



www.icc4services.co.uk

ICC MANAGED SERVICES offers comprehensive support across the full range of HP, IBM, Sun and Dell systems. We deliver onsite hardware maintenance with a range of service levels and response times. When combined with our software support and our 24x7 cover, it creates a unique offering for our customers. We offer a realistic and cost effective alternative to manufacturer support. Multiple logistic centers around the UK means ICC MANAGED SERVICES has access to thousands of stock parts, making it simple to find replacement parts for any system failures.



ICC MANAGED SERVICES can provide maintenance, support, supply and installation on:

HP's entire range of Proliant, DL, ML, Blade, 9000, Integrity, Alpha/AXP, Vax and PDP models. In addition, support on most of the HP's Storage Works Disk Systems with EVA expansion frames is available.

IBM's entire range of xSeries, pSeries, iSeries, i5 POWER5, p5 POWER5 and legacy AS/400, RS/6000 and Netfinity models. In addition, support on most of the IBM DS System Storage Disk Systems family with EXP expansion frames is available.

Dell's entire range of products, to include: Poweredge servers & options, including, high performance rack, blade, and tower servers for enterprise customers. PowerConnect networking solutions and PowerConnect Dell Storage Solutions including Dell I EMC and Dell's Power Vault lines of storage devices. Desktop PCs series to include XPS, OptiPlex, and Dimension.

Sun Microsystems range to include Enterprise, Fire, Blade, Sparc and Netra Servers. Disk storage range include the following Tek, F5100 Flash Array, StorEdge, 7xxx Series and ZFS. Tape Storage to include T1000, LTO T9840D and the SL series. Networking solutions to include Brocade switch and backbone devices



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ICC Managed Services Ltd. are an ISO20000-1:2005 accredited company

Midrange Hosting

Data forms the heart of any organisation but protecting it can prove to be expensive and time consuming. **ICC MANAGED SERVICES** has access to data centers that offer a secure location with carefully controlled facilities, designed to combat environmental and power disruptions. We also offer a fully managed solution where all equipment is owned, maintained, monitored and upgraded by **ICC MANAGED SERVICES** minimising the investment required by the customer. For a business to implement its own data centre, maintain it and have dedicated resources assigned to monitor systems 24hours a day, the cost would be significant.

Key Benefits:

- Dedicated resources 24x7 to protect your data
- Reliability and resilience is built into every aspect of the data centre infrastructure
- Significant cost savings by outsourcing hosting requirements
- Availability of data is immediate and convenient
- Infrastructure is in place to grow with your business in the future

System Health Check and Consultancy

ICC MANAGED SERVICES Health-Check will include an audit of the environment in which your system is installed, the hardware configuration (system and peripherals), the software configuration (system values) and administration and operations procedures. The result will be a series of grading for each area, identifying where effort can be expended to best effect. **ICC MANAGED SERVICES** can then offer consultancy assistance to help with any deficiencies identified by the audit.

Other consultancy services include:

- Planning for Disaster Recovery
- Assistance with producing an IT strategy
- Planning and implementing system hardware and software upgrades
- Provision of technical expertise to assist clients for implementation or their own external/internal audits
- Training of system administrators and operators - on or off site
- Technical workshops on or off site



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Remote Monitoring

Your IT infrastructure needs protecting from unforeseen disruptions around the clock and **ICC MANAGED SERVICES** has a solution that works 24 hours a day, 365 days a year, for HP systems. Employees expect continuous availability to all information, and reliable systems with a minimum of disruptions. **ICC MANAGED SERVICES** can help deliver this.

ICC MANAGED SERVICES provides monitoring activity, notification and technology for automatic identification of hardware incidents. The notification of the hardware event can include SMS, email and fax to the customer's nominated personnel. A routine 'heartbeat' function is implemented at regular intervals each day to test the system status, the communication link and HMS connectivity. If the 'heartbeat' is not received as scheduled at the **ICC MANAGED SERVICES** service desk centre, an automatic alert is sent to the **ICC MANAGED SERVICES** service desk for immediate response.

Key Features:

- Automated daily 'heartbeat' and system configuration data transfer
- Help desk support
- 24x7x365 system monitoring
- Improved incident prevention and control
- Consistent management and recovery from incidents
- Business protection through maximised system availability
- Reactive problem reporting
- Trend analysis
- Reduction in unplanned system downtime



ICC MANAGED SERVICES via our nationwide network of support centers can source spare parts from a variety of suppliers and we have the technology and the skills to continue supporting your critical business systems.

ICC MANAGED SERVICES can assist customers who have a skills shortage in system administration, technical or operational support of their servers. Administration support includes user login and password management, change-control management and capacity monitoring, such as disk and CPU.

ICC MANAGED SERVICES offers assistance with installation of licensed programs and OS upgrades, as well as setup assistance and second line programme management. Operational support covers first-line problem management, backups, printer management, batch work, and full restores following a system failure. **ICC MANAGED SERVICES** can provide all these services either remotely or with an on-site technical expert.

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SCOPE OF SERVICES

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Maintenance Support
Supply
Engineering Services
Preventative Services

MAINTENANCE SUPPORT	
Hardware Support	<ul style="list-style-type: none"> • ICC, is a specialist UNIX maintenance company that majors in the support of Hewlett Packard, IBM, SGI, STK and Sun Microsystems servers and associated storage. • Maintenance Support at sensible pricing. • Field Hardware SLA's with a variety of response times from 2 - 8 hours, and from 365 x 24 to next business day. • Account Management - Dedicated account/support manager to manage communications between your sites and ourselves.
End of Life/Legacy Systems	<ul style="list-style-type: none"> • ICC is able to continue to provide support for "End of Life"/ 'Legacy' equipment and Operating System Software that the manufacturers no longer support, having declared the hardware obsolete.
Operating Systems - Software	<ul style="list-style-type: none"> • ICC includes support of the Operating System Software (O/S) at the installed level, as an integral part of our Hardware support contract. O/S includes HP-UX, Solaris, Irix, AIX, OS/400, Linux, True UNIX, Open VMS and Windows.
Veritas UNIX Netbackup	<ul style="list-style-type: none"> • ICC provides installation and support services for Veritas NetBackup which is critical for secure data.
Remote Access	<ul style="list-style-type: none"> • Remote access to your servers to initiate diagnostics, examine system files and logs etc., with minimal disruption and downtime to your systems. Also, remote access can ensure that the correct replacement spares are brought to site.
Cabling Services	<ul style="list-style-type: none"> • At some point in time every business has a need for data and power cabling. Whether you require an integrated system to utilise voice and data transmissions, want to provide additional capacity to your existing IT environment or are looking to connect a few PC's together on a small office network (LAN), ICC Managed Services has the network cabling solution for you.
Telephony	<ul style="list-style-type: none"> • Telephone systems are major part of a business's communication and ICC are in a position to satisfy your every system requirements. ICC Managed Services offer the following: • Avaya Aura and IP Office solutions • On site and remote support options

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Supply	
Hardware	<ul style="list-style-type: none"> • ICC pre-sales technical team can supply new and remarketed or previously owned products from HP, IBM, SGI and Sun.
Software	<ul style="list-style-type: none"> • ICC can provide Manufacturers Operating Systems and Layered Software products for HP, IBM, and SGI systems, plus Veritas Software, e.g. NetBackup.

Engineering Services	
System Administration	<ul style="list-style-type: none"> • Depending upon your operational requirements, ICC can 'tailor' a System Administration support package that could include data archiving on a regular daily or weekly service to fully administer the installed systems instead of having on-site personnel.
Support Services Consultancy	<ul style="list-style-type: none"> • ICC provides a range of solutions that can maximise the spread of a user's IT expenditure, including consolidation or migration of Systems and Operating Software and, can define the lifecycle of the current installation.
Installation Services	<ul style="list-style-type: none"> • ICC provides a range of services based around equipment installation. These include: Configuration of systems; e.g. installing Operating Software or Disk Mirroring or Peripheral links, etc.
Relocation Services	<ul style="list-style-type: none"> • ICC offer specialised multi-vendor relocation services throughout the UK. Services that encompass logistics, project management, engineering services, including full project management tools and manpower.
Upgrade Services	<ul style="list-style-type: none"> • Configuration of Workstations, Servers, and Peripherals with additional hardware, Operating Systems, patches and revision level standardisation, subject to customer supplied licensed product.
System Health Checks	<ul style="list-style-type: none"> • The System Health check provides a thorough assessment of a server and is designed to identify security, system performance, and, availability problems before they can affect your critical operations. Also see Preventative services.
Project Management	<ul style="list-style-type: none"> • For any large project being implemented ICC can assign a Project Manager to ensure the successful implementation of the project.

Preventative Services	
System Monitoring	<ul style="list-style-type: none"> • ICC is able to set up your systems with on-line monitoring software that flags up potential problems before they affect operations, thereby enabling you to organise downtime for remedial work at your convenience.
Disaster Recovery Management	<ul style="list-style-type: none"> • Services are available that start from providing 'stand by systems' to a complete Project Plan for managing data recovery.
Backup Services	<ul style="list-style-type: none"> • ICC provides a range of Data Backup services to help you protect your data. These services are of interest to user's faced with limited IT budgets, or who require better utilisation of storage assets, improved recovery, and backup service levels that are cost effective through remote management. Also see System Administration.



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Product Capability Matrix

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Manufacturer	Product Type/Series	Example Machine Type	Support Level
IBM	RS/6000 Legacy	7013	Subject to spec
IBM	RS/6000 Midrange	7028	Full
IBM	RS/6000 High End	9076	Full
IBM	pSeries p5 Midrange	9111	Full
IBM	pSeries p5 High End	9119	Subject to spec
IBM	pSeries p6 Midrange	8203	Subject to spec
IBM	pSeries p6 High End	9117-MMA	Subject to spec
IBM	AS/400 Legacy	9406-300	Full
IBM	AS/400 Midrange	9406-720	Full
IBM	AS/400 High End	9406-740	Full
IBM	iSeries Midrange	9406-820	Full
IBM	iSeries High End	9406-890	Subject to spec
IBM	iSeries5 Midrange	9406-520	Full
IBM	iSeries5 High End	9406-595	Subject to spec
IBM	Legacy Disk Storage Systems	7133	Full
IBM	Mid Range Disk Storage Systems	DS4000 Range	Full
IBM	X-Series Systems	8670	Full
IBM	Sequent	Numa-Q 7022	Subject to spec
IBM	Legacy Tape Systems	3590	Full
IBM	Mid Range Tape Systems	3583	Full
IBM	High End Tape Systems	TS3500	Full
IBM	Legacy Comms Systems	3174	Full
IBM	Mid Range Comms Systems	2109	Full
IBM	High End Comms Systems	9032-005	Full
HP	Legacy HP9000 Systems	K460	Full
HP	Mid Range HP9000 Systems	rp3410	Full
HP	High End HP9000 Systems	rp8420	Full
HP	Proliant Systems	DL380	Full
HP	Blade Systems	BL490c	Full
HP	Mid Range Integrity Servers	rx2620	Full

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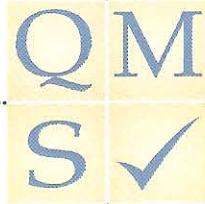
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Manufacturer	Product Type/Series	Example Machine Type	Support Level
HP	High End Integrity Servers	Superdome	Subject to spec
HP	High End Integrity Servers	Superdome	Subject to spec
HP	Legacy Disk Storage Systems	SC10	Full
HP	Mid Range Disk Storage Systems	DS2300	Full
HP	High End Disk Storage Systems	EVA5000	Full
HP	Legacy Tape Systems	TL891	Full
HP	Mid Range Tape Systems	MSL5026	Full
HP	High End Tape Systems	ESL Range	Full
HP	Mid Range Comms Systems	SAN Switch 2/16	Full
HP	High End Comms Systems	Director 2/64	Full
Sun	Workstations	Ultra10	Full
Sun	Cool Thread Server	T2000	Full
Sun	Entry Level Server	V490	Full
Sun	Mid Range Server	SunFire 4900	Full
Sun	High End Server	E15K	Full
Sun	StorageTek	3320	Full
StorageTek	Library System	L500	Subject to spec
Dec/Digital	Desktops/Workstations	Alpha Station	Full
Dec/Digital	Servers	Vax/Alpha Server/PDP	Full
Dec/Digital	Disk Storage Systems	BA3xx	Full
Dec/Digital	Tape Systems	TZ89N	Full
Dec/Digital	Comms Systems	DELNI-AB	Full
Fujitsu	Primepower	Primepower450	Subject to spec
Brocade	Brocade Switches	4500	Subject to spec
EMC	Clarion	CX300	Subject to spec



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QMS International plc

Registration Certificate

This document certifies that the information technology service management systems of

ICC MANAGED SERVICES LIMITED

have been assessed and approved by QMS International plc to the following information technology service management systems, standards and guidelines:-

ISO 20000-1 : 2005

The approved information technology service management systems apply to the following:-

THE PROVISION OF IT MANAGED SERVICES IN ACCORDANCE WITH A GLOBALLY-RECOGNISED FRAMEWORK

Original Approval: 13 April 2011

Current Certificate: 13 April 2011

Certificate Expiry: 12 April 2021

Certificate Number: GB 19068



On behalf of QMS International plc



This Certificate remains valid while the holder maintains their information technology service management systems in accordance with the standards and guidelines above, which will be audited by QMS International plc.
This certificate is the property of QMS International plc and must be returned in the event of cancellation.

QMS
International plc