



Encompass PLUS

COMPREHEND COVER EMBRACE SURPASS

“Our business relies on the accessibility and integrity of our data. iCorps was able to provide an in-depth, strategic roadmap of our technology to increase efficiency and better address our clients’ needs. Once in place, we were able to use iCorps’ Encompass PLUS program to execute and deliver an overall better IT solution for our business.”

— Joel Bernstein | Chief Operations Officer, Esquire Bank

Technology that Surpasses Functional Support

Today’s technology is changing the way we do business. Companies rely on technology to support their essential day-to-day operations — such as email communications and networked office systems and applications.

But for small and mid-sized businesses that have identified technology as a way to differentiate themselves and compete more effectively — simply maintaining and managing daily IT operations, even proactively, are not enough. A higher-level of proficiency in IT is needed to ensure that technology requirements and investments are aligned with the company’s vision of where it wants to take its business.

iCorps Encompass PLUS™ enables these companies — and yours — to surpass the use of technology solely as functional support, and transition to a more sophisticated level of integration between technology and organizational objectives.

We’ve Got “IT” Covered

Similar to the original *iCorps Encompass* the expanded *iCorps Encompass PLUS* covers the full spectrum of outsourced, fixed-price IT services and support for enabling and maintaining your existing technology infrastructure. A hands-on *iCorps Encompass Plus* IT Team works onsite and remotely to apply the right combination of proactive system care which results in significant business

advantages — including predictable IT spending, lowered cost per service, reduced emergency spending, and overall IT savings. (See Figure 1)

But as its name implies, *Encompass PLUS* offers something more — a strategic technical advisor with the vision and leadership to drive your technology to fit your business.

Encompass — Plus C-Level Guidance

Your dedicated high-level resource possesses the skills and deep technology expertise of a chief information officer — but is offered through *Encompass PLUS* at a fraction of the cost.

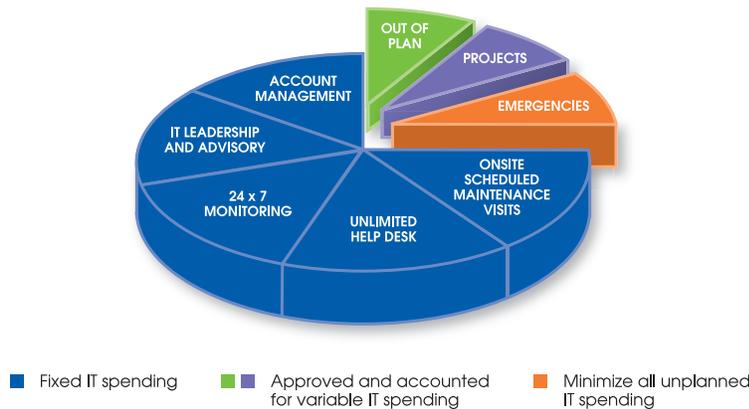
The technical advisor meets regularly with you and members of your organization and is engaged in the long-term, strategic planning of your IT investments and direction. When aligned with your business objectives, guided technology choices can, for instance, improve your company’s agility allowing you to meet shifting market demands — or automate manual processes to improve productivity and lower operational costs.

In addition, the technical advisor prioritizes initiatives and projects based on the broader goals and objectives of your business. And while current technology trends may be enticing, your technical advisor can evaluate the benefits and counsel you on the cost-to-value impacts of a new channel or platform to your longer-term requirements

HIGHLIGHTS

- **Reliable Performance, Predictable Spending**
Encompass PLUS is based on the same *Encompass* fixed-cost, proactive services model that delivers reliable IT performance and predictable IT spending.
- **Critical IT Leadership and Expertise**
Encompass PLUS’ C-level guidance enables you to surpass your use of technology as a fundamental support tool, and transition to a more sophisticated level of integration between technology and organizational objectives.

iCorps Encompass PLUS – Enriched IT Performance



The iCorps *Encompass PLUS* program injects the vision and leadership of a C-level IT executive into the original *Encompass* fixed-cost, proactive IT services model. The results include more predictable and balanced spending across all IT components, lowered cost per service, fewer emergencies — and expert guidance that enables you to utilize technology as a strategic tool to drive your business forward.

How it Works

iCorps’ *Encompass PLUS* provides you with a dedicated technology team that works in collaboration with you, either as a supplement to your own IT staff or operating as your full-service IT department if you don’t have one.

Through consistent communication and executive-level reporting, *Encompass PLUS* provides key information about the health and status of your IT infrastructure, including server availability, system utilization, and alert summary. Your dedicated team is hands-on and guides you in applying this valuable information directly to your technology infrastructure, both strategically and tactically, to ensure proper planning, uninterrupted system support, and reliable business continuity.

The exact blend of services is customized to maximize the program’s effectiveness for you unique circumstances and requirements, and includes:

Leadership and Advisory With *Encompass PLUS*, iCorps delivers the same professional-grade IT support with the addition of a high-level, strategic IT advisor that allows you to engage technology more actively in your business.

Maintenance Scheduled onsite support and maintenance visits are designed to optimize performance, reduced

emergency calls, and promote total system health and longevity. Hardware and software updates, as well as other administrative tasks, are performed regularly.

24x7 Remote Monitoring Proactive, 24x7 monitoring, measurement, and tracking of your network and business critical systems maximizes system performance and minimizes downtime.

Unlimited Help Desk Support While *Encompass PLUS* greatly reduces the necessity for technical support, help is always just a phone call away with live help desk and 24x7 emergency response services.

Driving Your Business Forward

The addition of the high-level resource to the *Encompass PLUS* program allows you to engage your technology in a more active role in your business.

The original *Encompass* program enables you to focus your IT spending where it’s most effective. *Encompass PLUS* takes it a step further to provide the critical strategy and guidance that ensures that your technology investments and initiatives support your business — today and into the future.

About iCorps

iCorps has been a leader in providing IT solutions for the small and mid-sized business sector since 1994. We believe that technology should fit your business. With a commitment to customized support, scalable solutions, and flexible service offerings that put technology to work for you, iCorps stands by the priorities that inspired our name: information and people. iCorps delivers results across a variety of industries — providing outsourced IT, cloud solutions, and technology consulting for organizations in and around Boston, New York City, and Philadelphia. For more information, visit www.icorps.com.



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