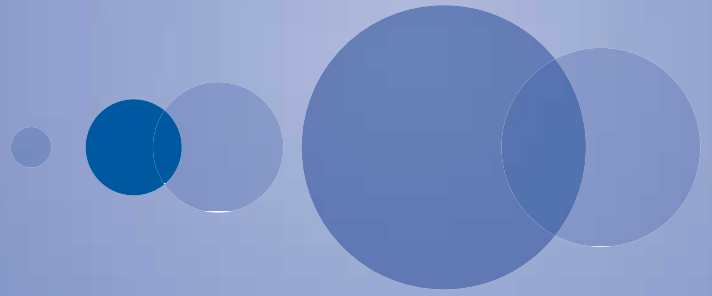


inTechnology INSPIRE



ISSUE 1 DECEMBER 2007

Feature Articles

Customers benefit from huge investment in data centre

Increased capacity and extra resilience provide customers with a facility that is fit for the future.

Take the InTechnology voice challenge

We tell you how InTechnology's IP telephony service can save customers a fortune.

The ultimate mobile communications tool

Explore this revolutionary mobile comms phenomenon, available exclusively in the UK from InTechnology.

Detecting data disaster before it happens

Take action now and understand how you can gain control of your data and storage usage.

Customer management personified

Introducing our full customer management team.

Expert view

An overview of the latest in storage from NetApp's Matt Watts. The first in an ongoing series of insights from some of the industry's leading lights.

FEELING VULNERABLE?

If so, take us up on our complimentary risk assessment* and you could be eligible to receive a Nintendo Wii**.

*See inside for more information.
**For delivery in 2008.



InTechnology explains itself

In an industry as fast moving and technically diverse as ours, it is easy to complicate the already complicated.

Hence, in a bid to remain as tangible, accessible and transparent as possible, the customer management team at InTechnology has developed this new Inspire customer newsletter to replace the 'in the know' news sheets you currently receive.

It is designed to provide regular, clear, concise and pertinent updates for customers about our products and services.

We pledge to provide you with the headline news you need to know, more information on how our new and existing products and services can benefit you specifically and details of who to contact if you wish to find out more.

As a quick reminder, InTechnology is a true one-stop shop for all your IT and Telecoms needs, with the size, infrastructure and operational wherewithal to back up our technical expertise.

With a £50 million turnover, more than 500 corporate clients and 200 employees in Harrogate, Reading and London, InTechnology offers:

Offsite data	Voice	Networks
Back-up/Restore	VOIP	DSL
Data Replication	Push to Talk	VPNs
Archiving	Calls	Wide Area Networks
Hosting	Lines	

Two-way communication

Have your say. We would be delighted to hear your thoughts on the style and content of this new publication, which will help ensure we continue to provide the information and support you require in future. Please email your comments to inspire@intechnology.co.uk

Customers benefit from huge investment in data centre



As part of our ongoing commitment to ensuring InTechnology stays at the forefront of the industry, we are about to embark on a £3 million programme to upgrade our already impressive Harrogate Data Centre.

Adding yet further resilience and capacity, the scheme will facilitate the addition of up to 200 extra cabinets in Harrogate and London, but customers are warned this extra space is already selling fast.

The upgrade involves almost doubling the power supply to meet future hosting expansion and increasing hardware density. At the same time, we will boost the resilience of the main power supply AND double our generation facility.

Meanwhile, we will simultaneously replace the existing cooling systems with the very latest technology.

The installation programme will be completed by July 2008 with a staged and secure customer changeover programme planned to take place during July/August 2008.

STOP PRESS: InTechnology is also about to push the button on a new 170-250 rack data centre within our Reading office. More details to follow in the next issue.



Take the InTechnology Voice Challenge and let us rationalise your phone provision

Millions of pounds are thrown away annually by businesses paying over the odds for their phone provision, not least because many organisations simply either don't understand or don't have the resource to understand the set up they've got.

InTechnology has already helped customers save thousands of pounds by switching to our IP based business telephony service, saving money not only on the cost of calls but also on equipment charges and line rental.

We can offer real cost savings on your monthly line rental and call charges by managing both your data and telephony over a single converged network, all without the upheaval of making physical changes to your equipment. What's more, we have also been successful in helping businesses to claw back money they may have overpaid during previous years.

You've got nothing to lose by taking the InTechnology Challenge. Simply send your phone bill to your designated account manager. They'll conduct a detailed free audit of your current situation and, within a few weeks, let you know exactly how much you can save.

Marcus Warren, Sales Director, InTechnology says: "Many clients have complex telephony provision that has built up in an ad hoc way over the years, resulting in a situation that is difficult to get to grips with, yet alone manage effectively.

"We can help by not only analysing where clients currently are from a lines, calls and equipment point of view but also by putting plans in place to run their voice provision alongside their data provision, significantly simplifying matters and, at the same time, saving time and money."

STOP PRESS: IP Mobility in the 21st Century Network Seminar, 17 January 2008, 60 Cannon Street, London EC4N 6NP.

Get up to speed with the opportunities presented by BT 21CN (21st Century Network), with insights from BT and InTechnology experts into how the move towards IP will revolutionise your business.

Call 0800 983 2522 to book your place.

When push comes to shove PTT is the **ultimate mobile communications tool**



Completely and utterly unique to InTechnology in the UK, the ground-breaking international Push to Talk (PTT) phenomenon from Mobile Tornado* is destined to transform all your mobile communications.

Operating on the back of InTechnology's advanced IPRS platform, mobile Tornado's Push-to-Xperience technology allows customers to reap the benefits of being able to transmit voice, text, data and video clips instantaneously and simultaneously.

PTT facilitates instant voice communication via individual or groups of mobile and/or PC users via an integral, one-click 'Push To' button on your mobile phone.

CALL YOUR ACCOUNT MANAGER TO DISCUSS THIS EXCITING OPPORTUNITY AND UNDERSTAND THE HUGE POSITIVE IMPACT THIS COULD HAVE ON YOUR BUSINESS.

*InTechnology owns 49.9% of Mobile Tornado. For further information visit www.mobiletornado.com

The core business benefits:

- much faster and cheaper than a mobile call because there is no number to dial
- provides a real-time presence by allowing users to leverage their internet identity to communicate with contacts and view those currently online
- as simple to use as a walkie talkie, PTT uses the GSM mobile phone network so offers almost unlimited coverage
- reduced operating costs compared with a Private Mobile Radio (PMR) system
- instant communications between you, your customers and your staff
- a cost-effective back-up to an existing radio system.

Detecting data disaster before it happens

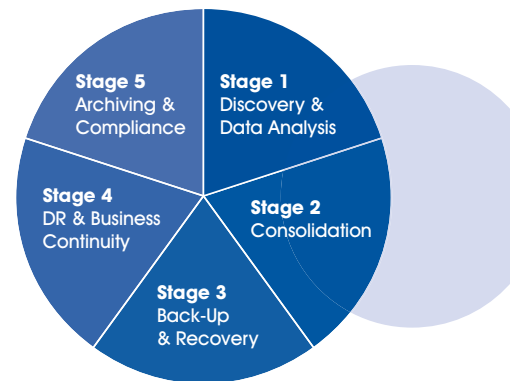
Been a while since you considered getting to grips with the day-to-day management and storage of your data? Do you strongly suspect things are not working as efficiently as they should be or that you may not be compliant, but you're not really sure where to start to put things right? Then you are definitely not alone. And you should definitely do something about it.

"Data management is one of those monkeys that can sit on your shoulder for months, years even. You know it makes sense to tackle it, but it just keeps slipping to the bottom of the pile and the problem just escalates," says Iestyn Davies, Professional Service, InTechnology.

InTechnology can take the headache away by applying the same technology it operates internally to your own data management set up, helping you create the optimum environment for storing data. This will not only increase efficiency, enhance performance and save untold management time but also save you money.

Applying VMware, for example, has helped InTechnology reduce the number of servers it operates internally by almost 90%, massively reducing power consumption, freeing up space and making large cost savings.

"Storage technology is continually becoming smaller, faster and cheaper, but the basic issues remain the same. We understand all the issues clients face, because we face the same ourselves," Iestyn continues.



InTechnology: Simplifying Data Management

Call your account manager to arrange a healthcheck of your current situation and we can quickly help you gain an understanding and control of your data and storage usage, assess future requirements and reclaim under-utilised capacity. All this whilst providing a comprehensive consolidation, archive, back-up and data protection strategy.

How vulnerable are you? **Free trial available**

xStorm from InTechnology is a brand new network scanning service enabling customers to adopt a proactive approach to managing network security.

Accessed from any Web browser, the service can be scheduled to provide regular, detailed reports on all the network perimeter vulnerabilities together with professional remedial advice, ensuring the highest level security posture and regulatory compliance procedures can be maintained.

Not sure if you need it or not? For complete peace of mind, why not take us up on our free trial offer? Contact your account manager for an application form. Once we've received your completed form it will take just a few minutes to scan and assess your risk.

What's more if you return your form within two weeks, then go on to purchase xStorm from us in the following two months we will send a Nintendo Wii as a thank you.



Expert view from NetApp's Matt Watts

For this first issue of INSPIRE, we quizzed Matt Watts, UK Technical Advisor of NetApp, the global provider of unified storage solutions, to find out his thoughts on the latest technology, with a specific insight into storage.

Here are some soundbites.

- if you consider the revolution in the requirement for data storage at home, just think of how technological advances are impacting on businesses
- we must all get better at managing storage or we will increasingly experience hold-ups and difficulties caused by data backlogs
- most businesses do not dedicate enough thought or time to tidying up the information stored on their business systems, leaving them vulnerable to increased management overheads, escalating storage costs and potential business risk
- modern storage technology can help, but only if businesses accept that they will need to review their traditional processes and consider tiering data, better archiving, regular deduplication, storing fewer copies, etc.
- ensure your storage administrator has the systems in place to recover data if you have to
- accept compliance as a positive way of regulating what data is important and what is not, but integrate your compliant storage to avoid high costs and over-complication
- deduplication is key to effective data management which is why all our systems incorporate specific features to deal with it
- following on from locally attached storage, networked storage and virtualised storage will be scaling out and grid-enabling, which will result in massively increased storage capacity and resilience
- for most companies, the biggest headaches are caused by: explosive data growth, having to do more with less, adapting and scaling their infrastructure, 24/7 global access, data security and compliance and application back-up and recovery

Our full interview with Matt can be found on www.intechnology.co.uk

CONTACT YOUR PERSONAL ACCOUNT MANAGER IF YOU WOULD LIKE TO DISCUSS THE THOUGHTS AND INSIGHTS OFFERED HERE IN MORE DETAIL.

InTechnology works in close partnership with NetApp to provide customers with the optimum in specialised hardware, software and services for seamless storage management. Find out more about this billion dollar organisation on www.netapp.com

Customer Management personified

Our mission is to deliver a first-class experience to all our managed services customers, whatever it takes! Every customer is assigned one of our highly qualified, highly knowledgeable and highly motivated account managers, overseen by divisional director, Natalie Duffield.

It always helps to be able to put a face to a name, so we're delighted to be able to reveal the full team:

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