

Managed Hosting & Cloud Services

ICM Managed Hosting & Cloud Services enable you to improve IT services and better support the business, avoiding capital expenditure and minimising running costs. We offer the broadest range of IT services backed by a client-focused consulting approach and world class business continuity.

Maintaining a sophisticated and up-to-date IT infrastructure in-house costs a great deal of time, money and management overhead that could be better spent elsewhere on more strategic activity. That's where ICM comes in.

Our proven expertise and the breadth of our UK-wide infrastructure – which includes outstanding hosting and data centre facilities, network operations and world class data storage, backup and replication – mean you can harness the benefits of cloud computing for less. You retain control while achieving lower total cost of ownership (TCO), improved performance, assured service levels and reduced risk: creating a more flexible, agile and 'always on' business.

How you benefit

- **Lower costs, easy access** – our managed hosting and cloud infrastructure is proven at every level and to the highest standards: we've made these investments so you don't have to
- **Eliminate risk** – our business is founded on the provision of outstanding services: through our expert people, IT service best practice framework, Network Operations Centre and other mechanisms we proactively manage risk out of hosting and cloud service provision
- **Constant innovation, profit from change** – access to trusted advice, new approaches and emerging technologies mean you can create and benefit from a more agile and resilient business without making capital investments in people, infrastructure and resources
- **Enhance IT service quality, improve user satisfaction** – our experts manage whatever hosting or cloud services you choose to the highest performance levels 24/7, in line with strict SLAs and under the scrutiny of a dedicated Service Delivery Manager

ICM has been approved by Lloyd's Register Quality Assurance to the following Management System Standard: ISO/IEC 27001:2005 for Managed Hosting Services.



“We don't have the maintenance headache of onsite kit and only pay for the capacity we use. I can't understand why any business would want to take a huge cashflow hit and purchase IT hardware”

Nick Chadbourne Managing Director Synapse Learning

Managed Hosting & Cloud Services	Networking & Unified Communications
Business Continuity & Disaster Recovery	Professional Services
Managed IT Services	Product Supply



Managed Hosting & Cloud Services

A UK leader in hosting and cloud, our first step is to develop a proper understanding of your needs. Our experts then advise on the right services to optimise uptime and efficiency while reducing costs: organisations trust ICM to help them decide when it makes sense to move some services into the cloud and when it makes sense to keep them on-premise.

Managed Hosting – lower cost deployment and operations plus reduced risk by remotely managing hardware, operating systems and applications on dedicated servers and storage in state of the art and highly secure tier 3 hosting facilities; business continuity is assured.

ICM Cloud Services – flexible pay-as-you-go and on-demand services give you tangible cost-savings from cloud computing: virtual servers, virtual shared platform, full cloud Infrastructure-as-a-Service (IaaS), hybrid cloud IaaS, Platform as a Service (PaaS), Software as a Service (SaaS), Storage as a Service (STaaS).

Continuous Business Services – ICM is unique in that we offer a complete range of world-class on-premise and cloud-based IT infrastructure services with wraparound business continuity, disaster recovery and workarea provision; 18 purpose-built centres UK-wide use the latest technologies to protect and enhance your organisation, creating a more agile, available and always-on business.

Hosted IP Telephony – this fully managed VoIP service reduces costs while improving communications and flexibility. Meet changing business and user demands fast, with low deployment costs and ease in applying updates and changes.

Remote Monitoring & Management – your systems and infrastructure are proactively monitored 24/7 to maximise performance and availability, detect problems and generate alerts to avoid costly downtime and errors.

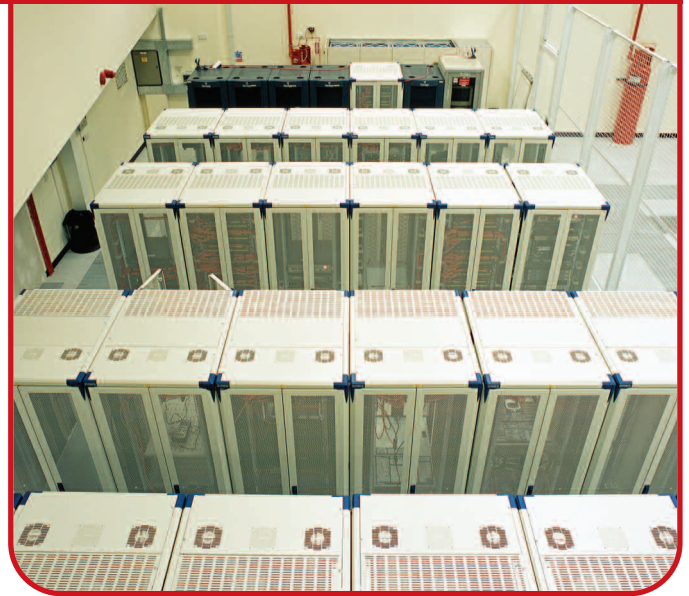
Managed Storage (STaaS) – flexible access to high performance SAN storage on a pay-per-use basis, plus cost-effective options for backup and replication.

Managed Backup – this fully managed application-aware disk-based service uses a protected central facility and daily replication to a separate location for added peace-of-mind.

Managed Security – keeping systems, data and information protected from unauthorised access, intruder threats, virus attacks, hackers, digital crime and fraud: a three-tiered framework to Prevent, Detect and Defend.

Co-location – ICM secure fault-tolerant environments host your IT and deliver assured performance, availability and uptime, while avoiding expensive fixed costs.

Platform Replication – a fully managed virtual mirror of your IT platform and data centre to use in failover, compliance, data restoration and testing; you have instant access to replicated servers and data.



“ICM ensured the right technical specialists were always available when we needed them. This continuing commitment is why Baxi Group and ICM have been partners for so long”

Luke Vanhegan IT Development Manager Baxi Group

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

