

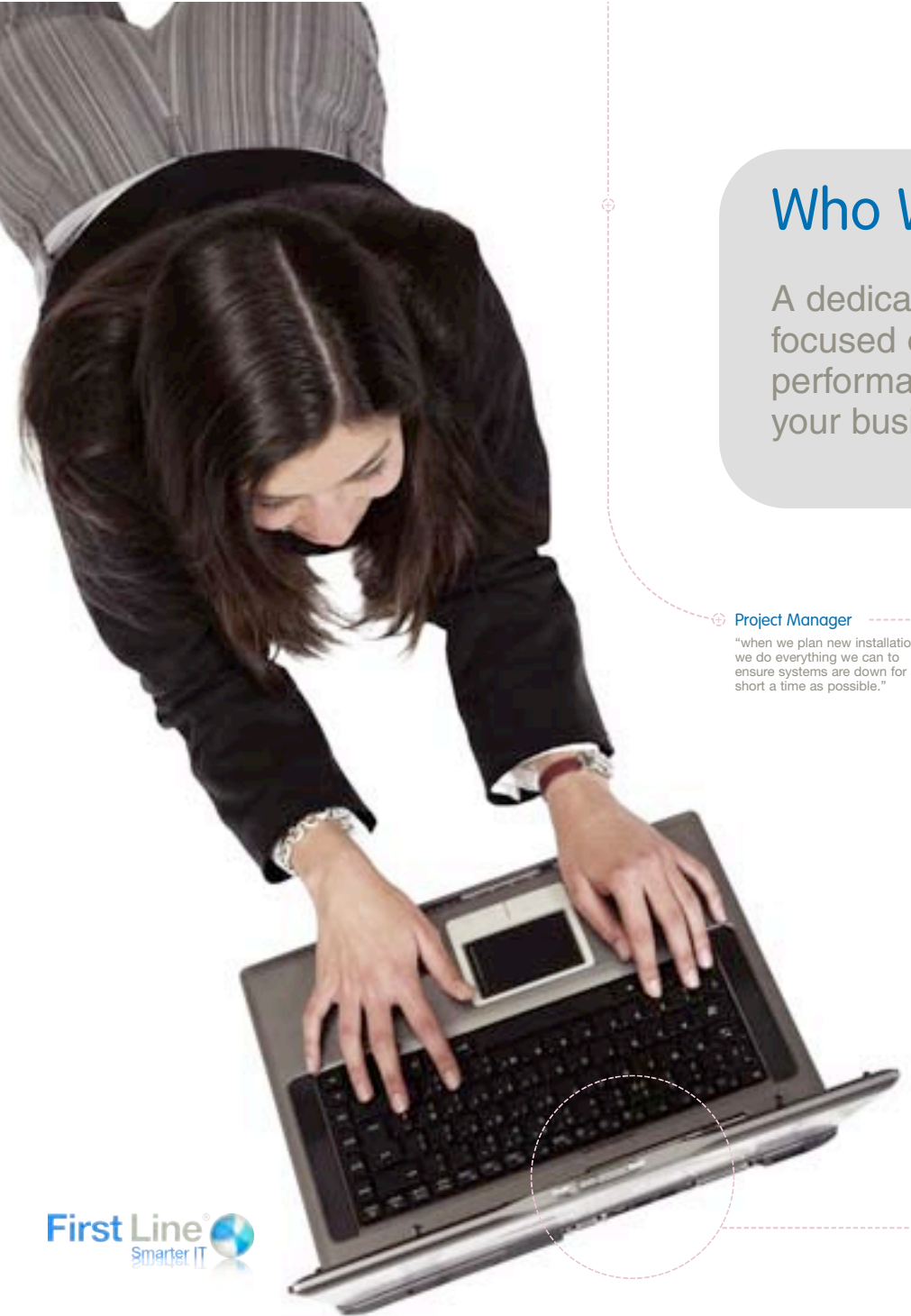


Professional Services Portfolio

- Network Maintenance
- Managed Services
- Productivity Solutions

For businesses that depend on making smarter use of technology





Who We Are

A dedicated team of professionals focused on improving the reliability, performance and financial return of your business critical systems

Project Manager

"when we plan new installations, we do everything we can to ensure systems are down for as short a time as possible."

Field Engineer

"I've worked for several large corporate organisations in the past, and I've never experienced actual IT support turnaround times a quick as ours are now."

Network Maintenance

Businesses that use First Line to maintain their IT find that within a year, their spending on day-to-day computer issues reduces by at least one third.

We achieve this through:

- Fair and flexible contracts
- Professional Service Desk
- Unique Cost Reduction Programme
- Remote support
- On-site support

Managed Services

Our Managed Services include:

- Backup and data recovery
- Email and web hosting
- Internet Access Services
- Active Network Security
- Remote Server Monitoring
- Telecommunications

Productivity Solutions

Ambitious small and mid-sized businesses turn to First Line for new ideas and technologies to put them ahead of the competition.

Strategic Services

- IT planning and strategy
- Network audits and configuration management

Infrastructure Services

- Network design and installation
- Server install / refresh
- Network cabling
- Telephone systems
- Office relocation

Productivity Services

- Mobile and remote working
- Web based communication tools
- Staff training

Fair and Flexible Contracts

We've tailored the way we offer our computer support and maintenance services to suit a wide range of business needs:

Active Systems Support: Budget-conscious rapid-response IT support: directly match your computer support costs to your business needs

Active Systems Maintenance: Fixed price computer maintenance: only pay whilst your IT network is working, we pay you back when it's not

Our People

We value our engineering staff and have an ongoing programme of training to keep pace with the latest developments in technology and professional standards. Underpinning this is a management team with strong operational and multi-sector business experience.

Our Products

We supply, install and support leading hardware and software brands which include:

Microsoft, IBM, Sophos, HP, Symantec, Fujitsu Siemens, Sony, Avaya, Cisco, Netgear

We are not however, tied into any suppliers and will always recommend the best products for your business.

Our Processes

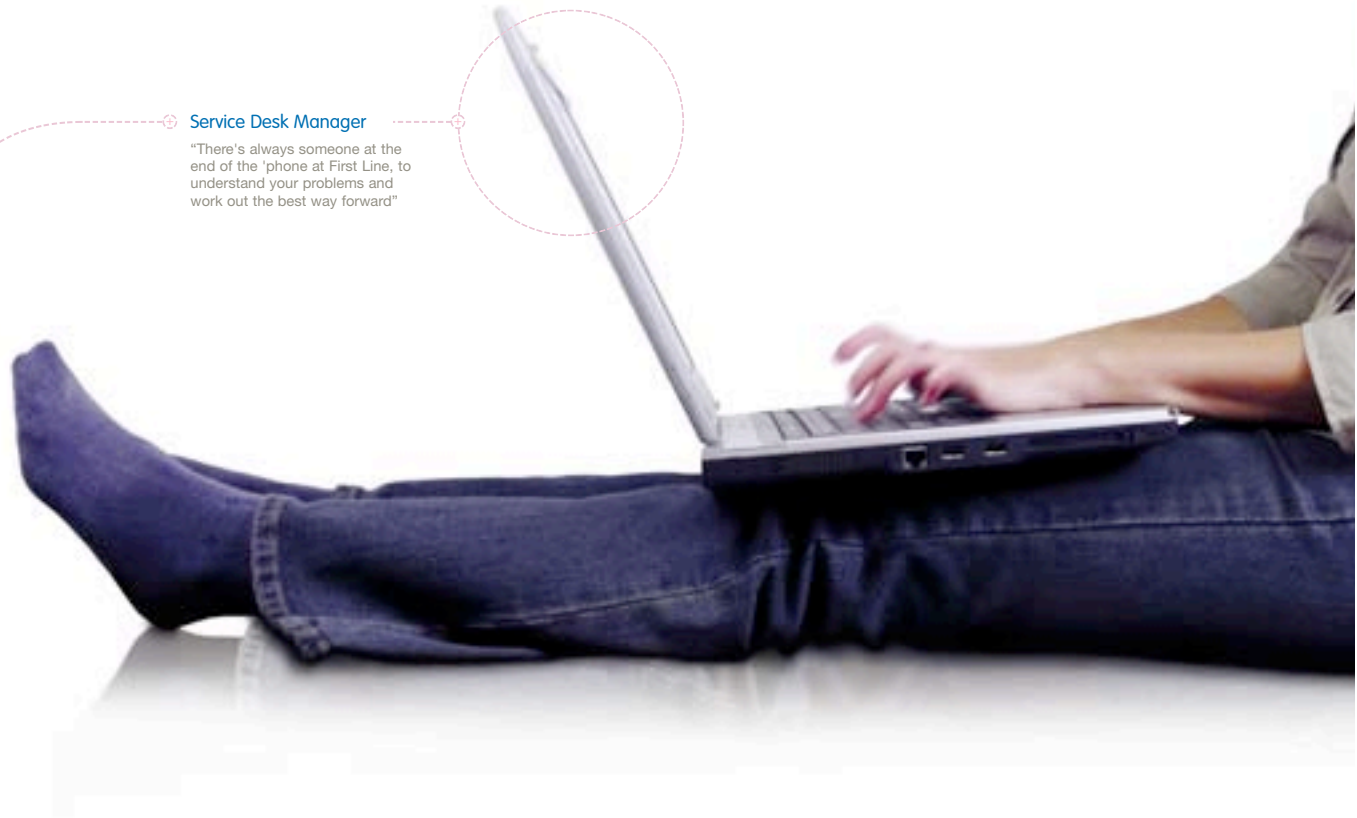
We use ITIL (BS 15000), the internationally recognised best-practice framework for planning consistent, documented and repeatable processes in IT support businesses.

ITIL is centered on the customer's perspective of the contribution that IT makes to their business. It helps us to define accountable support processes to deliver real value.

You will really notice the difference when you work with us.

Service Desk Manager

"There's always someone at the end of the 'phone at First Line, to understand your problems and work out the best way forward"



Why We're Different

We know that trust and confidence are massive issues when it comes to IT support. We understand this and always put our customers interests before our own. Like you, we want to serve our customers better each day. All day, every day.



"First Line really understood the technology and could relate it to our business needs straight away."

*Barklay Saunders, IT Director
Deadline Despatch Ltd.*

"Whatever the issue with an IT system we know to call First Line Support"

*Fred Baker, Managing Partner
Baker Shepherd Gillespie*

"It makes such a difference when you are working with people who genuinely care about the success of your business."

*Andrew McRobb, Managing Director
LRC Connections.*

"We now have a very stable IT environment for both office and home-based staff which helps us manage the technology costs well"

*Andy Ellis, Managing Director
Ellis Grant*



First Line - a team you can trust



Networking Infrastructure Solutions



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