

ICM Emergency Office

ICM Emergency Office is the easiest, most cost-effective way for employees to work productively if problems affect core systems or travel routes into key locations – empowering your people to pick up where they left off, not just in dedicated recovery facilities but direct from their own homes and other non-office locations.

It's simple, straightforward and secure: staff connect remotely, quickly and easily, to their corporate systems and voice services during a business interruption. A virtualised version of their real-life desktop environment instantly appears on their PC, notebook or tablet.

How you benefit

- Avoid downtime, maximise uptime and work uninterrupted – protect your business, customers and profits
- Extends recovery strategies beyond the recovery centre - more flexibility, greater business agility
- De-risks the business - to ensure consistently high service levels
- Low cost solution to deploy – no revenue expenditure required

How it works

An emergency service that's straightforward to understand and easy to invoke, there are no limitations or hidden extras about where staff can connect from. The result is *"business as usual"* for more people in more places - and a faster, more effective disaster response for your business. ICM's capabilities are proven.

- No need for the expense of rolling out PCs, implementing broadband or installing software: employees can use their home or other available PC to work, with their usual access rights
- Staff have a USB stick that launches a secure connection to their corporate network to access a virtual desktop environment - from any broadband Internet connection
- Your people can make business calls as usual and have work calls seamlessly routed to their choice of mobile or home phone – at no cost to them



“We needed to have the traditional cover for our servers, some office space for confidential and team working – such as our finance department – and at least half of our staff being able to work from home. ICM were able to provide us with the perfect solution using their Emergency Office solution”

Tracey Linton Head of IT Rickerbys LLP

ICM Emergency Office is ideal for staff not included in a physical workarea recovery plan, or if relocating to alternate sites is not an option, either based on your budget or business set-up, or if threats include pandemic, serious travel disruption due to weather, or a wide area incident.



Managed Hosting & Cloud Services

Networking & Unified Communications

Business Continuity & Disaster Recovery

Professional Services

Managed IT Services

Product Supply



ICM Emergency Office

Helping you benefit from the consumerisation of IT – and the tablet revolution

How you benefit with Emergency Office from ICM

Lower costs

- No outlay for additional IT equipment for users
- Predictable TCO with no hidden costs or extra capital expenditure
- Minimises lost productivity during periods of disaster and recovery
- No costly backlog of work or overtime to pay after a disruption
- No issues with personal or additional phone bills

Reduced risk

- Multiple connectivity options ensure amazing resilience and flexibility
- High availability through high specification technology and scalable, resilient virtual environment
- Multiple methods available to deploy the secure client and connect, enabling total flexibility of use
- No need to travel or collect staff together, with all the additional costs, risk and hassle that can represent

Delivering innovation - profiting from change

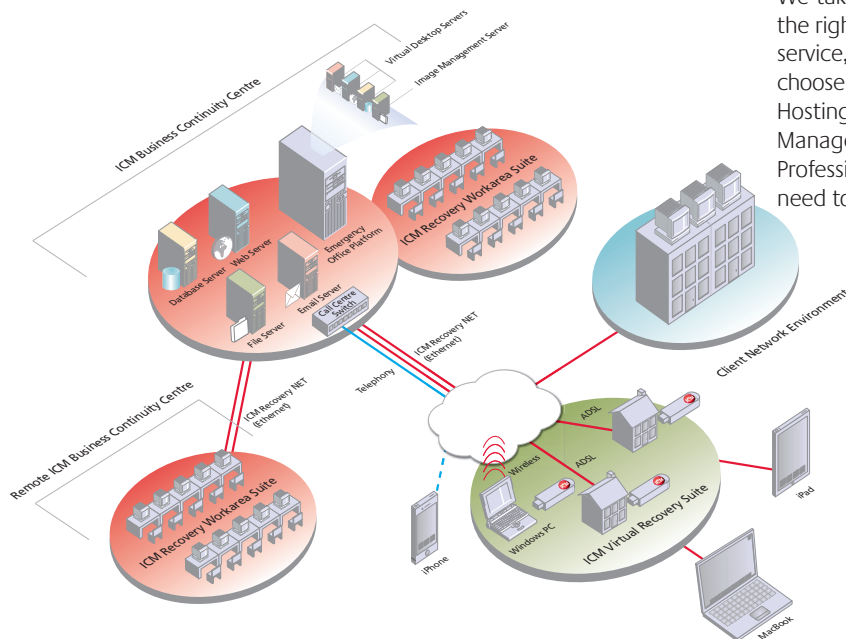
- Virtual environment over any internet connection mirrors the way you work
- Zero footprint on the guest PC means no admin rights or interoperability issues
- Central administration enables software to be configured and updated remotely if required
- A softphone interface enables seamless voice services for customer and colleague communications
- Users can enjoy the full benefit of running a Microsoft Windows desktop from an iPhone, iPad, Apple Mac as well as other smart phone and tablet technologies

Enhanced IT service quality, improved customer service

- ICM technical experts manage the entire solution including implementation and operations
- Uses a secure, resilient, state-of-the-art data centre within a purpose built Business Continuity hub, for your virtual environment and desktop image
- Syndicated service can be made available with a few hours with the option of a dedicated solution within one hour
- We are the industry-leading UK business continuity provider, officially certified against the British Standard business continuity management BS 25999

About ICM

We take a business-led approach to align your business needs to the right IT solution, enabling you to drive innovation and improve service, at a lower cost and with reduced risk to operations. You can choose from individual services or a complete approach: Managed Hosting & Cloud Services; Business Continuity & Disaster Recovery; Managed IT Services; Networking & Unified Communications; Professional Services; and Product Supply. Whatever challenge you need to overcome, ICM makes it possible.



More Information

If you would be interested in learning more about ICM and how we could support your business, please contact us.

- Call 0844 863 3000
- enquiries@icm.co.uk
- icm.co.uk



making it possible