investment or any services deployed in-house.

ICS takes complex services and makes them consumable to businesses and delivers a complete array of IT and communications services directly to the end user....

This notion of a truly scalable infrastructure, available on a simple, transparent, monthly subscription underpins all our offerings and allows us to provide affordable, enterprise class IT services to businesses of all shapes and sizes.

ICS’s cloud computing services will grant you access to your IT environment and applications from any desktop with an internet connection.

This delivers real business benefits in terms of greater productivity and flexibility for your employees as well as assisting with driving down the cost of your IT infrastructure.

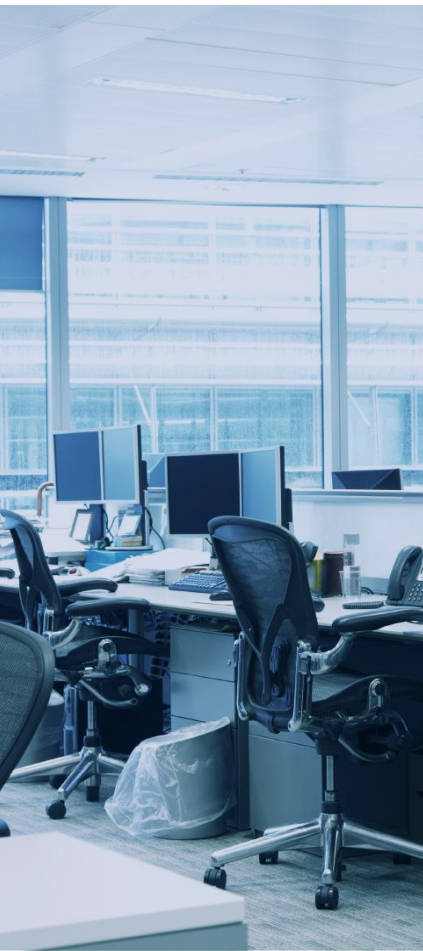
Working in partnership with the industry leading vendors, ICS exist to help reduce IT demands on your business so you can focus on core operations. We operate 24 hours a day, throughout the UK, and split between four locations.

Drawing on years of experience in the IT industry, ICS delivers **clarity, dedication and certainty** to businesses nationwide.



#### ICS offers the following cloud based services:

- Microsoft Exchange
- VoIP Services
- Secured Cloud Backup
- Hosted Virtual Desktops
- Virtual Dedicated Servers
- Storage and Collaboration
- Remote data Backup
- Hosted Exchange



## ON-PREMISE SERVICES

Integrated Computer Services delivers a wide range of services to underpin each of our client's businesses. Our experienced engineering team's offer detailed and unbiased advice, to ensure the availability of services are Always Switched On!.

### ❑ An outsourced but uniquely integrated IT department

For most small to medium sized businesses, employing full time IT Managers or Support staff just isn't affordable. To help support these vital businesses grow and remain competitive, Intacore's Support Services strike just the right balance between an IT Director and Support Administrator. These combinations of skills delivers the client long term vision and improvement strategies, while also dealing with the day to day running of their IT operations.

Our professional staff are available to support you on various guaranteed levels. We respond to all technical support requests from your staff, maintain your servers remotely, install security updates as they are released and generally ensure the smooth running of your systems.

### ❑ Technical Support

Our teams of engineers are here to support your business stay Always Switched On!

Drawing on their years of experience, our teams will support a number of business services to give you that competitive edge.

All our engineers are well skilled and qualified in Microsoft technologies, but also support Mac's and will coordinate support with 3<sup>rd</sup> party vendors such as Sage, QuickBooks and Act!.

All this at a cost far less than employing your own IT staff.

“

*Even with our on-going and ever changing IT and Application requirements, the Intacore team are able to keep up.*  
**Andrew Smith, Alternative Exchange**

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## Engineers to support your growth

### ❑ Installations

ICS's installation services provide a skilled technician to unpack, correctly set-up, configure and test your hardware. We can configure and install your PC, server or peripheral devices to your business requirements.

Our project teams will work closely with the client and engineering teams to ensure the smooth install or transition of services.

### ❑ Managed Service Agreements

ICS currently has managed service agreements with numerous small to medium size businesses throughout the UK. Our guaranteed call out times and expertise ensure that our customers are up and running again quickly when the worst happens. We will give you peace of mind knowing that your business systems are covered without the risk of unexpected costs of hardware failure.

Our service levels range from simple telephone technical support to an option of 4 hour onsite response from a technical engineer.

All our engineers are at a minimum of Microsoft Certified Professional standard.







**70% of businesses that experienced crippling data loss were out of business within 18 months**

The Department of Trade & Industry

## ❑ Disaster Recovery

Having an IT infrastructure without a credible DR plan is very perilous at best. At ICS we want to reduce that risk, by working with our clients to produce sensible and affordable IT based, Business Continuity Plans (BCP's) which help our client's get back on their feet, in the event the worst does happen.

System failure, theft, data corruption and loss of connectivity do and will happen. Therefore it's critical to plan for when things do go wrong. .

Our managed service agreements will ensure we always have hardware and engineers available to get your business back up and running, as soon as possible..



## ❑ Viruses & Spam

Spam e-mails cause aggravation, embarrassment and cost your business valuable time and money. A Gartner Group study shows employees can spend more than an hour a day managing e-mail. The increase in spam received means legitimate e-mails are being deleted by users accidentally.

Using the latest cloud based services, virus and spam services are updated continually, so there's no need for any end user management.

Our solution also help remove other types of malicious e-mails such as 'phishing' emails – fake bank e-mails trying to obtain online banking, credit card and other personal details by deception.

The anti-spam and anti-virus service can be activated very quickly and with zero downtime, covering all your e-mail addresses



# APPLICATION DEVELOPMENT AND MANAGED HOSTING

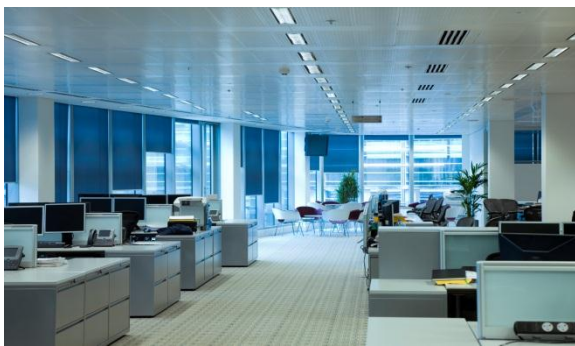
ICS works with it's clients to understand their goals in the short and long term. Being able to correctly interpret our client vision for their application, is central to the success of the project.

## ❑ Presence online is critical

When choosing a web development company, the design plays an important role in the success of your online presence. Here at ICS we traditionally employ graphic and web designers who together produce great designs that are technically sound. Equally important are factors that you should take into consideration. These consist of the following disciplines

- Web Design - W3C compliant XHTML & CSS coding, and a keen focus on website usability.
- Marketing - An understanding of your online objectives and existing marketing concepts.
- Website Optimisation - Search engine friendly website coding and maintenance of search engine rankings.
- Functionality - Bespoke Content Management Systems (CMS) developed to your exact requirements

Our developers utilise the latest Internet technologies such as Flash, PHP, PERL, .net, JavaScript,, and much more.



## ❑ Our Build Structure

Although Look & Feel is important for most web applications, the Quality of Build is what will directly affect the success or failure of such systems.

At ICS we use the industry's best patterns and practices plus the latest technologies to produce web applications with outstanding quality.

We use our strong coding standards and mature technical architecture to ensure the solutions we develop will stand the test of time.

By putting a fanatical focus on "ease of use" we design the user interface of the applications in the way that the users will expect without having to think about it.

This approach enables the users to benefit from what the application has to offer in the shortest amount of time possible.

This way we make sure that the users will have a pleasant experience while using the application so that they use it more often.



# Secure Managed Hosting Services

## Flexible, Reliable and Secured

Take advantage of our platform to provide businesses with access to a world class, fully redundant infrastructure but at a low, predictable price and in most cases without any capital expenditure. What's more, we provide SLA-guaranteed availability and 24x7 support, meaning that from day one you'll benefit from rapidly deployed solutions, hassle-free IT and a reduction in costs. Since Intacore's services are completely scalable and provided on demand they're expressly designed to address a number of key problems faced by SMBs.

We utilise the hardware and software components that comprise a purpose built cloud platform with maximum efficiency, to provide our clients with a purely on-demand service. Our clients are billed for what they use, without the hassle of having to pre-select resources or getting tied into excessive commitments.

## Benefits and Features

- Windows or Linux farms
- Expand from 1 to 32 CPU cores
- Total cloud scalability
- 99.99% uptime guarantee
- Managed OS and patching
- Secure backups/snapshots.

## Expandable / elastic Processor and RAM

Unlike dedicated servers, ICS's virtual dedicated servers offer grid computing features, allowing you to expand or shrink your CPU, RAM and storage on the fly.

Don't get trapped in a fixed specification, utilise real cloud computing to increase any resources at the touch of a button, as your site or application demands.





**“ICS’s Managed Services – provide instant access to experienced technical experts”** *Nick Pointon, Markets Direct Limited*

I..... Computer Services was formed from a 50 years of combined experience working in the IT services industry. With the founding partners previously working within small to medium size enterprises, large international service integrators and investment banks.

We believe we have the right mix of experience, to understand the vast and varying needs of businesses in all shapes and sizes. This enables us to quickly identify and assist our clients with their business needs first, while also setting a strategic road map for the future.

## Contacts Us:

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# CLARITY, DEDICATION, & CERTAINTY



SECURITY  
SERVICE DESK  
NETWORKING  
REMOTE SUPPORT  
DISASTER RECOVERY  
HOSTING & WEB DEVELOPMENT  
PROACTIVE SERVER MANAGEMENT  
CONNECTIVITY & COMMUNICATIONS