

Online Services from Intercept

User support; downtime; security; disaster recovery; compliance; software licensing and upgrades;... dealing with issues like these on an ongoing basis can be a real headache. Intercept's online services take these troubles away by delivering an Enterprise grade IT infrastructure without the up-front costs, for a simple predictable monthly subscription.

Taking the worry away

The argument for adopting a hosted approach to your IT service delivery can be very compelling. Maybe a more flexible way of working is needed after a management buy-out, relocation or acquisition; or perhaps management time simply needs to be focused on core business activities, rather than being distracted by IT issues.

Whatever the situation, a hosted solution from Intercept can offer the support you are looking for.

Our dedicated team can help to gain a clear understanding of your current business circumstances, designing and delivering a virtual IT solution hosted at our highly secure, resilient data centres. Intercept's online services can deliver every application required by a business and all the functionality inherent in an Enterprise class in-house system, including voice, messaging and collaboration.

We deliver these applications directly to each desktop using a simple per-user, per month charge, all supported by a dedicated helpdesk. This means our clients can deliver the most efficient service for their users, whilst significantly reducing the IT management burden and related overheads.

Key service benefits

Faster, simpler IT service delivered to users

With Intercept's online services, users have access to the latest software versions and have inclusive access to our dedicated support helpline for any issues. All applications and documents can also be accessed via a web browser, meaning that users can log on to their own 'desktop' securely over the Internet.

Improved IT administration

With the entire IT service delivery managed by Intercept, businesses no longer need to worry about things like software upgrades, licensing issues or support requirements. We handle it all. And because everything is hosted off site disaster recovery and business continuity strategies are easy to implement, as whatever happens at our clients premises, business continuity is guaranteed, with users able to log on to their desktops from alternative locations, without suffering any data loss.

Key fact:

› Some 60,000 users rely upon Intercept's managed and online services.

Flexible management

Regardless of the business situation, a hosted solution will always be more flexible than anything run in-house. For example, new users can be added instantly after an acquisition or substantial business growth, or business divisions can be separated swiftly after a management buy-out or a relocation.

Smarter cost management

With Intercept providing all of the required desktop applications, the management and delivery of these services is no longer required in-house. This not only reduces internal costs significantly, but also allows the businesses management to focus more strongly on generating additional revenues from core business activities.

Key service features

Intercept's online services are offered via a simple per-user, per-month billing model, which runs within a fixed-term contract. This means that total flexibility is maintained in terms of the number of users that can be supported, and also the individual services which each user receives. In short, each business simply pays for what it uses, adding or removing users and services as they see fit.

In addition to offering generic hosted solutions for Microsoft Exchange, CRM and SharePoint, Intercept also provides two unique bespoke offerings: **onlinedesktop™** and **onlinevoice™**. The former is a tailored application delivery solution, which delivers all software applications, both generic and line-of-business, via our hosted platform.

And unlike many of our competitors solutions, our voice service is fully featured, delivering the very latest Voice over IP functionality. These two packages can be combined to provide a complete hosted application and voice service known as **onlineoffice™** delivering all of the data and VoIP functionality that a forward thinking business requires and customised for your own exact requirements.

"We needed cutting edge technology, reliability, and responsive support and Intercept's hosted desktop solution exceeded, and continues to exceed, our expectations." Marcus J. O'Leary, Managing Director, NetworkLaw

About Intercept

Based in the City of London, Intercept focuses on helping companies of all sizes reap the rewards of virtualised IT and unified communications. We collaborate with our clients to reduce costs, improve user experience and increase business agility.

We have years of real world experience designing innovative solutions that are carefully crafted to fit your needs, and delivered with exceptional tailored support. Intercept has virtualised over 3,000 servers, over 100,000 desktops and more than 2,000 different applications in 30 languages, realising millions of pounds worth of savings to our customers. What's more, some 60,000 users rely upon our managed and online services.

As specialists in delivering virtual IT infrastructure, our people are different. Using the most resilient, scalable and high-performing technology available today, our solutions empower you to get the very most out of your IT investment.

If you're looking to achieve real business benefits from the best online services available, simply call our sales team on **020 7743 0100**, email **sales@intercept-it.com** or visit **www.intercept-it.com**