

**First 4 iT are an independent iT solutions company specialising in the installation, integration and maintenance of data systems throughout the UK.**

## Our approach...

At **First 4 IT** we aim to provide our customers with the best service and support through single-point-of-contact solutions. These solutions offer easy and reliable access to our experts. We understand that people and processes are as important as products.

## Technical expertise...

We believe that knowledge is everything. That is why we invest in the continued development of our technical team of engineers, consultants and product managers with all the latest technology so our customers benefit from our expertise.

## Network installation...

In order to offer a higher level of competitiveness, a network installation has to offer optimum efficiency at a minimal cost so you can ensure maximum return on investment. You can be assured that **First 4 IT** plan each installation in detail using the latest technology and methods available. Our advice and specifications are based purely on our technical knowledge coupled with your criteria and budgetary limits.

All **First 4 IT** engineers have an in-depth understanding of how networks are arranged and hold the relevant accreditations and experience for the work required. Each installation is individually and thoroughly prepared by a team of engineers with a wealth of experience gained from many years of performing installation services from simple half day projects right through to full time managed on-site services.



# Network maintenance...

The various **First 4 IT** maintenance packages have been designed specifically to compliment the most demanding of business needs, whether that is budgetary or guaranteed uptimes. Our unrivalled, flexible support ensures that whatever the size of your business we can provide a workable and tailored solution for your business.

**First 4 IT** provides a wide range of affordable maintenance and support options, these include:

## *Guaranteed response times...*

**First 4 IT** can provide response time from 2 hours nationwide.

## *Help desk*

Help desk - **First 4 IT** can provide a 24/7 help desk offering remote diagnostics.

## *Managed services...*

**First 4 IT** can monitor networks constantly, responding to problems as they arise.

It always proves difficult to obtain the required level of technical information at a point when time is critical and tight deadlines have to be met. **First 4 IT** looks to alleviate this headache by becoming part of your team and we can offer professional advice on how you need to plan, implement, run, and maintain an efficient environment.

**First 4 IT expertise** - we are certified partners with these leading technology companies:



## Service coverage

- Our Offices & Service Locations
- Service Locations



## Services...

### Field services

- Maintenance - hardware 'break fix'.
- Voice and data networks.
- Dedicated 24 hour support helpdesk.
- UK and Ireland coverage.
- Guaranteed response and fix times.
- IMACS (Installs, Moves, Additions, Changes).

### Network Services

- Qualified engineers - all our engineers hold the relevant qualification.
- Project works: design, pre-stage, installation documentation, LAN & desktop refresh.
- LAN and WAN.
- Voice and Data Networks.

### Network management

- Networking monitoring.
- Systems monitoring.
- Performance and capacity audits.
- Software upgrades.
- Managed service.

### Professional services

- Project management - consultancy, Infrastructure refresh.
- Health checks.
- Engineering - Server, Desktop, Network, Cabling.

### Systems supported

- Network environment.
- Complete Wintel environment.
- Flexible service levels ie. engineer only, resource only, parts only and logistics only, or include both.
- PC servers.

### Supported vendors

Cisco, Huawei, 3Com, Nortel, Nokia, Nortel Extreme, IBM, Avaya, Ericsson, Draytek, Gandelf, D-link, Chase, Cabletron/Enterasys, Hewlett Packard, Lucent, Netgear, Newbridge, Pearle, Planet, Sonicwall, Watchguard, Zyxel.

### Systems supported

- Communications - LAN/WAN, VOIP, Security.
- Wintel based platform.
- All network components.

### Systems supported

- Communications - LAN/WAN, VOIP, Security.
- Wintel - Microsoft, Active Directory, Exchange.
- PC Servers.



[www.first4it.co.uk](http://www.first4it.co.uk)

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