

**Standing out  
from the crowd**





## Welcome to Vantage IT Solutions

Vantage IT manages every aspect of your business's IT resource – taking care of hardware, software, infrastructure, communications, licences and asset management – to enable you to concentrate on growing your business. Where appropriate, we introduce new ideas and suggest initiatives to improve your existing business processes and efficiency.

In short, we bring complete peace of mind. Acting as a trusted extension to your own team, we deliver an unrivalled level of personal service in IT support, which is fast, reliable, dependable – and ethical.

Our comprehensive support covers every aspect of your IT requirements, helping you to grow painlessly and adding functionality along the way, so you enjoy all the benefits of your IT systems without any of the headaches of managing them.

## What Makes Vantage IT Stand Out From The Crowd?

Ask our long-standing clients what sets us apart from the many pale imitations on the market and chances are they will mention three core values which underpin everything we do:

**Quality:** the level of support you receive far exceeds that provided by most companies – our customers often compliment us on the outstanding service they receive.

**Security:** all our work is focused on security – from the set-up of the most basic PC, through to servers and IT infrastructure. Vantage IT is fully conscious of the need for security to be paramount in all that we do.

**Trust:** a phrase our customers use is that they “trust us implicitly”. Trust is not something gained overnight: it is only as a result of years of providing a high-quality, secure service that Vantage IT enjoys the complete confidence of our IT support customers.

For some clients, we act as sole provider of all their IT needs; for others, we work with their existing in-house resource on more complex project management or for ad hoc problem solving.



**Core Values**



## IT Support

**Our support service is available either by contract or by Pay-As-You-Go. Both are flexible and can be tailored to your needs, whilst still maintaining an exceptionally high level of service.**

### The Complete IT Solution - our Contract Support Service

Vantage IT acts as your own IT department, manager and support helpdesk. We quickly answer queries within a maximum of four hours, but usually much sooner, and perform real-time monitoring of your servers and equipment to ensure your systems run as smoothly as possible. This really is your Complete IT Solution.

Our premier service, the Complete IT Solution, is exactly that - complete. With just one company to contact, it removes the risk of being passed from pillar to post whenever a problem arises.

It is a pro-active service: your essential equipment is remotely monitored and corrective action taken, prior to a minor issue becoming a major problem. In addition to remotely helping whenever a request is received, you benefit from personal visits, so we can meet users and investigate issues.

### Pay-As-You-Go Support

If, instead of a contract, you prefer to call someone when problems or questions arise, we offer Pay-As-You-Go. The assurance that IT experts are on hand, although not actively monitoring your systems, may be all you need.

Vantage IT can be used as your one-stop shop for all things IT and you benefit from our superlative customer service, technical abilities and quality products. Although Pay-As-You-Go is, by its very nature, reactive rather than proactive, you still receive a service that goes beyond what is normally available.

If neither the Complete IT Solution or Pay-As-You-Go is quite right for you, our service can be tailored to meet your requirements.

	Complete IT Solution	Pay-As-You-Go
No premium rate telephone charges	✓	✓
Telephone, secure remote and on-site support	✓	✓
Out of hours emergency telephone support	Optional	Optional
Security fixes and patch installation	✓	✓
Inclusive support minutes	✓	n/a
Remote monitoring	✓	Optional
Guaranteed 4-hour response by an experienced technician	✓	n/a
Free server health check	✓	n/a
Security audit	✓	✓
Service type	Proactive	Reactive
No emergency call-out fee	✓	✓

## DataSafe Online Backup Service

**Vantage DataSafe provides an enhanced online backup service that, as standard, offers outstanding restore speeds and excellent reliability.**

Losing vital data can occur for a number of reasons, such as accidental deletion, hardware failure, malicious intent, or act of God. Recovering lost data can be critical to your business's survival. Many of the options available for backup can be unwieldy, expensive and ineffectual.

Vantage IT has developed its own discrete backup service called Vantage DataSafe, to make sure you never need worry about losing another file again. Using DataSafe will ensure that if any backed up data needs to be restored, it is instantly recoverable and available.

Your data is encrypted before it leaves your servers, during transmission and remains encrypted when stored on Vantage IT's dedicated servers. This is our service - we are not reselling someone else's - so we know who has access.

One problem with many online backup services is the backups are solely online, so in the event of a need to restore a large amount of data, you find it is not immediately available and you are forced to wait for it to be downloaded. With DataSafe, Vantage IT gives you a hard drive to keep in your offices to hold recently-changed files, making quick restores possible and online backup viable.



### Key Benefits of Vantage DataSafe

- ✓ Save the up-front costs of tape drive, interface and software (and no tapes or drives to wear out).
- ✓ No daily tape run, meaning less administration and eliminating the risk of human error (including not changing tapes or loss of tapes and thus loss of valuable data).
- ✓ Our secure off-site data centre gives complete protection and assurance. Data is encrypted and transmitted off-site immediately: there is no physical transport.
- ✓ Hard drive included for local backups, so data is held in two separate places for added peace of mind and, for recently-modified data, immediate retrieval.



## MailSafe Anti-Spam Service

**Vantage MailSafe increases security and protects users by preventing unwanted emails from reaching your users' inboxes.**

Spam emails are an irritating and sometimes offensive feature of the modern age. However, their increasing proliferation can be greatly limited with the Vantage MailSafe service.

We have developed our own spam filtering service, which has proved to be extremely effective at isolating almost all spam. Additionally, it includes two anti-virus scanners, which monitor both incoming and outgoing mail.

Your computer users benefit from not receiving countless spam emails each day, some of which can be unpleasant and cause offence. Spam can tempt users into visiting web sites containing malicious code designed to steal confidential information, so cutting down the risk of infection is vital.

When the service is first provided, it is run in a learning mode, where emails are not blocked but tagged as spam or not spam. This tag is appended as a prefix to the subject, so each user has the opportunity to notify the anti-spam service about any legitimate emails incorrectly identified as spam and vice versa.

All outgoing mail is automatically added to a white-list, thus allowing replies to be delivered unhindered.



### Key benefits of Vantage MailSafe

- ✓ The service is intelligent, as it learns from experience. The more emails it processes, the better it becomes.
- ✓ Staff are more productive as they avoid wasting time checking and deleting spam.
- ✓ The risk of hugely disruptive virus infections is greatly diminished by removing potentially infected emails before users have the opportunity to accidentally open them.
- ✓ Web interface for easy retrieval of quarantined email.

## PatchSafe Software Update Service

**Vantage PatchSafe is a comprehensive software update service that keeps PCs and servers more secure and usable.**

Software manufacturers constantly release updates to fix security flaws and to improve performance and usability. It can be difficult keeping PCs up-to-date with all these fixes while at the same time keeping security risks at a minimum. Vantage PatchSafe is the answer to this all-to-familiar headache.

Vantage PatchSafe includes the latest updates from Microsoft, Adobe Reader, Flash, Java, Apple, Google, Citrix and many others.

Laptops out in the field can be included in the service too, so there is no need for them to return to the office for updates to be installed.

On top of all these benefits, if users require additional applications to be installed, for example Firefox, Vantage PatchSafe can deploy these too and, once installed, keep them updated. Some applications would need to be checked for compatibility before adding to the service.

As the time diminishes between a vulnerability being discovered and malicious software capable of exploiting it is released, the race to keep PCs protected is ever more difficult. With Vantage PatchSafe we are able to rapidly deploy updates, resulting in much faster protection for your PCs.



### Key Benefits of Vantage PatchSafe

- ✓ Improve security: installing the latest updates reduces the risk of malicious software infection and the costs associated with its removal.
- ✓ Improve usability: it is becoming increasingly common for applications, such as Flash, to be frequently updated. Without the latest versions users may, for example be unable to view certain website content or open PDF documents.
- ✓ Reduce support costs: substantial savings are possible with Vantage PatchSafe. Installing the latest updates can help improve security, as they prevent potential security flaws from being exploited by malicious software. Rather than performing this lengthy process remotely, or during site visits, Vantage PatchSafe can install the updates automatically in the background.

## WebSafe Secure Mobile Email Service

**Vantage WebSafe provides remote access to your emails without compromising the security of your network.**

Accessing corporate emails on your phone or tablet is a requirement of modern business life, but doing so when those emails are behind a firewall can be difficult without lowering your IT system's defences.

Vantage IT has introduced WebSafe to offer a unique solution to this challenge. Vantage WebSafe acts as a secure gateway to which all your phones and tablets link. WebSafe then communicates with your mail server, thus protecting your network from internet threats.

WebSafe is particularly useful in Small Business Server environments, where one server performs all processes, including Exchange, Active Directory, file and print sharing etc. Exposing such a server to the internet is not good practice, since any breach in security could render the entire server unusable and the data it holds at risk of theft or malicious damage.

IBM's Lotus Domino is supported, giving a very low-cost alternative to the only other solution of a second server and Domino licence. With Lotus Traveler installed on your Domino server, WebSafe for Domino gives you the ability to access your emails on both iPhones and iPads. Other devices are being added all the time, so if yours differs please contact us for the latest information.



### Key Benefits of Vantage WebSafe

- ✓ Allows users to access emails while at the same time protecting your IT systems.
- ✓ Cloud-based service so no hardware installation is necessary.
- ✓ WebSafe works with Exchange Server and many smartphones and tablets. These include iPhones, iPads, plus devices running Android and Windows Phone.

## Remote Working, Mobile Emails and VPN

More businesses than ever recognise the need for staff to maintain access to their emails and documents while they are away from the office. Employees who spend much of their time on the road find it invaluable to be able to work on their computers as though they are on the office network. Communicating with the office network can be achieved wherever internet access is available, be it home broadband, mobile networks or secure wireless.

To maintain high security while away from the office, Virtual Private Networks (VPNs) are an essential part of business IT communications. A VPN is a secure, encrypted link (called a tunnel) that uses the internet to connect a remote computer or network to its head office.

Vantage IT can organise the entire process of gaining remote access, from arranging broadband connections, supplying mobile airtime, then configuring, supplying and supporting the most suitable firewall and VPN for your business - a service it provides to a number of customers, for single users and branch offices, both in the UK and overseas.

If you would like to access emails and documents on your mobile phone, Vantage IT can help with this too. We supply smartphones, including BlackBerry®, mobile airtime contracts and set up remote access.





**RECORD STORAGE BOX**  
LETTER - LEGAL SIZE

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LETTER - LEGAL SIZE

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LETTER - LEGAL SIZE



## Network Infrastructure

Whether upgrading an existing network or starting from scratch, Vantage IT can specify, configure, supply and install the hardware and software required to run both internal and external networks.

Vantage IT has the knowledge to bring together all the components that make up a network, such as servers, switches, routers and firewalls. Structured cabling can be supplied too, as well as wireless devices. It is not enough just to supply the equipment: the entire network needs to be correctly specified, configured and secured to match your exact requirements.

If you're having problems with your current infrastructure, we can investigate how improvements may be made. With many years of networking experience, covering a broad range of platforms, Vantage IT can deliver the products and services you need, to create, upgrade or enhance a network and help it reach its optimum operating potential.

## Office Relocation

Moving office doesn't have to be stressful. With the right preparation and correct implementation, an office move can be carried out with minimal fuss.

It all starts with the planning: working out what you've got, where it has to go and how to get it there. Organisations are often totally reliant on their IT, so ensuring it is seamlessly moved from one location to another is vital. Vantage IT has successfully relocated the IT infrastructure of many organisations and helped keep their customers and staff happy, with minimum disruption and maximum uptime.

## Product Supply and Installation

To justify our claim of offering a Complete IT Solution, Vantage IT supplies and installs products and complete systems, as well as offering on-going support. We follow the process from initial selection and recommendation, through to set-up, installation and on-going support. Whatever your need, Vantage IT can source the most suitable device. We are not restricted to supplying a particular brand - instead we help you decide which is best for your application and budget. This way you really get the product you need, not the most expensive, or the most profitable for us.

If you require a server, your need is determined by the tasks to which it will be put. Only once these are fully analysed does Vantage IT seek to find the right equipment. Whatever the server's tasks may be, reliability and maximum uptime are critical. There are other essential factors too, such as data security and backup, and these, plus many additional features, are considered when selecting the equipment.

There is a daunting range of servers, multi-function printers, network storage, firewalls, PCs and laptops available, so we can eliminate the product confusion by offering advice to enable you to select the models that best meet your needs.

At all stages, you have the reassurance that using Vantage IT as your partner means you will never feel alone when using IT.

## IT Finance

Choosing IT finance means you can avoid capital outlay when purchasing new equipment. Cash flow can be managed with low monthly rentals, rather than needing to use reserves to make purchases. This allows you to invest money in other areas, where you will get a higher return on capital employed.

If there have been times when you've been unable to justify the necessary cash expenditure on the technology you require, IT finance could be the answer you need.

Perhaps you've never thought about financing your IT. Vantage IT can arrange finance for equipment with minimal fuss. We work with specialist finance companies with experience in providing agreements for IT products.





## It's Not Just Us Saying Good Things...

*"Vantage IT has supported our business information needs for more than 12 years, during our years as an independent company and since 2003, as part of Mars Incorporated. We supply nutritional solutions to horses; from small ponies to thoroughbred racehorses. In order to meet the demanding needs of our customers, Mars Horsecare associates must be supported by partners who are also experts in their field. Our relationship with Vantage IT has endured because they are highly responsive and customer focused: in short, they are part of our team."*



Dr Jeremy Brereton,  
Managing Director,  
Mars Horsecare UK Limited



*"Vantage has supported us for over 14 years and, as we have grown, their support and advice has been invaluable to us. The team at Vantage are a pleasure to deal with and, most crucially for us, totally reliable. We cannot fault their service and would not hesitate to recommend them to any company looking for effective and efficient IT support. In our view they are as good as it gets."*



Albert Pipe, General  
Manager, E-T-A Circuit  
Breakers Limited

*"We have used Vantage IT since 2007. Starting from a few tech queries and replacing a couple of PCs, we quickly gained confidence and respect for their team. We subsequently asked them to install a new server, and Vantage ensured the process was as painless as possible helping with planning and then managed the project with minimal interference to our workflow. Any issues have always been dealt with swiftly and professionally, and we consider them rather like an off-site IT department. We are pleased to continue to ask Vantage to help with our IT requirements."*



Mr Neil Monro, Finance Director,  
Breakspears Medical Group Limited



## Software Development

Vantage Softech develops software for many platforms, including Windows, iPad and Android.

Using the latest languages and technologies, we produce applications that meet your needs and exceed your expectations. These technologies ensure application longevity, modern interfaces consistent with mainstream programs and excellent performance.

### Windows Products



**Link Repair** fixes hyperlinks in Microsoft Office, Excel links and Windows shortcuts. Server

migrations involve moving files and as a result links are broken, causing user frustration and considerable disruption.



**vClip** is one of those tools you may not know you need, but once you've got it, you can't live without it.

It is a discreet application that helps you keep track of everything you copy to your clipboard so you can reuse it again and again.



**vSearch** is your answer to the daunting task of quickly finding the right document on a company

network. vSearch is an easy-to-install solution which allows employees to quickly and securely search files using its powerful search engine, without needing to locate and browse through the actual files on the server.



### Mobile Products



**Mad Maths** is a great game for all ages. Users can select various levels of maths problems. It is a fun way to

keep your brain active and includes a two-player level for extra competition.

### Tailor-made Software



Sometimes you may think it's impossible to find the right software package to meet your needs, despite

the wide range available in the marketplace today.

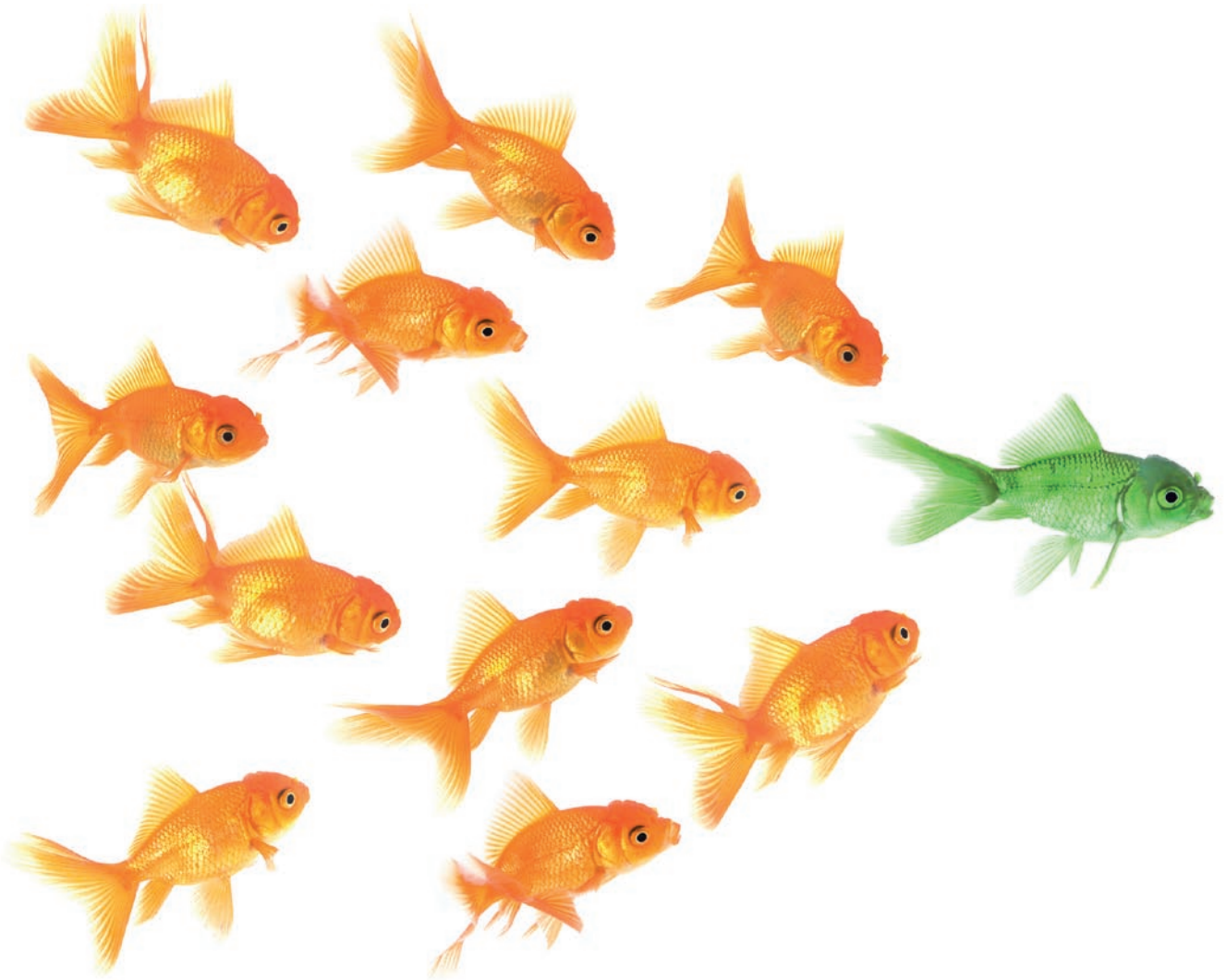
Whether your application is database driven, cloud-based, or standalone, Vantage Softech can provide the tailor-made solution you need.

Our software can help your business reduce costs, improve workflow and better automate processes.

The latest languages and technologies are used to reduce development time. So we can deliver your application more quickly and lower your costs.

We deliver on time and on budget. Clients know they can trust us to produce high quality, reliable applications that exceed their needs.

Details on the products and services available from Vantage Softech can be found at [vantage-softech.com](http://vantage-softech.com)



**Vantage**   
THE COMPLETE IT SOLUTION

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