



Company Profile

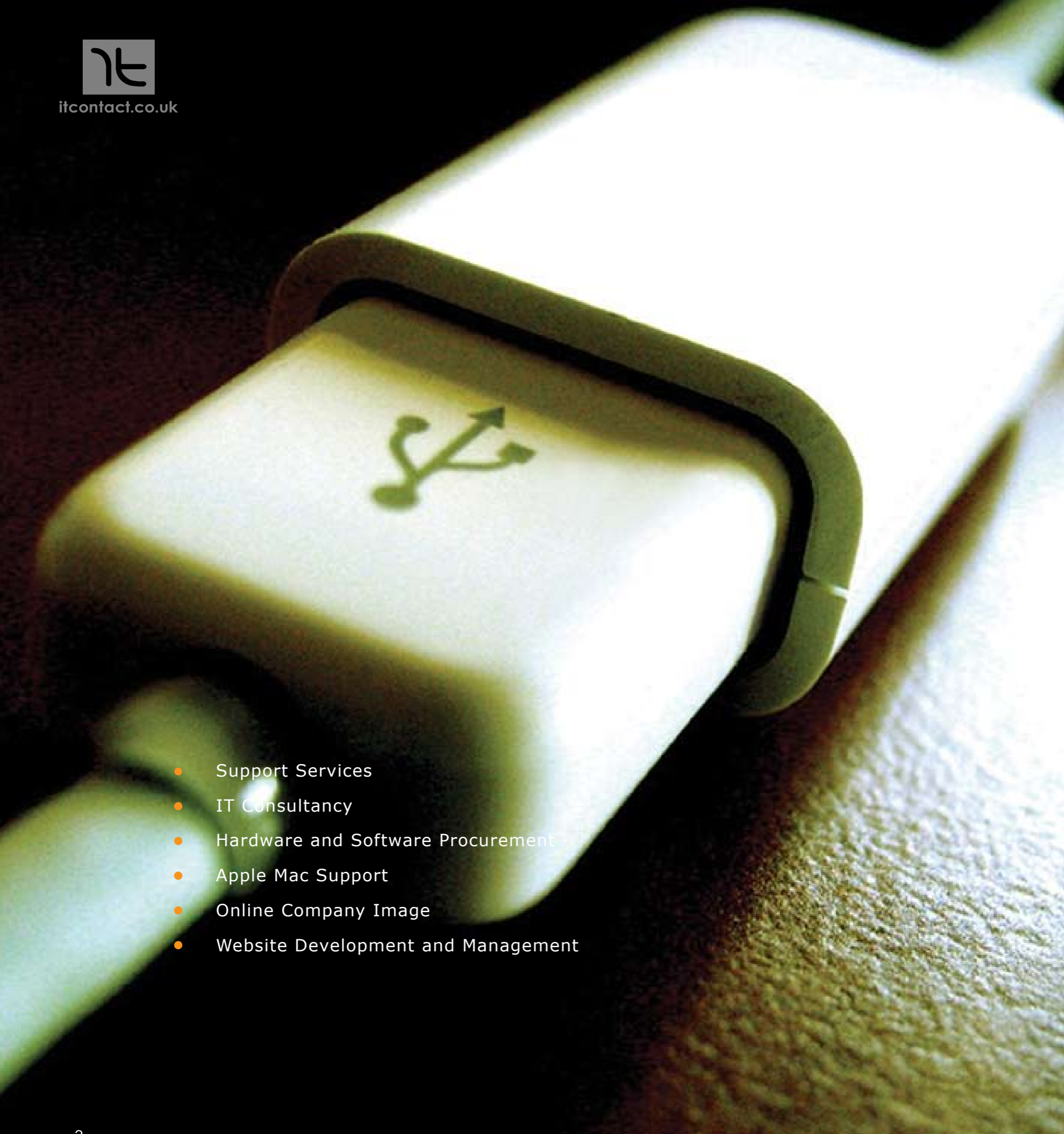
ITCONTACT aims to work alongside your organisation like an internal member of your team, with an inherent focus on delivering the most appropriate IT solutions for your organisation.

We strive to be friendly, communicate in plain English and show flexibility in achieving your IT objectives. We have an overriding policy of independence from commitments to suppliers or manufacturers so that we can take a subjective approach in recommending and delivering products within the ever-changing IT industry.

ITCONTACT is a Midlands based organisation that offers a single point of contact for all Information Technology and computing requirements by acting as an IT Manager for client organisations.

We strive to ensure that our clients achieve their IT requirements through exemplary service and the most effective utilisation of their IT budget.

We understand that every business is different and the application of IT will vary greatly, we therefore ensure that an organisation's IT requirements are identified and satisfied with the most appropriate, timely and effective solutions on offer through our independent service.



- Support Services
- IT Consultancy
- Hardware and Software Procurement
- Apple Mac Support
- Online Company Image
- Website Development and Management

Support Services

ITCONTACT delivers a first class and cost effective IT Support service. We successfully support and maintain the IT systems of a wide variety of Midlands based organisations across all sectors and sizes. If you require support – either as an outsourcing measure or as a supplement to internal IT staff we can help.

Rather than seeing ourselves as an external company, we focus highly on becoming an integral part of your organisation so that we fully understand how IT is utilised and build strong working relationships with you.

Key benefits of a Support Arrangement with **ITCONTACT**:

- Access to trained Microsoft and Apple Professionals who are experienced in all PC, Server, Microsoft, Apple MAC and Linux systems.
- Unlimited helpdesk cover, by telephone or email including out-of-hours cover for evenings and weekends by request.
- A tailored Service Level Agreement outlining the exact levels of service and all aspects covered.
- Dedicated onsite visits enabling us to integrate fully into your organisation and build working relationships with all staff.
- Detailed and transparent monthly reports outlining calls received during the month, associated action and outcome.
- An introductory network audit – an essential requirement for identifying all potential issues to be resolved at the outset.



IT Consultancy

The term consultancy in IT can be applied to many different scenarios but with **ITCONTACT** the only outcome will be the most efficient technical solution. From an hourly consultancy charge through to a defined and detailed project we are here to assist with a wide range of IT services.

ITCONTACT can offer consultancy on but not exclusive to:

- System development
- Network implementation and optimisation
- Integration of Apple MAC and PC technologies
- Wireless and Mobile solutions
- Anti-virus management
- Cabling
- Disaster planning and recovery



Hardware and Software Procurement

ITCONTACT is an independent organisation enabling us to have complete flexibility in the manufacturers and providers from whom we choose to source hardware and software. Consequently you can rest assured that what we supply is of the highest quality and most appropriate to your needs but at the same time with that all-important focus on being price competitive.

Contact us today for advice or a free non-obligation quotation regarding:

- Server hardware – branded and custom built (Apple and Windows)
- PC hardware – branded and custom built (Apple and PC)
- Network components
- Peripherals
- Licensing for any Windows or Mac-based software and Operating Systems



Online Company Image

ITCONTACT is able to assist organisations that are looking to build an online image and web presence. Our services include the essentials of online branding and encompass all aspects of web marketing right through to sponsored links.

We have access to many globally respected resources and services to ensure that our clients create the perfect online image for their company or organisation.

Website Development and Management

A company website is a clear essential for a business of any size. However, with the bewildering array of technology and technical jargon employed, many people find the task of building a website to be a daunting one.

ITCONTACT's advisors can help guide you through the technology maze and help you decide whether you should be using MySQL, MSSQL, MS Access, or any other relevant technology for your database. Our advisors will work with both you and the development company in order to ensure that whether you use HTML, ASP, PHP, XML, JavaScript, Perl / CGI, .NET or Cold Fusion as your web page scripting technology, the final result will be the best one for your company.

Content Management System (CMS), where the client retains personal control over the majority of the content in their sites, is becoming increasingly popular due to cost and time saving benefits this kind of system allows. ITCONTACT can offer advice on websites incorporating this technology.

ITCONTACT has an excellent portfolio of live websites which can demonstrate the strengths and weaknesses of specific technologies or systems before any final decisions are made.

Apple MAC support

ITCONTACT, recognising the widespread application of Apple MAC technologies across many organisations, offers a specialist Apple MAC support department with access to Apple MAC accredited technical analysts.

ITCONTACT is thus perfectly placed to service IT systems that incorporate solely or partly Apple MAC technologies.

We fully appreciate the idiosyncrasies of Apple MAC and hybrid networks and have the necessary experience and knowledge to service all requirements in such environments.



itcontact.co.uk

Our Location...

ITCONTACT Ltd.

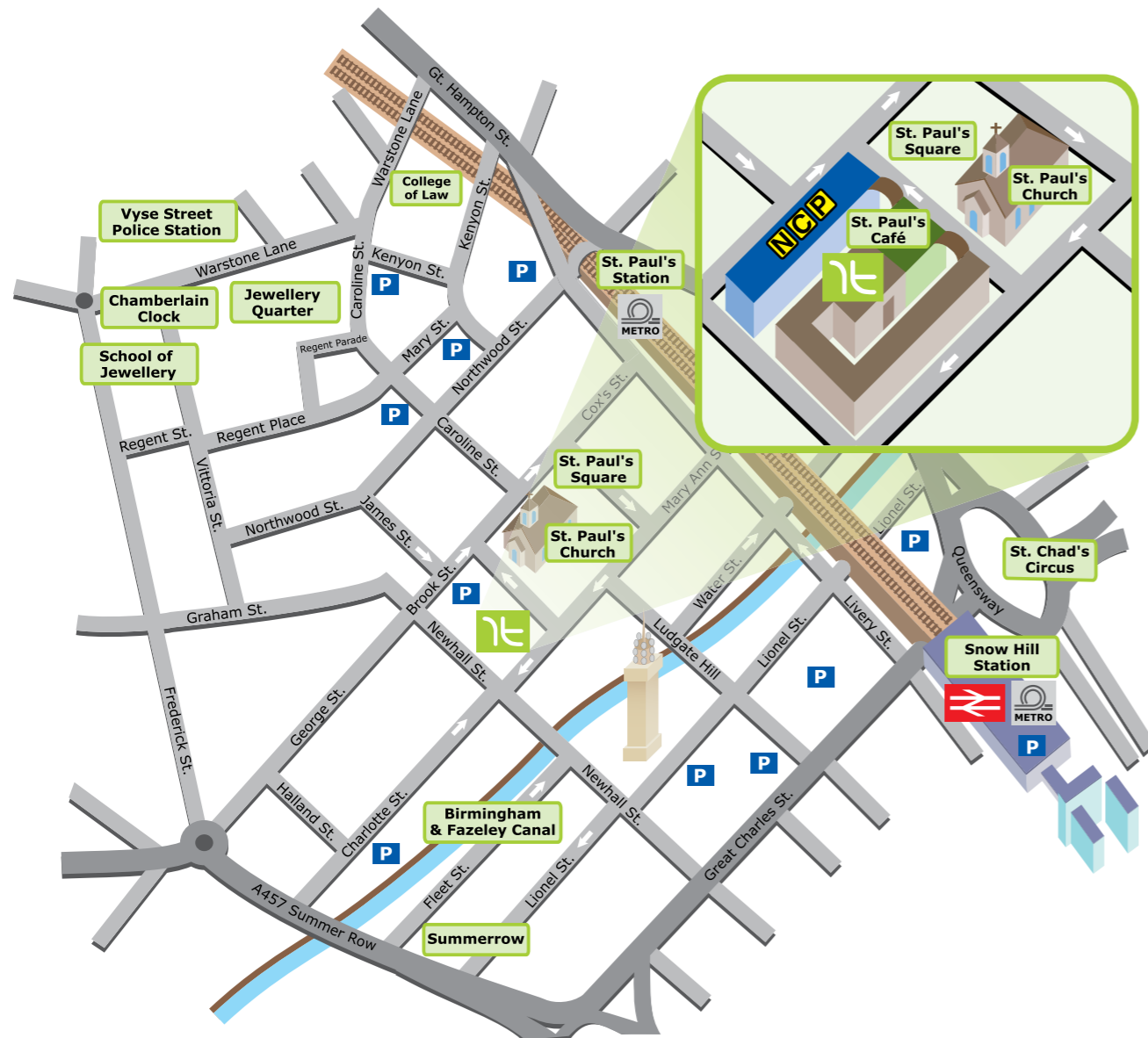
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