



Integrations, for supporting and maintaining your IT systems and network at peak efficiency. We supply the support you need – when and how you need it.

We can free your staff from most computer administration tasks and allow you to gain the maximum return from your IT investment. We are your “virtual IT department” – giving all the benefits of an in-house operation but without employing any extra staff and at a tiny fraction of the cost. Our professional services range from strategic and network planning to day-to-day system maintenance and telephone support.

At **Integrations**, we aim to be flexible about the ways in which we support you and so we offer clients the opportunity to use us on either an ad-hoc basis or with a discounted maintenance contract in place. There are further support options to allow us to provide you with a tailor-made package to suit your individual needs.



Who are we?

Integrations is an IT consultancy providing high quality network support, consultancy and troubleshooting services to organisations of all sizes and types throughout the United Kingdom.

What do we do?

The services we provide cover such areas as servers and network infrastructure; wide-area networks; business continuity / disaster recovery planning; Virtual Private Networks and remote access; data and network security; thin client technology.

What operating systems and applications do we cover?

We cover all of the Microsoft Windows operating systems and applications.

Why you should rely on us?

We have customers that have been with us for over twelve years, so we must be doing something right. Our philosophy is to foster long-term relationships rather than go for short-term gain.

What if I already have a support provider/IT department?

We may have expertise in specialist areas that your current provider or IT department doesn't have. Perhaps we can provide you with an additional line of defence, extra resources or a second opinion. We might be able to introduce you to new technologies that your existing providers are not aware of. Or we may simply be able to do the same job better, faster or more cheaply.

What is different about Integrations?

No grey areas, no finger pointing, and a pragmatic approach to problem-solving. We see many customers who have been suffering with some sort of problem for months because the hardware supplier says it's a software problem, and the software vendor says it's a hardware problem. We don't operate like that. In most cases our customers don't especially care where a problem lies or who technically speaking is responsible; they just need it fixed. We operate on a "fix it first; discuss it later" basis and we try to avoid grey areas and finger-pointing at all costs.

What else is different about us?

Over the years we have built up a good understanding of our customers, and what they want from a support provider. The things they want are honesty, reliability, effectiveness, value for money and accountability. These attributes are getting rarer in today's cutthroat, short-term profit obsessed climate - and that's what makes us different. We still believe in them.

Are we expensive?

We - and presumably our existing customers - don't think so. We're certainly a lot cheaper than lost data or a day spent without a working computer system. We have come across computer systems that were so vulnerable the entire business was hanging by a thread. What price would you put on your business?

Network Support

We provide the following:

[Proactive support to keep things running smoothly](#)

When it comes to business-critical computer systems, prevention is definitely better than cure. Our proactive support and remote monitoring services ensure that preventable problems are avoided, whilst maximising server and network performance.

[Reactive support when things go wrong](#)

Modern systems being what they are, things go wrong. Hardware failure, software updates or user error - whatever the cause, when problems arise you need them sorted out quickly and effectively. We have over twenty years experience in network and systems support, and offer a rapid response support service that is hard to match.

[Disaster Recovery expertise](#)

Should the worst happen - for example fire, flood or theft - how will you cope? Our expertise in business continuity planning and disaster recovery can help prepare you for these events, enabling you to get your systems and data back online in the shortest possible time. It may never happen - but if it does, you'll be grateful you spoke to us.

[Specialist skills](#)

In our experience, customers often lack specialist skills in small but vital areas and find it hard to justify the cost of recruiting or training additional staff to cover them. We can provide specialist skills as and when you need them in areas such as Business Continuity / Disaster Recovery planning; Virtual Private Networks and secure remote access; data and network security; Microsoft networks; LAN / WAN hardware and thin client technologies.

[Independent advice and conflict resolution](#)

Far too often we have seen customers struggling with "grey area" problems - the hardware supplier says it's a software problem, whilst the software supplier says it's clearly a hardware problem. We can cut through the confusion, identify the true cause of the problem, and then assist in fixing it.

[Backup for existing support teams](#)

We can provide an invaluable "last line of defence" in situations where existing IT staff are overwhelmed or need extra help with a particular problem. We also provide a cost-effective way of engaging additional resources on an individual project basis.

Consultancy

Over the years we have acquired considerable expertise in a number of specialist areas, including:

[Business Continuity / Disaster Recovery planning](#)

More and more organisations are facing up to the possibilities of major system outages. Fire, flood, power cuts or theft - the risks may be small but the potential impact is huge. Statistics show that 30% of all businesses that suffer a disaster never recover. We can help ensure that should the worst happen, your business would survive.

[Virtual Private Networks and Secure Remote Access](#)

Virtual Private Networks (VPNs) and secure remote access offer organisations enormous benefits in terms of fast, cheap links to the corporate network. VPNs are typically deployed to provide remote access to the office for remote and mobile workers, or to link multiple offices and sites together. Any application that runs on your network can be deployed through a VPN to remote workers and sites, anywhere on the planet. Whether you want better site-to-site communications or the ability to access your applications from a laptop or PDA whilst out of the office, we provide turnkey VPN solutions that are fast, cost-effective and extremely secure.

[Data and network security](#)

Networks these days are exposed to a wide range of threats such as viruses, Trojan horses, software exploits, denial-of-service attacks, disgruntled employees, human error and even corporate espionage. As organisations rely more and more on their IT systems, so these threats become more significant. We can analyse your systems and networks for vulnerabilities, and work with you to minimise the risks.

[Thin client technology](#)

Another area experiencing huge growth, thin client technology offers tangible benefits and enormous cost savings to businesses. These benefits include reduced telecommunications costs, a greatly reduced need to upgrade workstations all the time; better application performance across wide area networks; better application performance for remote and mobile workers; and greatly simplified management of application software. It's no wonder that every single Fortune 100 Company makes use of thin client technology.

[Firewalls and Internet security](#)

Almost every organisation has access to the Internet these days. Not all of them have adequate protection from it, however. Even when organisations have deployed firewalls and employed full-time staff to manage them, we still find cases where they are exposed to the Internet. We can check your firewalls to make sure you're as safe as you should be.



Troubleshooting

Modern computer systems are a complex mix of different technologies, and when things go wrong it can be extremely difficult and time-consuming to track down the cause. In order to have any chance of resolving complex issues quickly and permanently, you need a thorough understanding of all the major disciplines - hardware, operating systems, applications and network infrastructure - as well as sophisticated diagnostic tools and, of course, the right experience.

We have over twenty years experience in network support and troubleshooting, spanning all the major operating systems and applications, most hardware manufacturers, and every type of local- and wide-area network imaginable. We also have advanced diagnostic tools and utilities to help us see what is really going on deep within a network.

Simply put, we are here to take the stress and hassle out of IT.

- We can deal with almost any IT related problem. Smoke starts appearing from your monitor, we can contact the supplier. Your phones go dead; we can contact BT. and, of course, deal with any problems with your PC, server and other network infrastructure.
- All our services are scalable, meaning you decide whether we do everything or nothing.
- We have one of the most reliable, cost effective and scalable support infrastructures. This means we can offer everything required for both small and large companies.
- Unlike some support companies, you have a choice of cost models, a flexible 'pay for what you need' model or a flat fee model. If you choose the flexible model, you will notice your support costs fall as we make your systems more reliable.
- To further help our clients we provide them with infrastructure to ensure their site is protected, their staff can work from home and we can, at users discretion, remotely solve most issues.
- And finally, in 90% of problems, we respond within 10 minutes!



Hardware/Software Sales

It is our job to take the thousands of products available in the market and personalise them for you and your business. We are focused on ensuring you get the best value and the best service we can possibly offer.

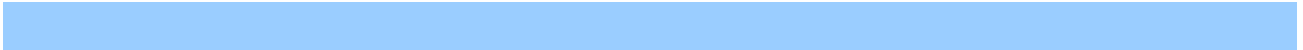
Call us for a quote; you'll be surprised how much we can save you

Hardware

We can source everything from standard desktop or thin-client workstations to heavy duty systems with RAID drives, automated backups, and complete operating system installation and configuration.

Software

We can supply, install and maintain all types of commercial software as well as operating and network software at extremely competitive rates.





Internet Provision

[Connectivity](#)

Whether you require a simple dial-up account with global roaming, ISDN, ADSL, SDSL or an 8Mb Lease line connection, working with our partners at MCI, Demon and Clara we will find the right solution for your business.

[Web space](#)

In the modern day a presence on the worldwide web is imperative. We have configured web servers for most of our customers either on their own servers or utilising rented space from major hosting companies in the UK and the USA.

[Web design](#)

Using our own in-house team of web developers we can design and build your web presence from the simple 'show-case' site to a full-blown interactive 'web-experience'.

[Email services](#)

Email is another essential tool of modern business. **Integrations** has many years experience implementing and managing email solutions that fit your company. The email service can be provided in-house on your own servers or using the services of an external hosting company.

Other Services

[Server installations and upgrades](#)

With so many patches, upgrades and new software versions being released all the time, it can be difficult to keep up. If you need to deploy or upgrade mission-critical servers, we can make the process quick and painless for you.

[Independent advice and conflict resolution](#)

Far too often we have seen customers struggling with “grey area” problems - the hardware supplier says it’s a software problem, whilst the software supplier says it’s clearly a hardware problem. We can cut through the confusion, identify the true cause of the problem, and then help fix it.

[Network health checks](#)

It can be extremely useful to have an independent observer look at your network and produce an impartial assessment of its condition. We can inspect your servers and network infrastructure, report any problems we find, and make suggestions as to how they might be improved. Over the years we have found backup systems that are writing blank tapes every night; incorrectly configured firewalls that are exposing networks to the outside world; file servers that have been compromised by hackers; mail servers that have no anti-virus protection and hundreds of other similar issues. And even if we don’t find anything nasty, you’ll get peace of mind knowing that your systems actually are as safe as you thought they were.

[Advice on new technologies](#)

We can advise you of other technologies that would be useful to you and to your business. This is often difficult for your own IT staff to do - they’re usually too busy, and they don’t get exposed to the same variety of systems and applications that we do. You could be missing out on vital cost savings, advanced functionality or improved efficiency that other technologies offer.

[Additional resources](#)

Perhaps your existing IT staff are overwhelmed, or you need more manpower for a particular project. We can provide experienced, qualified staff to work with you in a cost-effective manner, both on a short-term and long-term basis. All of our consultants spend time working in network support, so they know what works in the real world and what doesn’t. Support experience also means they know how to deploy systems that are reliable and easy to manage in the long term.

[Data Infrastructure and Cabling](#)

Integrations can provide for all means of data infrastructure from fibre to wireless. All work is carried out to the highest standard and testing sheets can be provided. We will also consult on the various options available.



What is the next step?

Contact us and arrange for one of our consultants to come over and meet with you. We can discuss your requirements, give an overview of our capabilities and see if there's a match. Initial consultations are on a non-chargeable, no-obligation basis.

Integrations

16-18 Howard Business Park
Waltham Abbey
Essex
EN9 1XE

Tel. (01992) 712 746

Fax. (01992) 700 211

Email. enquiries@integrations.co.uk

Web. www.integrations.co.uk