



# Global Support

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Our company's vision is to deliver top class IT services with perfection and efficiency. We have qualified and trained engineers in Europe, North America, South America and Australia, offering a truly global and dynamic reach.

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ICC is a global and independent IT solutions company, providing a comprehensive and customer focused service to the SME, enterprise and public sector markets. We are committed to investing in our resources, our facilities and our training. We believe that in order to maintain customer service at high levels, this commitment is essential.

Our flexible global support services cover health and performance checks including an audit service, configuration, installation of new or refurbished hardware, migration and storage, server or infrastructure upgrades.

Our fully vetted local engineers consistently deliver quality results whilst also possessing bilingual language capabilities.

24x7 global stock locations eliminate any wait time for spares, ensuring your business does not suffer from any downtime. Our 24x7 helpdesk call centre offers excellent customer service and contracts can include 4 hour SLAs.

We offer mid-range, high-end and enterprise server hardware maintenance meaning we can supply and support all your IT infrastructure requirements.

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## Key Points

- Worldwide Smarthands services
- 24x7 Global hardware stock locations
- Local procurement removing import costs
- UK 24x7 Network Operations Centre (NOC)
- Fully vetted local engineers
- Transparent governance model
- Bilingual language capabilities
- UK 24x7 helpdesk & customer service