



ICU - Your Complete IT Department Service

ICU can offer your Firm a complete IT department service, working with you seamlessly as an in-house department. There are many benefits to this approach:

- Specialists in working for Law Firms.
- Solve problems before they affect your business.
- Reliable and trouble free IT systems.
- A large resource of like minded, experienced engineers.
- Secure data back up, virus protection and network security.
- Proactive not Reactive approach.
- IT management with communications in Plain English.
- Seamless integration with your Law Firm.
- No long term contracts.
- FREE INITIAL CONDITION SURVEY

IT Management

As well as providing support for your IT systems, we are able to manage all aspects of the services on your behalf. We will liaise with your third party suppliers where required and help prevent diverting your staff from your core business. As an example, we would be happy to assist with;

- Day to day liaison with 3rd party suppliers for problem solving.
- Business Continuity Planning.
- Provide IT induction for new members of staff.
- Asset management.
- Asset warranties & Renewals.

IT Maintenance

The ICU service to you is unique and effective.

We operate in a **proactive rather than reactive manner**. This helps us to prevent most issues arising before they have an effect on your business.

We have spent many years developing Planned Preventative Maintenance (PPM) schedules for all types of systems and regularly implement these to ensure Servers, PCs and networks are fault-free, secure and regularly backed up.

IT Support

When problems do arise, we pride ourselves on our level and speed of response.

We have developed our own in-house systems that allow us to remotely connect to all customers' computers from wherever our engineers are.

This allows us to provide remote assistance very quickly and resolve user issues more efficiently.

Typically, problems are solved within 30 minutes of receiving a call.

IT Development

We will ensure your IT works for you, keeping you apprised of the latest developments and tools available to your Firm:

- Ensure your systems are in line with your business objectives.
- Be alert to technological improvements that will benefit your business.
- Improvements in operational efficiency.
- Training for your staff to maximise productivity.

