



Delivering reliable IT performance and predictable IT spending.

Ensuring that your business-critical technology investments are prioritized, deployed, and managed effectively are challenges that require dedicated focus and technical expertise. *iCorps Encompass*[™] delivers reliable system performance and the depth, breadth, and skills of a full IT department — predictably, and at a fraction of the cost — with its fixed-cost approach.

Taking IT by the Horns

Most companies are focused on running their business, not their infrastructure.

Yet, your business relies on how effectively your technology performs and supports your daily operations. Disruptions to your business, no matter how minor, can carry a high price, impacting your productivity, your customers, and your revenues.

You need to focus your IT budget where it will be most effective for your business. More importantly, you need to keep your spending in control across the full scope of IT services.

iCorps Encompass' fixed-cost approach and scheduled delivery format help you get the most out of your IT budget — and the most value and performance from your technology investments.

Optimizing Your Systems and Your IT Budget

IT is a collection of service “components” that, in the right balance, work to maximize the performance of your systems. Several components are critical to system health and stability — including maintenance, monitoring, and planning. Other components, such as value-added projects, bolster your company's growth, competitive edge, and productivity. Costs related to unplanned or emergency fixes can consume your IT budget quickly and

inefficiently, impacting funds for critical services that keep your business running.

Balancing your spending across the entire scope of IT is vital — and the basis for how *iCorps Encompass* works to achieve your ideal IT performance. (See illustration.)

Customized based on your specific requirements, *iCorps Encompass* delivers five critical IT components you need to maintain your systems' peak performance — at a fixed cost. These components include: onsite scheduled maintenance visits, unlimited help desk, 24x7 monitoring, IT leadership and advisory services, and account management.

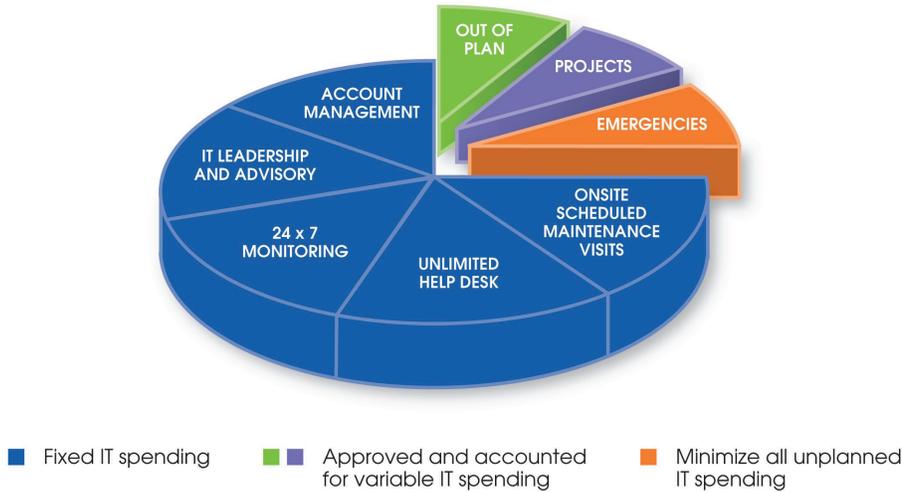
This fixed-cost blend of essential services supplies proactive care for your infrastructure that minimizes the occurrence of expensive reactive fixes and unplanned downtime. The resulting improved balance of spending — and overall savings — enable you to focus your IT budget where it makes the most impact on system performance and your business.

iCorps Encompass also helps you determine if your balance of spending is correct. If emergencies and help desk incidents are high, for instance, it can mean that hardware and software updates are needed, or that more emphasis on maintenance is necessary. When these, and other, critical indicators

HIGHLIGHTS

- **We've Got IT Covered**
iCorps Encompass considers the full spectrum of IT services and applies the right combination of services, planning, guidance, and expertise to keep your systems — and your business — running at peak performance.
- **Comprehensive Services, Expert Resources**
A dedicated *iCorps* technology team works in collaboration with you to deliver the depth, breadth, and specialized skills of a full IT department — at a fraction of the cost.
- **Embracing Fixed-Cost, Proactive Care**
The fixed-cost model offers significant business advantages, including predictable IT spending, lowered cost per service, reduced emergency spending, and overall IT savings resulting from proactive system care.

iCorps Encompass — Achieving Ideal IT Performance



iCorps Encompass considers the entire scope of IT and applies a customized balance of proactive IT services, planning, and expertise that keeps your business ahead of the curve. The fixed-cost model results in more predictable and balanced spending across all IT components, lowered cost per service, and fewer emergencies. The overall IT savings can be applied to your bottom line or to value-added projects that bolster your company’s competitive edge, growth, and productivity.

are out of balance, you can rely on the program’s built-in guidance and your dedicated iCorps Encompass team to assist you in interpreting and applying this valuable business intelligence to reset IT priorities and reallocate your IT budget.

How It Works

iCorps Encompass 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.

In either case, through consistent communication and executive-level reporting, iCorps Encompass 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 your unique circumstances and requirements, and includes:

Maintenance Scheduled onsite support and maintenance visits are designed to optimize performance, reduce 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 maximize system performance and minimize downtime.

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

Proactive Services, Predictable Spending

The iCorps Encompass program of proactive, fixed-cost IT services, planning, and expertise ensures optimal performance from the systems that support your business, delivers significant cost savings, and makes budget planning more predictable.

Focus your IT spending where it’s most effective for your business with iCorps Encompass. Call us for more information at 888-642-6484 or visit www.icorps.com.

About iCorps

A pioneer in IT services and solutions since 1994, iCorps Technologies provides the best certified expertise in every aspect of technology — including Managed Services, technology consulting, IT support, and application and Web development. Our services can be provided either à la carte or as part of a comprehensive outsourced IT program, depending upon your specific requirements and budget. iCorps believes that technology should fit your business. Our customized, scalable, and business-driven solutions put technology to work for you — and drive your company to be more profitable, productive, and competitive.



Toll Free: 888.642.6484

www.icorps.com

© iCorps Technologies, Inc. All rights reserved. iCorps and the iCorps logo are trademarks of iCorps Technologies, Inc. ® indicates registration in the United States. All other trademarks are property of their respective owners.

DS0210-EN