



Professional IT Services



Passion

Integrity

Expertise

Teamwork



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Support

- Are you confident that you have all eventualities covered and that your current IT support provider can handle all of your issues?
- Are you frustrated with your application supplier blaming your IT support who blames your hardware manufacturer every time you can't print?
- Has your IT provision and support become just too complex and distracting for you to handle?
- Have you considered consolidating all of your IT support with one trusted provider?

If you are a design professional it is likely that you are using a software product we have supplied to you. You may not realise that we specialise in providing complete solutions from data networks to internet connectivity as well as being the leading CAD software provider to design based businesses in the UK.

Security

- How secure is your business network?
- Do you have robust plans for ensuring that your data is safe from unintentional deletion or an unanticipated disaster?
- Do you waste time deleting an endless stream of unsolicited emails?
- Have you considered an audit of your current security and connectivity setup?

We take an integrated approach to IT security providing active directory, email, internet and firewall expertise to supply and configure tried and tested solutions.

Licensing

- Are you software licence compliant?
- Do you know what your users are installing on their workstations, laptops and smart phones?
- Do you know the penalties for incorrectly or illegally installing software?
- Are you using your software licences efficiently or could you be getting more from your investment?

We can audit and advise on your current software installation and help you maintain a robust software inventory and user policies so that your current investment is safe.

Service	
PC Maintenance	<ul style="list-style-type: none"> ▪ On site system failure resolution should your computer break down ▪ Telephone support for every day queries such as advice on peripheral compatibility and connecting printers ▪ Remote assistance facilities for demonstrating concepts and diagnosing more in depth problems ▪ Hardware upgrades such as increasing the amount of memory or installing a more up to date graphics card
Microsoft Workstation Operating System Support (2000, XP and Vista)	<ul style="list-style-type: none"> ▪ On site system failure resolution should your operating system fail including reinstallation and reconfiguration ▪ Telephone support for every day queries such as advice on connecting to a network and personalising your interface ▪ Remote assistance facilities for demonstrating concepts and diagnosing more in depth problems ▪ Scheduled visits to install updates and optimise performance
Windows Servers Support (2000, 2003 and 2008)	<ul style="list-style-type: none"> ▪ Installation and upgrades including establishing your network topology and connecting client computers and printers ▪ On site system failure resolution should your operating system fail including reinstallation and reconfiguration ▪ Telephone support for every day queries such as advice on creating user and computer accounts and enabling network services ▪ Remote assistance facilities for demonstrating concepts and diagnosing more in depth problems ▪ Scheduled visits to install updates and optimise performance
Automated Deployment	<ul style="list-style-type: none"> ▪ Producing network deployment packages for suitable Microsoft and Autodesk products to simplify the installation process ▪ Employing technologies such as Active Directory Group Policies to assign installation packages to users and install them automatically
Network Infrastructure Support	<ul style="list-style-type: none"> ▪ Installation and certification of Ethernet network cabling. ▪ Installation and configuration of network devices such as switches, routers and access points ▪ Network printing installation and configuration ▪ Remote monitoring and diagnostics
Internet Access	<ul style="list-style-type: none"> ▪ Advice on selecting the most suitable service providers and cost effective services ▪ Provision of dialup, ISDN, ADSL, SDSL and Fibre internet services
Email Domain Management	<ul style="list-style-type: none"> ▪ Domain name provision and management ▪ Renewal management
Security	<ul style="list-style-type: none"> ▪ Assistance establishing network security regimes including device and data access levels suitable for your business ▪ Implementation of security regimes on a single workstation, workgroup or multi domain network forest

SQL Server Data Storage	<ul style="list-style-type: none"> ▪ Selecting and installing the correct enterprise database solution for your business ▪ Establishing procedures for inserting, managing and extracting data ▪ Customising links to your existing business applications
SAN and NAS Storage	<ul style="list-style-type: none"> ▪ Selection and installation of the most suitable network available data storage for your business ▪ On site system failure resolution should your device fail including the provision of standby storage and restoration of back-up data ▪ Remote monitoring and configuration ▪ Scheduled visits to install updates, optimise performance and check the health of your devices
Blade Servers	<ul style="list-style-type: none"> ▪ Selection and installation of blade system and components including enclosures, servers and storage connectivity ▪ On site system failure resolution and remote monitoring
Software Antivirus and Antispam	<ul style="list-style-type: none"> ▪ Installation of software solutions to protect your network from malicious software and securing data arriving by the internet, email or disk ▪ Selection and installation of the best solution for minimising the number of unwanted emails reaching your users
Firewall Installation and Web Monitoring	<ul style="list-style-type: none"> ▪ We provide hardware solutions which will protect your network from potential intrusion from the internet. ▪ These firewalls can be used to connect branch offices into a single virtual network. ▪ They can also be used to restrict access to Internet services and sites ▪ Detailed reports on web usage can be produced and scheduled
Disaster Recovery	<ul style="list-style-type: none"> ▪ We can provide local network backup solutions including industry recognised backup devices and archiving software
Remote Backup and Archive	<ul style="list-style-type: none"> ▪ Offsite backup and archiving of email, file and database data ▪ Near line archiving of less current data allowing optimisation of current data storage
WAN Optimisation Devices	<ul style="list-style-type: none"> ▪ WAN optimisation devices are becoming increasingly popular for improving the quality and speed of data access between remote offices ▪ We can install, configure and support devices to speed up your WAN and improve the flexibility of data storage
Network Review, Health Check and Optimisation Recommendations	<p>As part of an overall review we will look in detail at:</p> <ul style="list-style-type: none"> ▪ Network topology and cabling infrastructure ▪ Check the health and suitability of network devices ▪ Measure system performance and analyse the effectiveness of network security ▪ Recommend and implement systems management software

Software Asset Management	<ul style="list-style-type: none"> ▪ We can advise on the business wide management, control and protection of software assets ▪ We will introduce procedures and tools for maintaining an accurate inventory of software installed on your network computers ▪ We can help ensure that you are using your software licences efficiently and monitor their usage patterns
Licence Management	<ul style="list-style-type: none"> ▪ Ensure that the network licences are allocated and optimised for maximum efficiency ▪ We can help ensure that you are using your software licences efficiently and monitor their usage patterns
Software Customisation	<ul style="list-style-type: none"> ▪ We can customise the interface of your CAD application including menus and toolbars ▪ Command consolidation is a good way of simplifying tasks by integrating a number of actions into one ▪ Using many of the leading development technologies we can extend the functionality of your application or system with integrated or standalone code
Design & Modelling Bureau	<p>To assist with project or staffing demands we can provide a bureau service for:</p> <ul style="list-style-type: none"> ▪ 2D Draughting ▪ 3D Model creation ▪ Visualisations ▪ Animations and walkthroughs
Service Level Agreements	<p>Our Service Level Agreements are designed to provide your business with an IT partner with a proven record in supporting design based companies. We can provide you with a choice of:</p> <ul style="list-style-type: none"> ▪ Software support (CAD and IT) ▪ Hardware maintenance ▪ Scheduled and bespoke software training ▪ Preventative maintenance ▪ Critical support ▪ System Health checks ▪ Technology Workshops ▪ CPD Seminars ▪ Licence and subscription management ▪ Technical and commercial management ▪ Priority Invitation to our seminars and industry events