



Choose Datasharp for Quality, Reliability and Unrivalled Experience

Datasharp IT Services

Datasharp i-Solutions are proud to provide quality IT and consultancy services to business ranging from the Small & Medium Enterprise (SME) market to Larger Corporate project management and consultancy.

Datasharp offers unrivalled experience in all aspects of IT services built on experience and technical qualification. Our core focus is a first class IT support and consultancy with the aim of making your IT work for you rather than creating you work.

We offer support for all types of business and provide a single solution for all of your business needs. We remove the frustration and worry many organisations experience in setting up or developing their IT systems. Datasharp will take onboard your complete setup and will endeavour to understand your business needs and requirements.

Datasharp is a firm believer in experience and technical qualification. All of our engineers are a minimum of MCP / MCITP / MCSE which means you can rest assured knowing you are in the most competent of hands.

We are pleased to provide the following services in addition to a range of support options for your IT network and systems:

- Network Consultancy
- Network Design & Installation
- Network Management
- Server Monitoring
- Network Security
- Network Upgrade and Integration
- Mobile Office Worker Solutions
- Structured Cabling
- Wireless Solutions
- Hardware & Software
- Training
- Data Recovery
- Broadband / MPLS / IP Telephony
- Web Hosting & Design

Datasharp i-Solutions

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Services Provided

Network Consultancy

Our technical knowledge and experience ensures we can design, install, maintain and protect high quality, cost-effective IT networks for companies of every size and sector, across the UK.

Our engineers provide vast experience in IT solutions, network support services and IT consultancy to a huge portfolio of businesses across the UK. We are at the forefront of the market in designing bespoke IT solutions, we have a passion for information technology and creating systems that work specifically for your business, whatever the size.

Our passion for constant improvement in providing superior IT solutions is coupled with our aim to earn the trust of, and build long term relationships with, our clients. This is achieved through hard-work, high-quality service and honest, experienced advice.

We always take the time to fully understand your IT systems, your business needs and processes as well as your exact requirements to ensure maximum uptime and performance from your IT network.



Network Installation Design

Based upon years of experience and understanding of different networks and innovative network designs, Datasharp can provide a bespoke installation for every customer's requirements.

We pride ourselves on our structured and planned approach to network upgrades allowing minimal downtime together with the seamless integration of older networks.

Our main goal is to design and implement a network which will help improve your business not hinder it. Datasharp have the experience, customer background and technical ability to provide you with the IT solution your company requires.



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Network Management

Proactive network management is designed not only to support business IT networks but also to anticipate and pre-empt any problems that may occur. As nearly every customer's network varies, so do their needs. We identify critical areas to help maintain system performance and uptime.

Our Network Management Services Include:

- Regular network management and administration
- Regular site visits for health check
- Regular off-site server maintenance
- Regular proactive meetings to assess new IT needs and the cost effectiveness of existing systems.

After an initial system review and assessment of customer requirements Datasharp will schedule a network engineer to visit on a regular basis. In the course of a normal day the engineer will conduct all necessary checks and fix any minor problems that may have arisen during the intervening period. Most importantly, our engineers regularly review the general IT requirement and ensure the network fits with the longer term business IT strategy, identifying any potential future problems which need to be managed in advance.

Server Monitoring

As a key part of our service it is important that Datasharp looks after the core parts of your network and understand problems generally before the customer is aware of them. We achieve this by constant remote monitoring of the servers and resources important to the business.

This normally covers the key areas of risk including Backup, Antivirus, Scheduled Updates, Hardware issues and overall system performance.

Network Security

Security is one of the key factors in preventing IT downtime. Datasharp can offer your organisation a complete range of security services. Antivirus, AntiSpam, AntiSpyware, Firewalls, Web content filtering and data encryption are all key areas of risk that Datasharp can assess for you as a business.

We have vast knowledge of security products and can identify which are best suited to your needs. Our aim is to keep every network as secure as possible at all times. We also undertake full network audits to cover the entire basis and protect your network to its limits.





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Network Upgrade and Integration

A network upgrade can often be held back due to key factors such as downtime, cost and whether the solution is viable for your company. However, holding back an upgrade can also have the effect of loss of end user time, compatibility problems, security issues and the general effectiveness of the solution versus your business needs.

Datasharp take the time to understand your requirements, your applications and your overall business needs and then in turn implement a solution in a controlled and professional manner. Datasharp staff have years of experience with many different applications and hardware platforms allowing us to implement the best strategies for your business and seamless integration.

Whilst Datasharp have a vast understanding and knowledge of Microsoft products we can also help with customers bespoke applications and a variety of other manufacturer's software to ensure the upgrade process is a painless operation.



Mobile Office Worker Solutions

Datasharp staff have years of experience in helping companies employees to have the best mobile and remote solutions possible. We have vast experience in a number of VPN, Terminal Server, Citrix, SharePoint, Windows Mobile, Blackberry, and other Microsoft products which help your staff be more efficient when not in the office.

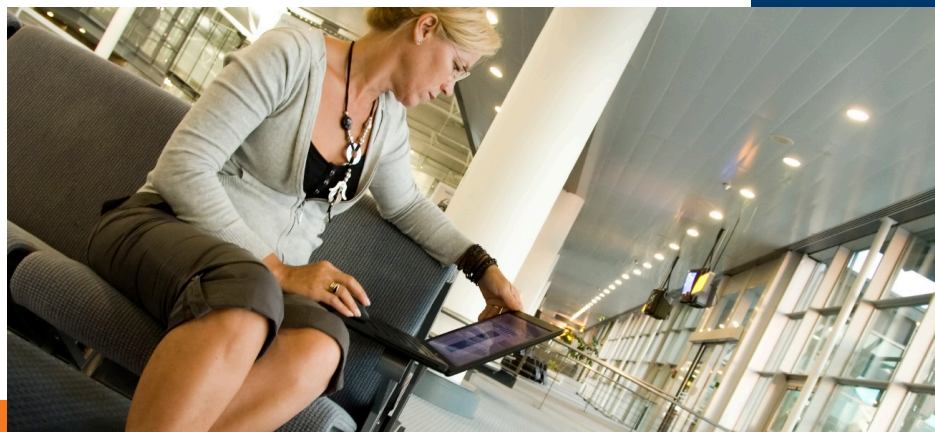
Security is paramount to all our solutions ensuring that access to server data is both secure and fast. Each mobile solution is tailored to your company's requirements and budgets meaning you can get the right solution at the right price without compromising your company's security.



Structured Cabling

Datasharp offer a number of structured cabling solutions for all businesses. We cover CAT 5, CAT 6, and Fiber optic cabling from design to implementation. Datasharp believe a good, structured cable design will help improve your business and its overall stability. With years of experience we can provide the best solution tailored to your business IT requirements and communication needs.

We only use quality components to ensure reliability and performance.



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Wireless Solutions

With wireless solutions becoming a strong addition for most companies it is important you get the right solution and design for your needs. Datasharp have vast experience in dealing with Security, Single Access and Multiple Access Points right through to External Wide Area Access Bridges.

Whatever the situation Datasharp can supply and design the wireless solution your business requires without compromising your networks security.



Hardware / Software

Datasharp can supply all of your hardware and software requirements. We strongly believe in business continuity and therefore strive to have a wealth of experience within many product fields.

We are currently partnered with the following companies and are constantly increasing our portfolio and expertise in new areas:

- Microsoft
- HP Business Partners
- Cisco Systems
- Eset Nod Antivirus Security Solutions
- HTC Blackberry iPhone
- Netgear
- Websense
- 3com
- Avaya
- Viatel
- Dell
- Samsung
- Apple
- Brother Business Partners
- IBM
- enovo
- Overland
- Watchguard
- Quantum





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Training

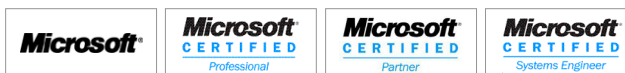
Datasharp believe that in order to be the best in IT you need experience and adequate training. Datasharp staff are qualified to train clients workforce or in house IT to enhance their performance. Our training predominantly consists of Microsoft products and covers the most basic of users to the more advanced MCP/MCSE/MCTS/MCITP. NITC training courses will maximize your workforce and productivity for your business.

The training provided by Datasharp includes:

- Standard operating system training
- Standard office training
- Office outlook training
- Basic network training
- Advance network training

In addition, Datasharp can also provide training for your in-house IT support team covering such areas as:

- Operating system management and deployment
- Network infrastructure training
- Server operating system training
- Active directory training
- Active directory advance training
- Exchange server base training
- Exchange server advance training
- Server maintenance and monitoring
- Network and people management



Data Recovery

Datasharp provide the facility to recover data from all storage devices in the event of disaster. We offer specialized data recovery service for Hard Disk Drive, RAID, Laptop and all types of secondary storage devices.

Datasharp have a wealth of experience in recovering data from damaged or failed disk drives. Our customised data recovery software, in conjunction with hardware tools, can securely recover lost data with a high success rate.



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Broadband/MPLS/IP Telephony

Partnered with some of the UK's top business internet and communications providers; Datasharp offers a comprehensive portfolio of products and solutions. As a company we look at every aspect of your business and design a solution to cater to your needs.

We are proud to be partnered with Viatel and have built a good relationship with both their support and technical team. Whatever the scenario, from ADSL to leased line, Datasharp can offer a competitive viable solution for your business.

Datasharp take the pain out of support as we offer the complete support solution to all of our customers, we manage our connections in-house meaning you do not have to spend hours on the phone to broadband providers.

IP telephony is also an area Datasharp can offer to all customers. With this technology becoming more and more affordable Datasharp help to assess your current phone services and evaluate any potential savings for you. IP telephony also helps your business requirements with a list of extensive features to help mobile users and virtual offices.



Web Hosting & Design

With years of web hosting experience Datasharp can offer the right solution for your business. From Linux based hosting through to SQL database and NT hosting services we can provide all of the solutions your business requires. If required, we manage your site backups, DNS, Certificates and renewals all in house and take away the administration required when setting up a website or domain based service.





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Support Contracts

Comprehensive Outsourced IT

Outsourcing your IT is often one of the biggest decisions a company can make, whether your company is small or large it will make an impact in either a positive or negative way.

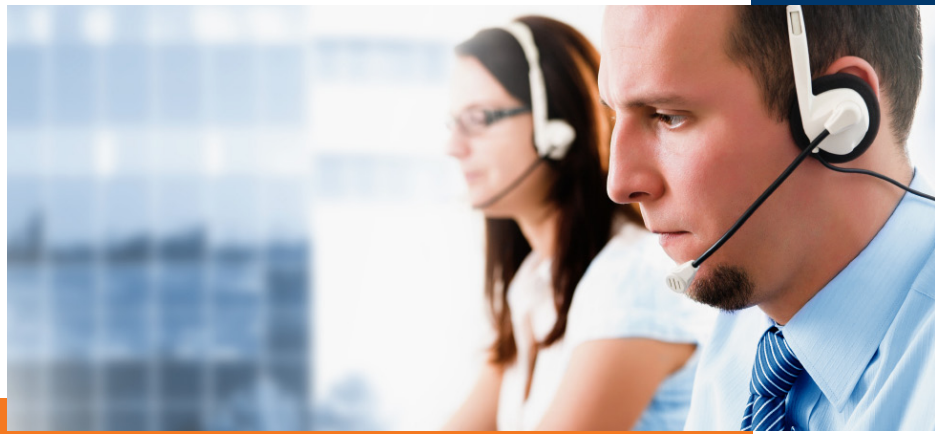
Datasharp specialise in making it a positive decision for your business. Datasharp make it a goal to ensure your IT needs are looked after in a professional, effective and innovative way.

Datasharp offer a range of different contracts which help all businesses with their IT requirements. This can be as little as a pay as you go scheme through to fully outsourced onsite fixed support solution. We believe heavily in customising each contract to each customer as every single business has its own specific requirements.

Many businesses in today's climate are looking for a solution to expensive in-house IT support. Outsourcing has become that solution; however it could cost your company more time and money should you not make the right choice about the support you receive.

The increasing power and complexity of hardware, software and IT networks can be time consuming and complex for small businesses, the solution is often to engage a skill set much broader than is often possessed in-house.

Datasharp provide a wealth of experience and knowledge across the whole IT sector meaning you will always be able to get the support and level of service you require. Datasharp are a single solution provider and therefore the need to get other third parties involved is removed. Datasharp allocate a single point of contact for all your support and hardware requirements making it easier and more cost effective.



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Fixed support

Datasharp fixed support schemes offers comprehensive and cost effective support to clients. These contracts offer a complete outsourced solution designed around your business needs. Within the fixed support scheme we customise the level of support based upon your requirements as detailed below:

- **Basic**

Unlimited remote and telephone support.

- **Business**

Unlimited remote, unlimited telephone, daily remote monitoring and unlimited reactionary callouts

- **Enterprise**

Unlimited remote, unlimited telephone, daily remote monitoring, unlimited reactionary callouts and proactive site visits designed around your companies needs.

We customise each contract to the customer meaning you can have as little or as much support as you require. Many companies enjoy the support the enterprise agreement offers as this often suits the needs of a fully outsourced support contract. We can visit site proactively on a monthly, weekly or even daily basis. This gives your company the trust and relationship many users often require with a support team.

All of our levels of support include proactive consultancy helping your business save costs and use the best technologies suited to your business.

Fixed contracts also help businesses budget their IT costs with a fixed monthly fee. We recognise there is nothing more annoying than IT costs spiralling out of control due to ineffective contracts. Fixed support is paid on a monthly direct debit and is contracted for a 1 year period. Each contract is reviewed quarterly to make sure it is cost effective for you as a business and a continual viable solution as your business grows.



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Hours Based Flexible Scheme

For companies who like a little more flexibility with their contracts Datasharp offer an hours- based support scheme.

The contract consists of a block of hours spread over one year. Standard support hours are 0800 to 1730 hours Monday to Friday. Ultimately this contract gives you a discounted rate and a Service Level Agreement (SLA) which is vital for any business whose IT is mission critical.

This contract works well for companies which require a reactive level of IT support or perhaps have an internal IT support team which require assistance and consultancy at a higher level.

This contract is ultimately flexible because it allows you as a business to dictate the tasks you require us to undertake for any IT component within your network. This covers all components within your IT infrastructure and can also be used for training and consultancy.

This contract type also gives you piece of mind knowing you have an IT support company to look after you should a disaster or fault occur within a SLA period.

Pay As You Go

With this option you only pay for hours as required. This offers your company an option when you don't necessarily require a longer term support contract. We pride ourselves on our competitive rates and callout charges - all available upon request. You will still receive the same level of highly trained engineer and can always be confident your problems will be resolved fast and effectively.