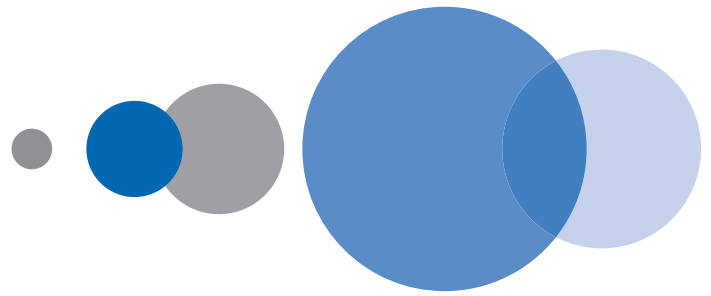


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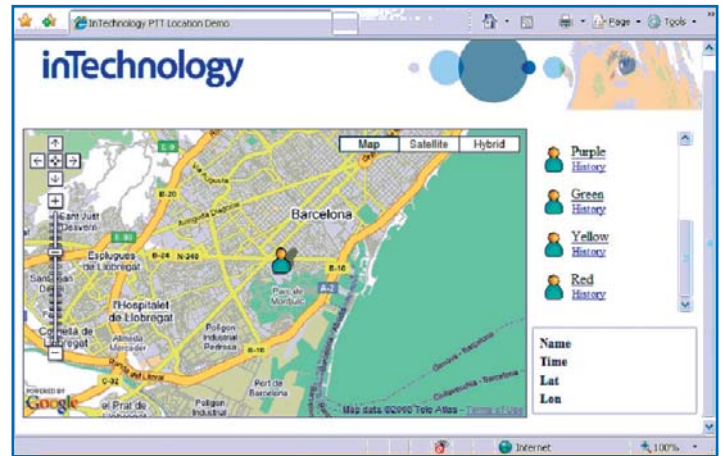
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Employee tracking: the next exciting chapter in the "Push to Experience" story

InTechnology's unique Push-To-Talk (PTT) service allows teams of field workers to easily keep in touch with each other, as well as allowing office-based staff to manage them direct from their PC.

However, the problem with managing a mobile field team is knowing exactly where everyone is. Who is the best person to send to a job, or worse, where do you send assistance if someone is injured or in danger?

InTechnology has made a significant breakthrough in field communications by allowing your operators to see live exactly where each member of field staff is. This is done by using GPS-enabled PTT handsets and displaying the location of each employee on a street map, accurate to 10m.



Operators can also see historical information so that they can confirm, for example, if a delivery person was at the correct address at the correct time, or which route that the employee took.

If you are interested in discussing how InTechnology can help you improve the efficiency and safety of your field-based teams, please contact your Account Manager.



The Wembley Way

InTechnology loves to be associated with big success and there's no better example in Britain than the new Wembley Stadium. The world's largest football ground may have had its problems early on, but for anyone who has had the privilege of experiencing this spectacular construction doing what it was built to do, the final result is unquestionably a triumph.

The stats alone are impressive: 90,000 seats, all covered, none obstructed and all with more leg room than the old Royal Box; the sensational 315 metre span arch construction (you could roll the London Eye through it!) that can be seen from Canary Wharf thirteen miles away by night;

an 11 (that's 'eleven') acre roof, of which four acres are moveable (it weighs 7,000 tons by the way).

We could go on. In fact, we will. The new Wembley encloses a space of 4,000,000 m³, containing 54 kilometres of seating, is built on 4,000 foundation piles up to 35 metres deep, has 35 miles of heavy-duty power cables inside it – and two giant screens, each the size of 600 domestic television sets...not to mention more toilets than any other building in the world!

Wembley is much more than the sum of its parts however, with spectators commenting on

the fantastic atmosphere it generates. The one thing there's no room for is false modesty. As World Cup legend Geoff Hurst put it: "We invented the game. We deserve the best stadium in the world and now we have got it by far."

No wonder, then, that InTechnology considers itself privileged to be involved in this world-beating project. We have an incredible, exclusive 20-seater box which is located on the half way line in a prime position for all events. So if you'd like to experience corporate hospitality at its best, "the Wembley way", speak to your Client Manager for details of the latest fixtures.

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Three Tiers for Data Management!

A successful business grows data, and how that information is managed can be one of the keys to its continued success. A business should be in control of its information, not controlled by it, but with the sharing and storing of data growing at a rate of at least 50% per year, achieving this balance is an ever more demanding – and specialised – task.

Whether you have a plan for it or not, all modern businesses face questions around the creation, use and accumulation of electronic data, such as what to do about data growth, server and storage availability, protection, continuity & recovery plans, infrastructure investments, operational costs and legal & compliance requirements.

As with most questions, the best answer lies in simplicity and truth, and the simple truth is that an effective plan to manage your data must recognise first and foremost that all data is not the same.

That's where Multi-Tier Data Management (MDM) from InTechnology comes in:

Spot the Difference

Multi-Tier Data Management (MDM) – a unique service only available from InTechnology – can help you better control and manage your data, make better use of it, and save you money in the process.

To achieve this, MDM starts by helping to sort all your business data into one of three distinct categories – or 'tiers'. Each tier can then be managed accordingly, bringing both operational and commercial efficiencies, particularly by archiving more data away from expensive primary onsite storage and data protection processes.

Data Distinctions

Our distinctive solution to your data management needs will be based on first allocating your data to one of three different categories:

Ultra-Critical Data: Typically business-critical, transaction-based application data (such as online quotes). This type of data is particularly

vulnerable and just a few hours of data loss can have a severe business impact. Ultra-critical data could be exchange information that forms part of your internal processes and usually represents work in progress. It might amount to up to 10% of your data at any one time.

Critical Data: Other application and file system data, created or accessed in the last 90 days. This could account for 20-30% of the information on your system.

Legacy Data: This is largely inactive data but needs protection for operational or compliance reasons. Usually sitting on mail servers, in local mail stores and on file servers, it should be archived, but is too often treated as 'Critical' and backed up to storage banks, at unnecessary cost.

Team Support

Our MDM service comes with critical support from our Professional Services team. Combining an excellent understanding of our services and your business, they will work with you to get under the skin of your data from day one, using their skills and insight to build a picture that;

- assesses your "data" estate and defines the scale and scope of managing it
- identifies data storage volumes across your servers & sites and analyses growth trends, data type and age, access trends, duplicate and orphaned data determines the best combination of replication, back up and archiving processes to manage the different tiers of data identified
- defines retention policies for archiving inactive primary data and storage policies for archive and back up data

Once your data is understood and classified our experts will work with you to devise the best way to manage it effectively, designing a MDM solution around the audit's recommendations and you.



The Data Analysis Audit: A Typical Case Study

5TB of total data

Minimum of 10% of duplicate and non-business data to be deleted

- A total of 1.5TB of application data
 - 40% ultra critical - to be replicated
 - 40% inactive - to be archived
 - 20% critical data - to be backed up

- A total of 3.0TB of file system data
 - 70% inactive - to be archived
 - 30% critical - to be backed up



What's the Point?

The purpose of MDM is to secure your data better, and at a lower cost. Our objective is to help you back up less, archive more, set policies that secure mission critical through to inactive data types and add value to your data by streamlining it and improving both access and recovery scenarios.

Working with you to devise and implement the data management plan will ensure only relevant data is replicated, backed up and archived and that only data with an associated and understood business value is managed. All non-business data will be removed and all archive data de-duplicated for greater efficiency.

The Power Behind MDM

MDM is built around InTechnology's cost-effective high-bandwidth, high availability national network, its outstanding data centre facilities and proven storage expertise. With northern and southern bases and over 50 staff giving round the clock support, we are well set to manage your data management processes and make the full benefits of a multi-tier storage infrastructure available to your business.

MDM really IS different

Don't be fooled by "similar" vendor or reseller solutions or products offering supposedly lower costs. These are principally software and hardware only "solutions". Only InTechnology brings power, people and processes to the party in a total data management package that leaves your business free to get on with....your business!

Our multi-tiered managed back up approach, suitable for handling data volumes from 500GB up to multiple terabytes, is perfect for whole

companies/divisions with mission critical or high value data, remote or distributed offices or limited IT resource.

If your business is expecting or experiencing significant growth in data volumes, or simply finding data storage, access and recovery a challenge, it's time for a review. Make sure the handling of your electronic information ends in tiers, not tears.

Our Key Managed Service Functions

Our solution to manage your data more effectively will be based on a combination of our key 'Managed Service' functions:

Replication

An affordable way to store, manage and recover business critical data, that allows rapid recovery and establishes a vital building block of business protection.

Back up

A fully automated, online alternative to traditional back up and restore methods, our Managed Back up is a data protection and recovery service that enables a server back up within a single site or distributed environment to a remote storage device.

Archiving

The solution to Exchange and Windows file system management issues, combining industry leading software with our expertise in data management and storage solutions to address real business IT issues such as data volumes, record retention and reliable back up and protection. Archived data will be de-duplicated while maintaining direct end user access.



Stefan Haase, Head of Business Management

InTechnology's Multi-Tier Data Management is led by Stefan Haase.

Stefan, who has an MSc in Management Studies from York University, is a B2B expert with over a decade's experience in product management and marketing positions in the telco, internet and storage service industry. He has worked in the UK, Germany and Switzerland, joining InTechnology six years ago, following spells at Planet Online and Energis.



Fighting for Improvement

Mark Hall, InTechnology's new Head of Professional Services and a Cisco triple CCIE, knows plenty about good discipline and security. As a part-time kung fu teacher he has been practising the 'praying mantis' version of the mystical martial art for years, and as such is also committed to another of its key principles: the search for continual improvement.

That's also the goal of Mark's Professional Services team, which provides a critical analysis and planning adjunct to the Multi-Tier Data Management service described in this edition of Inspire, operating across five basic product groups: Data, Network, Security, Training and Voice.

For Mark, his appointment in January this year was a culmination of 22 years' hands-on industry experience designing resilient, secure and scalable internetworks. In his career as a security specialist, he has fulfilled technical leadership roles within service provider, telecommunications and banking industries.

Mark said: "I believe in a 'can do' approach, and operate in a very customer centric manner. My objectives for Professional Services are to enhance and supplement InTechnology's existing and future portfolios,

ensuring that the customer always feels the benefits of any ongoing improvements we can make happen.

"Applications such as voice-over IP, video conferencing, internet and virtual presence are essential elements of the information society, and the internetwork infrastructure on which these and new applications are based must be not just reliable, but efficient to commission and deploy. The challenge for a business is to build a cost-effective, secure, resilient, well managed and monitored infrastructure that will allow for future business and technical requirements, using maintainable capacity management systems."

The dedicated Solutions Architects & Consultants in Professional Services can work with the customer to manage these issues. From a basic assessment and audit, through to involvement in technical and business strategy, Mark's team develops a "trusted adviser" relationship with the customer.

"If the first strike is successful," say kung fu's 'praying mantis' principles, "then further fighting can be unnecessary". It's a bit of ancient wisdom that Mark is keen to bring to his new Professional Services role.



Golf Day 3rd July

InTechnology is looking forward to hosting its popular golf day on Thursday 3rd July. After a three-year absence, we have decided to return to The Marriott Forest of Arden Golf and Country Club in Warwickshire.

The event is our way of saying thank you for continued support and loyalty to our company. Kicking off with a shotgun start, there will be the chance to play with PGA professionals and win a range of team prizes. There will also be lessons provided for any non golfers, ensuring everybody enjoys the day.

Come rain or shine, it is always a day to remember.



New Voice Account Manager

Dave Ascroft joins the team via our acquisition of voice pioneer Exovus and brings valuable voice experience to the Customer Management Team. He is looking forward to helping customers fully realise the many benefits of managed IP telephony.

21st Century Seminar Success

The 21st Century has arrived and so has the term "Next Generation Network" (NGN). An NGN is one that supports converged voice and data services and is based on the latest IP technology. We invited our customers and prospective customers to a seminar to present InTechnology's market leading NGN and also to introduce BT's £9 billion project – 21CN – that will convert the UK public network into an IP based NGN.

The move to IP is unstoppable. By 2011 every phone line in the UK will be an IP line. Our seminar brought customers right up to speed with the latest innovations and issues they should be taking into account to ensure they invest in the right services at the right time.

The highlight of the day was a presentation by Dawn Foley, BT's Customer Engagement Manager, responsible for ensuring the communication providers and end users gain an understanding of the impact that BT's 21CN will bring over the next few years.

Dawn's explanation of how this radical and groundbreaking communications network will change the industry in the future was an eye opener for many delegates and a lively Q&A session ensued. Dawn's presentation was followed by Richard Quine, InTechnology's Business Manager for Voice Service. Richard presented InTechnology's IP services portfolio, illustrating how our customers can take the advantages of voice and data convergence now.

The seminar was one of our regular series, showing how InTechnology is embedding the latest technological advances into our voice, data and network services. Our next event in May/June 2008 will focus on Multi-Tier Data Management (MDM). Watch out for your invitation or visit our website at www.intechnology.com for news of other future events.