IGC Technical
Solutions 24

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IGC TECHNICAL SOLUTIONS

We provide IT support services and solutions to businesses that need a reliable IT environment. Whatever level of in-house proficiency you have, we can help you to improve the performance and security of your IT environment.

From our base in North Manchester, we work with businesses across the UK. From small single site offices to large corporates, we design and deliver bespoke services that bring consistency and reliability to the IT environment.

Work with us. Trust us. Let us do the hard work.

IT SUPPORT

Return on IT investment is only realised if systems and users are fully functional, all the time. We provide 24-hour support and bespoke managed services to allow you to take IT for granted, everyday.

The Process

We find, fix, prevent and monitor to maximise IT performance and ensure that users are consistently productive and empowered to deliver a high level of customer service.
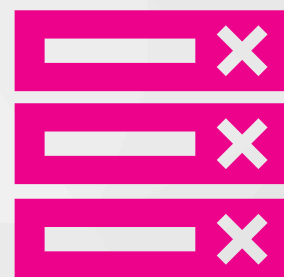
The Value

Your business can operate smoothly and simplify the adoption of new technologies and working practices. Your focus can remain on strategic projects, safe in the knowledge that we're supporting you in the background.

Network Support

We will support your network infrastructure with the skills and techniques that we have learned from working with multiple environments with varying degrees of complexity.

Server Support

We will keep servers operating at an optimum level to ensure that your business has the applications and systems it needs to operate, all day, every day.
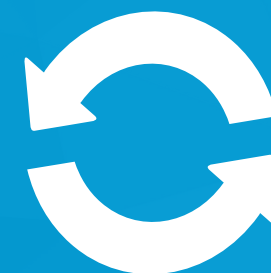
User Support

We will provide friendly and effective support to users and super-users whenever and wherever they need it to ensure they are fully functional, all the time.

CLOUD

The cloud is enabling a new approach to IT by making new systems and applications more accessible than ever. Your business can use the cloud to become more agile, more cost efficient and more progressive with simplified adoption and management of new technologies.

Flexibility

Access systems and applications when and where you need them and scale their usage to meet seasonal requirements and business growth.

Cost Control

Bring predictability and cost control into IT and access many of the applications you need on a pay-as-you-go basis.

Hosted Desktop

A hosted desktop is just like a standard desktop but instead of the files, applications and data being stored on the PC, they are run from a server in our data centre. This allows users to access their desktop from any machine, device or location with an Internet connection.

Cloud Servers

Our cloud servers allow your business to acquire more computing resource whenever you need it. With the highest level of functionality, performance, security and uptime, you can operate in a world-class environment with simplicity and ease.
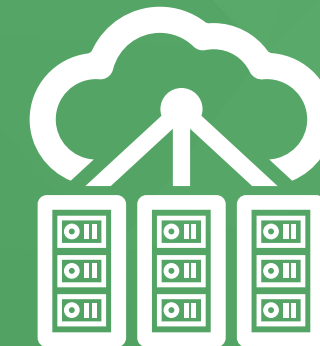
TELEPHONY

As a single supplier, we can provide you with both telephony and IT solutions, allowing you to simplify the management of your systems and streamline the number of suppliers in your business.

Cost Efficiency

We can reduce the total cost of ownership of fixed and mobile telephony by providing a feature rich, affordable system that reduces the cost of calls and system management.

Scalability

As employee numbers grow and fall, you can scale your telephony solution to meet demand and only pay for what you need, when you need it.

Applications

From standard functionality that includes call forwarding, routing and recording through to contact centre, unified messaging and collaboration, we can provide a full-featured solution.

Collaboration

Empower employees to work collaboratively both inside and outside the organisation to drive efficiency and excellence in customer care.

Administration

Through a web portal, you can easily configure and manage the system to suit the changing requirements of the business.

SERVICES

With industry leading accreditations and expert knowledge, our people make the difference to the solutions we deliver. Every solution is wrapped with end-to-end services that address the commercial and technical requirements of your business.

Consultancy

We understand IT and Communications, which means that we can advise you on the best mix of solutions to meet current and future requirements.
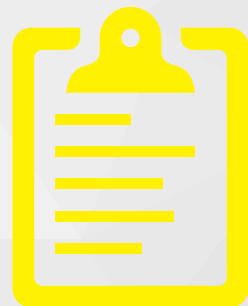
Design

Based on your requirements, we design integrated solutions that provide you with a high functioning, simplified environment.
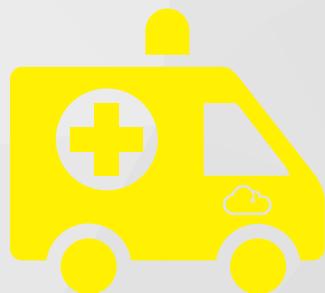
Implementation

Using skills gained from working on a wide range of projects, our consultants and engineers implement the solutions we design to provide an optimised IT and Communications environment.

Project Management

From start to finish, we project management the delivery of all solutions, taking full ownership of the process and ensuring a smooth delivery, on time and within budget.

Support

We support the solutions we deliver throughout their lifecycle, allowing you to work in a stable, reliable environment that performs as it should, everyday.

PROJECTS

We make a difference to our clients by delivering projects that solve real business challenges. The range of projects we work on is extensive and the following are some examples of ways in which we have helped other businesses.

Disaster Recovery – Care Home

We provided a back-up to recover critical data and applications in the event of a system failure. This ensures that continuity of care and treatment is maintained for all patients.

Hosted Desktop – Construction

We replaced old hardware with a cloud based solution that has saved money, eliminated IT issues and allowed the business to do business more effectively.

WHY US?

We believe there are three things that set us apart and help us to make a difference to the businesses we work with.

People

We have a team of dedicated, skilled, loyal and friendly people who genuinely give their best, everytime.

Passion

We are passionate about our industry and keep ourselves engaged with new technologies – not because we have to, but because we want to.

Pride

We take pride in our business, solutions and our customers, building a loyal base that values our input and expertise.

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