

Business & technology –
working as one

We build on your existing IT assets to leverage the best from them, while integrating newer technologies for you to exploit powerful new ways of working. We can deliver rapid, targeted implementations to help you capitalise on opportunities faster than your competitors.

Overview

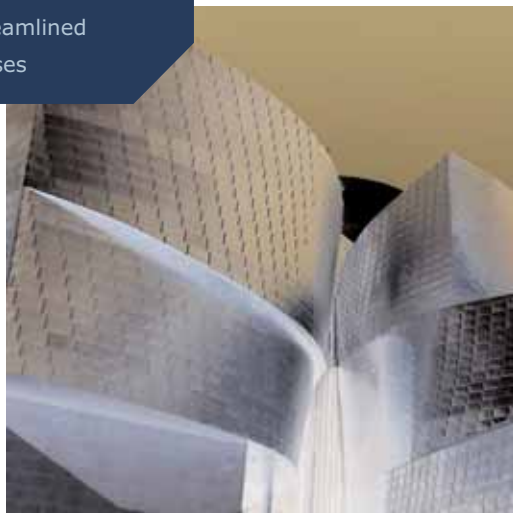
Organisations now recognise that it is ICT that makes their business tick. A recent Gartner poll of 1,400 CIOs in 30 countries found that they expect ICT to play a significant role in supporting their growth and competitiveness, rather than simply managing their operational processes.

The real value of ICT is in driving innovative, more flexible ways of working so that you can move fast to exploit new business opportunities, increase revenues and cut cost and time from business processes. ICT skills and other premium resources should be leveraged to create greater flexibility for the organisation to operate and thrive.

To achieve greater flexibility, ICT investment must clearly demonstrate that it will:

- Increase customer loyalty and retention through high quality services that they can access and use easily
- Boost profitability and competitiveness by lowering transaction/trading costs
- Generate additional revenue through enhanced service delivery and streamlined business processes

Our solutions are designed and built, from the ground up, to deliver measurable business value against these key benchmarks. No one is better qualified to help you create the ICT capability you need to achieve and sustain your organisation's ambitions.



How we can help

Get more from your existing ICT assets.

By consolidating and/or simplifying your ICT infrastructure, application architecture and resources we can help you to unlock the full potential of existing ICT investments. This approach allows you to realise the benefits of web collaboration, mobility, online trading and other innovative ways of working without a painful forklift strategy or a major learning curve for your employees. A phased implementation enables you to channel investment into projects that demonstrate the best value and fastest RoI.

Increase revenues. As consumers we all appreciate the convenience of being able to bank, shop, learn and get things done through internet-based services. By integrating your legacy systems with modern web technology, we can, for example, help you to open up new online revenue generation channels that are easy for customers, partners and employees to access whenever and wherever they need to. At the same time, we can reduce your transaction costs. For example, the cost of processing a new car insurance policy online rather than through a call centre could be cut by as much as a third.

Improve customer service and

satisfaction. We can help you open up a choice of channels for businesses, consumers and members of the public to access and use your services, any time, anywhere – providing seamless access to a whole range of complementary services that people need. Examples include solutions that integrate customer contact with back-office logistics and supply systems, and multi-channel contact solutions for citizens who need access to local authority services.

How we work

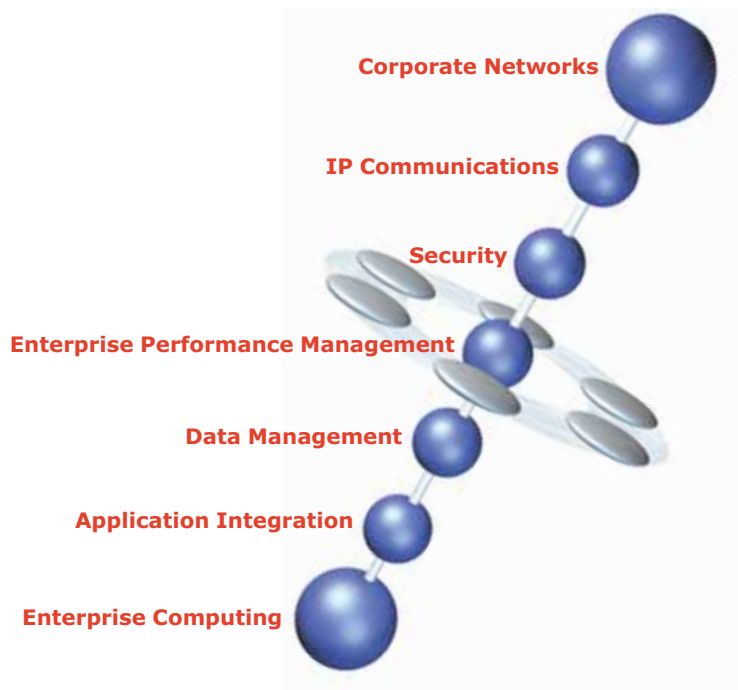
The Logicalis Practice model

Our practice teams will work with you to define and develop a solution, underpinned by comprehensive lifecycle management. The Logicalis practice teams represent a strong blend of business and technical expertise in seven key areas:

- **Corporate Networks:** to create the infrastructure to deliver content to the right place at the right time
- **IP Communications:** to integrate voice, data, video and mobile applications on a single, IP network to enable new ways of working and simpler management
- **Security:** to safeguard the integrity and privacy of shared content across the network
- **Enterprise Performance Management:** to provide 24/7, enterprise-wide performance monitoring and management
- **Data Management:** to organise and structure content to facilitate its use by applications
- **Application Integration:** to deliver and present content in the context of a process or task
- **Enterprise Computing:** to deliver resilient, high availability systems to run applications



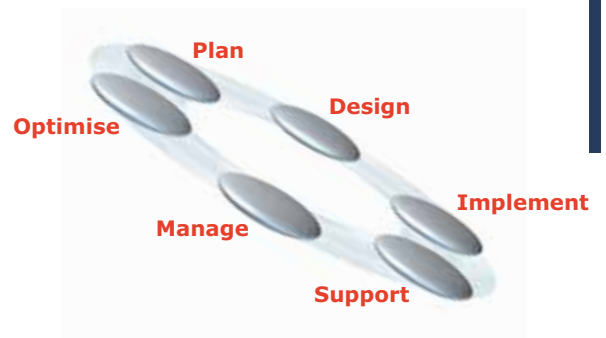
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Lifecycle management

We offer full lifecycle management of all your ICT assets – from planning, design, implementation and integration to support, management and optimisation. We also have an extensive portfolio of managed services that encompasses the end-to-end management of your multi-vendor, multi-technology ICT system. This includes intelligent remote monitoring, operational management, co-location, and full or partial outsourced partnering.

Through our expert accredited technical staff, multi-vendor status and ecosystem of leading technology partners, we can also source, procure, stage, provision, integrate, manage, uninstall, dispose of, and refresh your ICT infrastructure.



We will assign a dedicated Logicalis team who will:

- Design, deliver and support your solution throughout its life to ensure lasting investment returns
- Identify your business needs and translate them into ICT solutions
- Challenge the accepted way of doing things and offer smarter, more profitable alternatives
- Carry out a full audit of your infrastructure assets and identify opportunities for leveraging existing investments
- Propose a solution utilising technologies and tools that offer best performance, availability and RoI
- Dedicate the skills and resources you need to implement and support a project, for the whole of its life
- Track and measure the performance of the implementation against realistic benchmarks

Why choose Logicalis?

A partnership with Logicalis gives you access to world-class resources that work hard to enable you to:

- Deliver fast returns by implementing new technologies and smarter ways of working
- Improve the all-round performance and productivity of your people, processes and systems
- Accelerate the deployment of innovative applications to outsmart competitors, exploit new channels to market and open up new revenue streams
- Increase customer loyalty and retention through business applications that offer greater value and convenience
- Streamline business processes to make your organisation more responsive, flexible and efficient
- Secure and optimise existing IT assets to protect and extend RoI
- Support your IT team with a broad range of complementary skills



About Logicalis

Logicalis is an international provider of integrated ICT solutions, delivering secure, converged computing and communications infrastructure and services.

We can provide the architecture, deployment, integration and management of networks and systems to deliver leading edge solutions that create value for our customers and meet their business needs now and into the future.

Logicalis is a trusted provider of multi-vendor solutions operating in the most complex and challenging business environments. Our relationships with the industry's leading technology suppliers, combined with a proven track record, enable you to invest with confidence.

The UK arm of Logicalis has achieved independent triple certification for its integrated management system supporting computing and communications solutions, information security and IT service management offerings: ISO 9001/2000; BS7799 and BS15000 respectively.

The Logicalis Group is a division of Datatec Limited, a \$3 billion publicly listed business. With international headquarters in the UK, the Group has operations in the US, UK, Germany and South America.

For more information, visit www.uk.logicalis.com

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 **LOGICALIS**
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