empower your network

extraordinary IT service and support

iceconnect

The iceConnect Philosophy

With over 40 years of collective experience in the IT industry, our experts are amongst the most highly trained consultants available. For organisations that rely on and work with IT, iceConnect can provide highly skilled consultants and engineers to design, build and implement an economical and efficient infrastructure. We have helped all types of businesses ranging from single person operations to large companies employing over 250 staff. Our goal is to ensure that IT works for you and more importantly, works reliably and fast without disruption.

How We Can Help

Whether you are looking for support on-demand or if you prefer to join one of our support contracts, we will ensure that you are always looked after and support is at hand when you need it. We've worked with several companies to help build a support structure specifically catered to help companies grow, but more importantly ensure that you can concentrate on your business and leave us to fully manage your IT infrastructure.

> "Their team has always been quick to assist when we need advice or support."

Andy Pollard, *Managing Director*
Empower Hair Solutions

> "...a very personalised yet highly professional service."

Amy Myers, *Managing Director*
Craster Ltd.

IT Catered for Your Business

The pressures on small businesses to stay ahead of the game can be high, and we understand this more than anyone. Finding that balance between your investment in IT and the return it can provide is something we can help you achieve. With the cost of IT coming down every day, iceConnect can save you time and money in getting your network up and running to an exceptional quality but without you having to spend a fortune on it.

Our specialist Small Business Team can help devise a cost saving plan for the growth of your IT infrastructure to make sure you stay ahead of the competition with the latest equipment and resources but at the same ensuring that your investment is delivering a reasonable return for you.

iceConnect | Managed Network Solutions
tel. 020 3358 0000   **email.** info@iceconnect.com   **web.** www.iceconnect.com

Extraordinary IT Support

In an ever changing world, IT is becoming even more sophisticated and at the same time modern networks are proven to be more reliable than ever. Therefore the requirement for a full-time, in-house support provision is a luxury many companies no longer require or can afford. Our support service is especially designed for those who don't have an IT expert in-house and who prefer to focus management energies elsewhere. We at iceConnect take complete responsibility for our customer's overall IT requirements, managing day-to-day IT services, providing long-term advice regarding IT-related business issues and delivering a wide range of support and services that can fit in with your business needs and meet your service level agreements.

Why We're Better

We make considerable investment in training our staff to specialist levels. Our engineers are trained to communicate effectively with individuals at all levels of technical understanding, so you will never be drowned in technical jargon you don't understand. Our aim is to offer flexibility and tailor our services to suit individual clients and their organisational needs. Moreover, we enable our customers to focus on their strengths and be confident that their IT is in reliable hands to meet their needs.

Plan IT

Our consulting service can help you plan an IT strategy which fully supports your business objectives for today and tomorrow.

If you've already got your strategy decided but need help in implementing a specific IT project in the most cost effective way, then choose our Technical Consulting Service.

Implement IT

Whether you're creating a wired network through structured cabling, or you opt for a wireless solution, we can plan and install it using the highest quality components and engineers.

When it comes to installation and deployment, we can do it all. From servers and specialist AV equipment through to multi-PC roll outs.

Maintain IT

And once your hardware is installed, our cost-effective warranties and support packages help minimise user downtime and disruption. *(See Pages 7 & 8)*

"Their innovation and new ideas have greatly improved our operations."

Sally McColgan, *Manager*
Noble Caledonia Ltd.

iceConnect | Managed Network Solutions
tel. 020 3358 0000   **email.** info@iceconnect.com   **web.** www.iceconnect.com

2

From one-off fixes to complete end-to-end solutions

Whether you need a simple memory upgrade, or you're looking for a complete outsourced IT service desk, we can tailor a solution to perfectly meet your needs.

From straight forward extended warranties and on-site maintenance, through to strategic and technical consultancy to help you plan your overall IT strategy, we can help.

We'll work with you every step of the way

Our team of engineers are always happy to help you choose the most appropriate option for "out-of-the-box" services like extended warranties and pre-delivery configuration.

For services and solutions that need a little more planning, our team of IT Service Specialists are on hand to guide you. We have specialists in Software Licensing, Server Configuration, Voice and Data Connectivity and Unified Communications, all highly trained by the world leading vendors.

We take care of maximising your uptime and efficiency so you can focus on what really matters.

IT & Networking

- Anti-Virus & E-Mail Filtering
- Firewalls & Network Security
- IT Service & Support
- Office Relocations
- PC & Server Management
- Project Consultancy & Design
- Server Virtualisation
- VPN & Remote Working
- Wireless Network Implementation

Cloud Computing

- Cloud Data Storage
- Hosted Virtual Desktops
- Hosted Microsoft Exchange E-Mails
- Hosted VoIP PBX Telephony
- Dedicated & Virtual Server Hosting

Internet Connectivity

- Broadband Internet Access
- SDSL Business Lines
- Leased Line Internet
- Ethernet Over WAN
- Fibre Connectivity
- MPLS IP VPN Connections
- Secure Site-to-Site VPN Links

VoIP Digital Telephony

- Single User Analogue & VoIP Lines
- Hosted VoIP Business Phone System
- IP PBX Telephone Systems
- SIP Trunking
- Digital ISDN Telephone Lines
- IP PBX & VoIP Hardware

Business Continuity

- Disaster Recovery
- Business Continuity Planning
- Online Data Backup
- Server Replication
- High Availability & Clustering
- iceBackup Online Backup

E-Mail & Web Hosting

- Domain Name Registration
- Website & E-Mail Hosting
- Database Hosting
- Dedicated Servers
- Dedicated Virtual Servers
- Co-Location Server Hosting

iceConnect | Managed Network Solutions
tel. 020 3358 0000   email. info@iceconnect.com   web. www.iceconnect.com

Data Centre

Our Data Centre services will help you optimise your core infrastructure and get the most from the business critical servers that power your organisation. We can help with solutions to reduce cost and improve productivity like Virtualisation, through to a range of options to manage, store and back-up your business critical data.

Cloud Computing

For some organisations, a Cloud Computing solution (sometimes called a Hosted solution) may make better business sense. If space to accommodate data servers in-house is limited, or you don't have the resources to manage them effectively, then Cloud Computing could be right for you.

Managed Services

From providing your IT users with hotline telephone support, to resolving IT problems right there at the desk-side, our IT Support & Managed Services range will have a solution to suit.

We can manage your network, manage your print services and manage your servers, leaving you free to focus your energies on managing your business.

From a single laptop to a complete network roll out, iceConnect can help with a tailored solution.

"Their extensive knowledge of networking means any issues are resolved rapidly."

Kunal Patel, *Managing Director*
Rashmian Ltd.

Technology Partners

CISCO   DELL   hp   TOSHIBA Leading Innovation   SAMSUNG   Logitech

Google   Microsoft   symantec   Adobe   vmware

WatchGuard   NETGEAR   DrayTek   JUNIPER NETWORKS   KASPERSKY lab

Customer Testimonials

The Perfect Smile Studios

"I'm not only grateful for iceConnect's help but indebted to them for saving us money and enabling us to offer better services to our patients thanks to a reliable network."

- Dr. Rahul Doshi, Principal

Digimax (London) Ltd.

"Quite easily the best and most reliable IT company we have ever used."

- Shaz Memon, Managing Director

Noble Caledonia Ltd.

"We have worked with iceConnect for the past seven years and have found their service prompt, effective, helpful and accommodating. Their innovation and new ideas have greatly improved our operations. We are very satisfied with our working relationship, they have a friendly and dedicated team and we would have no hesitation in recommending them."

- Sally McColgan, Manager

Smile Cliniq

"Since teaming up with the iceConnect team, my costs have come down and my efficiency has gone up. An absolutely great service and I hope we can do even more surgeries together!"

- Dr. Chetan Kaher, Principal

Parmar Dental

"iceConnect have looked after my dental practice for several years. They have helped our small network seamlessly grow from a 4 computer start-up to a 12 computer network, in addition to handling our VoIP phones, company emails, website hosting and online data backups.

I have no hesitation in recommending them to anyone who needs a tailored IT solution."

- Dr. Nilesh Parmar, Principal

Empower Hair Solutions

"I have had the pleasure of working with iceConnect for several years and I have always been impressed with their service. Their team has always been quick to assist when we need advice or support.

I would have no hesitation in recommending them to others and I wish them continued success for the future."

- Andy Pollard, Managing Director

Crownwood Dental Practice

"We can't thank you Guy's enough for all your on-going support and assistance with our IT systems.

We've had some tough issues to resolve on occasions, but with special thanks to the iceConnect team for their never ending patience, and for getting us sorted out and back up and running so quickly. Nice to have a support company that you can actually 'speak to', with real people who fortunately know their stuff and look after us every time.

No one likes having IT problems but sometimes we like getting the problems just to say "Hi" to the great team at iceConnect."

- Tanya Dandridge, Practice Manager

Rashmian Ltd.

"The team at iceConnect have been a lifesaver when it comes to managing our IT! Their extensive knowledge of networking means any issues are resolved rapidly. We also use their Hosted MS Exchange service for MS Outlook and can highly recommend it.

They always go above and beyond to help us solve any issue – from replacing out a faulty network switch to adding logo's to our emails! They are very reliable and fantastic value for money."

- Kunal Patel, Managing Director

Frank Taylor & Associates Ltd.

"We have used iceConnect for the past few years and have been delighted with the service received. We completely outsource our IT needs to iceConnect and they take care of advising on new IT requirements, sourcing kit, installing, online backup and maintaining our system.

When things go wrong (and being IT they do!) their team are quick to respond and when we had a major server failure last year they really came good and ensured we were back up and running in a short period of time. Recommending iceConnect goes without saying; a great team."

- Andy Acton, Managing Director

Sparkle Dental Boutique

"Thanks Haree and Sam for sorting out our IT problems! You were brill as always! Keep up the good work!"

- Kavita Verma, Practice Manager

5

iceConnect | Managed Network Solutions
tel. 020 3358 0000   **email.** info@iceconnect.com   **web.** www.iceconnect.com

A J Tours & Travel Ltd.

"The new upgrade to our IT has increased office productivity three-fold. Everything just works and is headache free. When we need iceConnect's support, we know they are always there to help us."

*- **Ajay Patel**, Managing Director*

Craster Ltd.

"We are very happy with the service iceConnect has provided us with over the past three years. In this time our company has grown significantly and our IT updates have been relatively seamless with their assistance.

We are either able to get assistance from someone immediately or we receive a call back straight away. iceConnect offers us a very personalised yet highly professional service and they are always a pleasure to work with."

*- **Amy Myers**, Company Director*

London Cosmetic Dentistry

"I have been a client of iceConnect for around 6 years and they have been responsible for installing and managing the computer systems at my dental practices. I have found them to be professional and efficient at all times. They usually resolve problems well within 24 hours.

Their team are thoroughly knowledgeable about the dental industry and with dental terminology and this is very helpful when explaining problems relating to hardware and software.

I would recommend iceConnect to any dentist wishing to utilise their services."

*- **Dr. Raj Gogna**, Principal*

Pitchkins & Currans Pharmacy

"I wanted to update my systems in the Pharmacy and had looked at a number of companies, big and small, but was unimpressed with them as all they were interested in was making a sale without trying to understand what my needs were.

I then contacted Haree who made an appointment to come and see me and the premises (none of the other companies were bothered in surveying the site). He was punctual, polite, very knowledgeable and where he needed to look into things he was prompt in getting back to me In addition, Haree suggested various scenarios to fulfil my needs.

The work was carried out in time and without exceeding the budget. iceConnect were extremely professional and ensured that all my requirements were fulfilled. They went further than was expected. iceConnect now my technology experts and I will not look at any other organisation to fulfil my needs as the business expands. THEY KNOW THEIR STUFF!"

*- **Ajay Walia**, Director*

Poptani Financial Solutions Ltd.

"I have known Haree for the last 4 to 5 years and it was a breath of fresh air to finally meet someone who actually knows what they are talking about, someone who can explain and deal with my IT issues in a way I can understand.

Their back up service for my data is excellent and in all aspects I am totally happy with their services and maintenance contract. I would not wish to replace them at all. I have been approached by others to offer me similar packages but I would not dream of changing. When it comes to advice, professionalism and reliability, there can be no compromise for me "

*- **Jim Poptani**, Director*

The Accounting Centre

"Over the last 3 years iceConnect have helped us in every way possible. Haree especially has guided and solved all our IT issues. The backup facility set up by them ensures data continuity. Excellent company, I would definitely recommend them to others."

*- **Chintan Shah**, Manager*

Paragon Dental Clinic

"As soon as I was about to start my own practice Haree was the first person I called to setup the IT side of the Practice.

From start to finish iceConnect were fantastic. They recommended the right computers and phone system for our practice. These were delivered and installed with no problems.

They are also able to offer full technical support which is vital for our business. If we did have any questions Sam on the help desk, to name but a few, was able to pinpoint and resolve the problem straight away. Haree and the iceConnect team continue to deliver a consistent 100% service and I would NOT hesitate in recommending their services to any business old or new."

*- **Jeeva Jeyaseelan**, Practice Manage*

"Since teaming up with iceConnect, our costs have come down and efficiency has gone up."

Dr. Chetan Kaher, *Principal*
Smile Cliniq Dental Practice

iceConnect | Managed Network Solutions
tel. 020 3358 0000   **email.** info@iceconnect.com   **web.** www.iceconnect.com

6

assist:**remote** | Support Contract for Business

Our basic support contract will ensure that your network is well maintained:

Remote support during normal business hours

This service provides you with unlimited telephone and remote technical support from our technicians.

Direct contact with our engineers

We put you in touch directly to the engineer dealing with your issues so you don't have to keep explaining it to someone new.

Remote troubleshooting via secure dial-in connections

We have the facilities to remotely login to your computers securely which gives you a significantly faster resolution time.

Guaranteed resolutions by our technicians

We guarantee to have all issues and problems resolved for you, ensuring that you are not left alone.

Guaranteed max response time of 4 business hours

Our engineers usually respond within 20 minutes when dealing with any issues you have.

Exclusive access to our online support ticketing system

All your support calls, emails and tickets can be monitored and updated via our advanced online support ticketing system.

Active-directory user administration

Our engineers can assist in the setup of new users and computers on your network, remotely.

MS Exchange mail server administration

We would administer and manage your mail server, resolve any mail delivery problems you experience.

assist:**onsite** | Support Contract for Business

Includes everything offered in our silver support contract plus:

On-site support engineer for hardware failures

In the event of a fault or failure on your computer system, an engineer will be sent out to your site without any additional labour charges being incurred.

Unlimited number of site visits by our engineers

With this option, our policy does not limit you to the number of time an engineer can be sent out to your site.

Labour costs fully covered on audited hardware

We cover the labour costs on any equipment as long as it has been registered on our records and conform to our terms and conditions of service.

Faulty computer components replacement

If your equipment is under warranty and requires a replacement part to get back up and running, we will deal directly with the

manufacturer on your behalf to get in the replacement parts and get you back up and running very quickly.

Access to fully trained and qualified engineers

iceConnect engineers are all trained and we ensure that they are competent in carrying out their tasks.

Annual security audit of your network

Our engineers will carry out an audit of your servers and security annually to ensure we maintain high levels of protection for your data and to provide you with a pro-active service.

Firewall and network activity monitoring

We monitor and manage your firewall security policies to ensure optimum security at all times. Additionally, we ensure that your networking equipment is operating efficiently giving your users faster performance.

assist:**elite** | Support Contract for Individuals

Designed for individuals who require a complete hand-holding service when it comes to managing their IT equipment.
This service will also cover your mobile phone, tablets, computers, laptops and any home networking equipment such as wireless.

Direct contact with our engineers
We put you in touch directly to the engineer dealing with your issues so you don't have to keep explaining it to someone new.

Remote troubleshooting via secure dial-in connections
We have the facilities to remotely login to your computers securely which gives you a significantly faster resolution time.

24-hour technical support service
For individuals who often work outside of normal business hours, we can provide you with round the clock technical support to ensure you are always protected and in working order.

On-site support engineer for hardware failures
In the event of a fault or failure on your computer system, an engineer will be sent out to your site without any additional labour charges being incurred.

Unlimited number of site visits by our engineers
With this option, our policy does not limit you to the number of time an engineer can be sent out to your site.

Access to fully trained and qualified engineers
iceConnect engineers are all trained and we ensure that they are competent in carrying out their tasks.

Standard (Ad-Hoc) Support Service Rates

The following prices are our standard service fees and are charged to clients who do not have a support contract with us.

Remote Assistance
£35.00 per Half Hour for each Telephone Call or Remote Dial-In
Minimum charge is for half hour.

Emergency Call-Out
£90.00 per Emergency Call-Out (Includes first hour service rate.)
£70.00 per Hour after First Hour
Maximum of 5 Hours after which a Daily Service Rate applies.

On-Site Scheduled Service
£90.00 per On-Site Call-Out (Includes first hour service rate.)
£70.00 per Hour after First Hour
Maximum of 5 Hours after which a Daily Service Rate applies.

Daily Service Rate
£500.00 per Day
Between hours of 9:00am to 5:30pm only

Off-Peak Premium
50% Surcharge per Service
Peak hours are Monday to Fri between 9:00am and 5:30pm.

Online Support Ticket Tracking
All support calls, emails and tickets can be monitored and updated via our online support ticketing system.
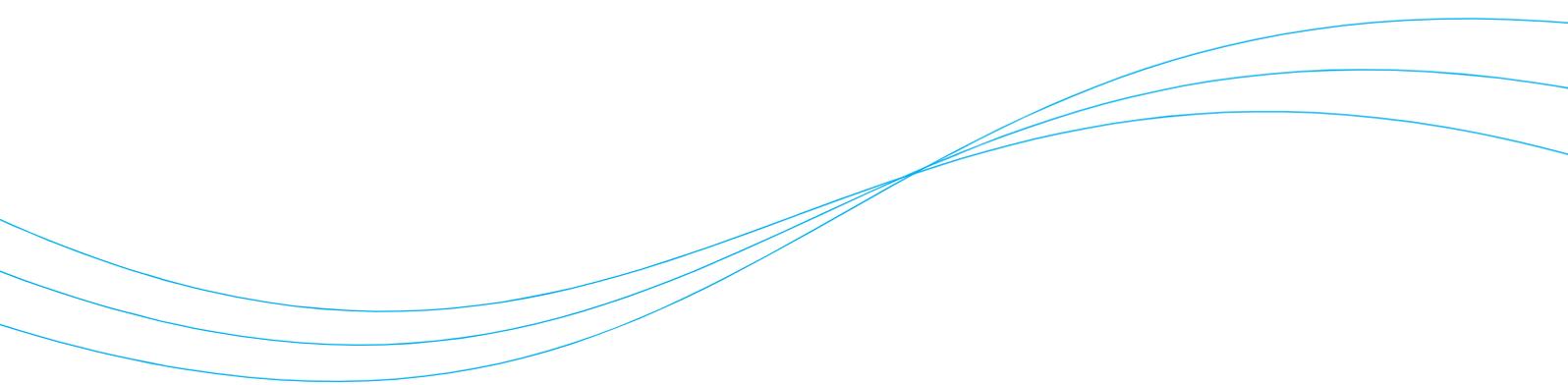**https://support.iceconnect.com**

If you require further information on any of our products or services, or would like a quote on support for your IT, please contact one of our account managers who can customise a solution for your business:

telephone
020 3358 0000

email
sales@iceconnect.com

iceConnect | Managed Network Solutions

24-26 Arcadia Avenue   Finchley Central   London N3 2JU

tel. 020 3358 0000   **email.** info@iceconnect.com   **web.** www.iceconnect.com