iData

the complete **IT, telecoms & cloud** company

iData is an established communications company based in North Wales. Delivering a full range of business communication solutions including IT, telecoms and cloud. We are proud of our reputation for delivering an outstanding service to our clients.

iData is a business mobile specialist providing Vodafone, One Net, O2 and EE

At iData, we are experts in the IoT and M2M connectivity, getting machines, equipment and facilities 'talking' to each other

iData serves businesses with a Managed Print Service, allowing them to focus on their core business while we look after print

iData provides IT support and IT outsourcing services for businesses throughout the UK and Ireland

iData Horizon provides fixed and mobile phones with enhanced capabilities via an easy-to-use web portal

The team at iData is expert with Office 365 and can integrate various cloud based services, office tools, conferencing and email

Structured cabling from iData offers businesses future proof solutions by providing predicatable performance and greater flexibility
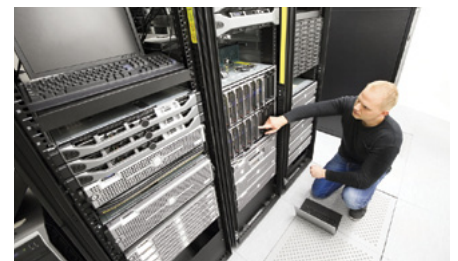
iData can tailor a landline solution for your business using standard telephone lines, analogue, ISDN2 and ISDN30

Great value high-speed and reliable business broadband, with a range of packages designed to give your business the flexibility to grow

One Net business service increases productivity via a fully-integrated communications system offered by Vodafone

Our committed and experienced team at iData offer an efficient and hassle-free office relocation service

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IT, Telecoms and Cloud

Rev 01 10-17

IoT and M2M

iData
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Connectivity

iData can help you to connect devices and equipment for data collection, tracking and monitoring, freeing up time and reducing waste

The Internet of Things (IoT) – where virtually anything can be enabled and connected, using a unique identifier, to transfer data over the internet without human intervention. Information can be gathered, items tracked and counted leading to waste reduction, fewer losses and cost savings. Connectivity is now used to tell us when things need servicing, repairing, replacing or recalling. From transport, utilities to healthcare and food logistics the possibilities are endless.

Machine to Machine (M2M) Solutions from iData
Businesses are increasingly finding that they need to access data in places where connectivity would not traditionally be in place. To help fulfill this need iData has introduced M2M Solutions.

We have connected solar panels, biomass boilers and a host of other objects enabling data to be automatically captured. Depending upon the site we use broadband in fixed locations, such as offices, and Wi-Fi for devices in the field or on the move.

iData offers a solution for connecting and integrating devices with your existing infrastructure, with simple advice designed to demystify the process and help your business to move forward.

How M2M connectivity can benefit your business
If your business collects and communicates data for tracking, monitoring, measuring or controlling purposes then M2M connectivity can help improve efficiency, increase control and reduce costs.

Whatever the application, iData's web-based management platform enables users to control their own M2M estate and connection services from any location and at any time. Sounds complicated, but with the iData team here to advise and assist with the installation and handover it is actually a pain free process that will deliver real benefits to your organisation.

Security
There has been a lot of concern surrounding the security of connected devices and the data collected and shared. With M2M solutions from iData there is no need to worry about security. Our equipment is industry leading, professionally installed and cloud managed giving customers the reassurance and peace of mind that their data is protected.

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Connectivity
for all sizes of business

iData the complete **IT, telecoms & cloud** company

vodafone   O₂   EE

Mobiles

iData is a business mobile specialist providing Vodafone, One Net, O2 and EE

iData is one of the UK's leading independent business mobile phone specialists. Our highly skilled team can help businesses of all sizes, from those requiring a single mobile handset to those using over 1000 devices. With a wealth of experience we will ensure your organisation gets a business mobile phone package tailored to meet your needs.

iData will review your current business mobile bills, web browsing and email requirements and will demonstrate how savings can be achieved. Our team will advise on the best mobile handsets for your business and will assist in using the latest economical technology when you are working away from the office.

Our service includes a courtesy call every three months to ensure all is well with your account and to keep you informed of any industry or technical enhancements that may be of interest to your business.

As one of the region's largest B2B telecom service providers, we provide an independent view of your business mobile communications. Whether you're a single user, small to medium business or corporate, we can tailor a business mobile package to suit your requirements.

Our approach delivers these key benefits:
• We offer clear and sensible advice, focused on our customers best interests and requirements.
• We listen to our customers and tailor call plans to deliver the lowest monthly costs from the network they choose.
• Our high quality ongoing account management keeps costs firmly under control through our regular reviews.

Mobile Device Management (MDM)
iData can provide MDM to monitor, manage and secure employees' mobile devices that are deployed across multiple mobile service providers and operating systems across any organisation.

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Specialists
for all sizes of business

Office Services

Managed Print Services

iData's Managed Print Services will save you money, boost productivity and help you improve environmental sustainability and document security

What is MPS?

Put simply, Managed Print Services (MPS) is a method of outsourcing the management and optimisation of your printing (whether that's your document output fleet, infrastructure, usage and related business processes). It allows you to remain focused on your core business, leaving all of your print related activities in our capable hands.

When we say "printing" we mean the overall cost of the day-to-day running and management of your printers, this includes the output and the people involved that help support your devices. Including:

- Desktop printers, multifunctional devices, photocopiers, scanners even fax machines and high-volume printers
- Technical support, assistance, maintenance, repairs, move and change requests
- Consumables including paper, ink and toner cartridges, drums and fusers

Printing can account for a large amount of a business's annual expenditure and yet surprisingly 90% don't know what they spend on print and associated costs each year. Do you? With iData's Managed Print Services contract we will increase your productivity and assess exactly how much you're spending. We will then set about creating and implementing a strategy to reduce costs.

Benefits of MPS

Cost Savings
Independent technology research companies say that most organisations spend 3% of their annual turnover on print. If your company has 500 employees did you know the documents that they produce are costing you approximately £125k per annum? Our Managed Print Service can save you around 30%.

Improved Process
iData and Ricoh will work with you as your trusted partners to ensure your business processes continually improve – by embracing the latest technology including cloud services and mobile print to name but a few. We have all the support, tools and technology you need!

Save Time
Our Managed Print Service will allow you to focus on your core business. No more time wasted sourcing the best prices for consumables and with fewer calls to your IT department they can focus on business critical tasks.

Enhanced Security
We have the capability to deliver robust systems which facilitate secure, password protected, printing and copying – protecting your company information whilst supporting regulatory compliance.

Simplify Your Budgets
iData and Ricoh will proactively manage all of your devices at a fixed cost per page and with one single invoice allowing budgets to become easier to manage and, more importantly there is no capital investment needed.

Promote Sustainability
New greener measures will eliminate unnecessary printing and with our world class technology could see up to a 90% reduction in waste. Together we will reduce your energy consumptions and CO_2 emissions.

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Specialists
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IT Support

iData provides IT support and IT outsourcing services for businesses throughout the UK and Ireland

Using a solid and proven methodology based on ITIL, a comprehensive set of principles widely accepted as best practice, we ensure that your system is running to its optimal performance at all times.

Our motto is "start as you mean to go on"
Our on-boarding process has been honed to perfection over the years with every conceivable element of your set up and network entered into our special case management system. This includes physically photographing equipment where necessary. Our experienced staff have all the best tools, knowledge and equipment to successfully manage your vital infrastructure throughout the entire process.

From set up to delivery iData takes painstaking care to make sure your business is in the safest possible hands.

Speed, Accuracy and Trust
Our clients say the aspects they appreciate most about our IT support service is our fast response with a ground-breaking service level agreement with our IT support packages. The advice and guidance from the support team ensures problems are dealt with once and do not recur. Our team do their utmost to earn trust by offering support, sound advice and patience when you need it most.

The Foundations of Our Service
iData is at the cutting edge of technology and invest time in training the team on the latest techniques, hardware and software programs. We have an experienced team in place ready to assist your business. Customers are often impressed that the person who takes their call is the person to diagnose and fix the issue without the need for escalation. This means we are able to offer a more comprehensive service than the competition.

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Knowledge
is power

Horizon

Easily control your fixed and mobile telephony

Horizon is a complete communications service for your business that provides an extensive range of fixed and mobile telephony capabilities via an easy-to-use web portal. The service allows you, the administrator, to easily manage your environment whilst enabling your employees to maximise their productivity.

The service has lots of clever features and an emphasis on control and administration through the web that takes the burden away from your IT team. For administrators, you can quickly configure the system according to your organisation's changing requirements, while your employees can manage calls easily and effectively.

With only a minimal capital outlay required, a reliable and proven service and a jargon-free approach to telephony and communications, Horizon is suitable for any size business looking to improve its productivity and image.

The benefits of Horizon

- **Features you can easily control** – Horizon puts you in complete control of your phone system and comes with an extensive range of call handling and management features, all operated through an easy-to-use web interface. Including corporate wallboard displays and call recording.

- **Empower your staff with 'one number anywhere'** – Horizon conveniently integrates your fixed and mobile capabilities so that you never miss a call. Callers need only dial one number to reach your desk phone and mobile phone simultaneously; ongoing calls can be moved seamlessly from one device to another without hanging up and a single voicemail box can be accessed from any device.

- **An on-demand service with no hidden costs** – As Horizon is hosted on your behalf, you only pay for what you need on a simple per-seat basis. As you're not buying a PBX, there's no major hardware investment and no financing costs to consider.

- **Lower call costs** – Horizon offers all the cost benefits of IP telephony including free site-to-site calls and cheaper call rates. If you use Horizon together with our mobile services you benefit from free calls between your fixed and mobile devices.

- **Enables flexible working** – Horizon helps businesses become more efficient by enabling flexible work environments through hot-desking, home working, and extending the service to mobile devices.

- **Number choice** – You have total flexibility with the numbers you want to use. You can keep your existing numbers or get new numbers. Extend your business reach and use any local area number no matter where you are located. Have a London number in Leeds!

- **A business continuity solution** – Unexpected events such as snow, floods, strikes or utility roadworks won't disrupt your business. Because Horizon sits in the cloud, the service provides business continuity features that allow your organisation to carry on making and taking calls, whatever the circumstances.

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Specialists
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IT Services

Office 365

The iData team are Microsoft Office 365 integrated experts and can provide access to various cloud based services, office tools, conferencing and email

This enables you to effectively communicate with clients and colleagues from virtually anywhere. Its file sharing capability and security feature provides your business with a solution you can trust.

By running your back end on the cloud, Office 365 can offer great value for money and can help you shift from capital expenditures to lower operational costs; therefore you can manage your expenses accordingly.

Small to medium sized companies will particularly benefit from using Microsoft Office 365. The easy to use and familiar applications will improve efficiency, communication and productivity. It also means that whether people are based in the office, working from home or on the go they can access the same network of documents and applications. You will be able to review documents and send instant messages to colleagues too. Compatibility between the online versions of Word, Excel and PowerPoint with the full suite of applications is strong, with access to upgrades as they become available.

Moving your company to Office 365
Access from anywhere: using your PC, Mac or hand held devices, you simply need to connect to the internet to access the data stored.

Create a more efficient business with file sharing: share your files with colleagues and clients. Microsoft Office 365 means that everyone has access to the latest versions of files and documents.

Online conferencing: engage in online meetings or multi video conferencing which offers screen sharing capabilities.

Keep your data secure: Microsoft Office 365 protects your data and does not scan emails or documents. Its high reputation is based on its privacy and security.

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Knowledge
is power

Structured Cabling

Cabling

Welcome to structured cabling made simple

iData recognises the importance of having a future-proof structured cabling system in place. With a team of engineers and surveyors who will guide and advise you on the best cabling solution for your needs, we can ensure your new or upgraded cabling system is ready for today and the future.

What is structured cabling?
Structured cabling is the design and installation of a cabling system that will support multiple hardware uses which will be suitable for today's needs and those of the future.

A properly designed and installed **structured cabling** system provides a cabling infrastructure that delivers predictable performance as well as has the flexibility to accommodate moves, adds and changes; maximizes system availability, provides redundancy; and future proofs the usability of the cabling system.

Why is structured cabling important?
With a disorganised cabling infrastructure, mistakes are commonly made. Incorrect ports are unplugged. Even worse is the messy cabling that gets in the way. Trying to remove a single cable from a large tangled mess can cause stress on the other cables. This stress can lead to network and channel errors in the hardware that are very difficult to trace.

What do we need?
Depending on your requirements, there are a range of structured cabling solutions from a traditional copper based cable to a fibre optic cable, ideal for longer distance communications. iData will guide you through which solution is suitable for you.

Cabling solutions from iData can include installation of Cat5e, Cat6, Cat7 or Fibre Optic, subject to a site survey we can advise you on the best cabling solution for your needs.

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Tailored
cabling solutions

Landlines

Landlines

iData can tailor a landline solution for your business using VoIP lines, Analogue, ISDN2, ISDN30

Depending on which will provide you with the most cost-effective solution for you. The business Landlines iData offer are:

Analogue telephone lines:
Also known as PSTN lines (Public Switch Telephony Network) these are the basic lines installed in millions of homes and businesses throughout the UK.

Multi lines:
A variant on the basic analogue line, these are used by businesses as an alternative to a telephone system. For example in an office with 3 users rather than having a telephone system the client can have 3 lines and calls can be transferred around the group.

ISDN lines (Integrated Services Digital Network) come in two variants:
ISDN2 also known as BRI (Basic Rate Interface) this is the basic digital line which provides 2 voice channels (2 x 64k channels). It offers superior voice quality in comparison with analogue lines. Most users have ISDN2e for DDI numbering (Direct Dialling Inward), plus it offers CLI (Calling Line Identity – caller ID) on multiple lines.

ISDN30e is the mainstay of large business users providing up to 30 voice channels on each line. It offers similar benefits to ISDN2e but on a much larger scale. Although a knowledge of the terminology relating to business telephone lines may come in useful, it is not necessary to enable you to get the best deal.

Session Initiation Protocol (SIP):
SIP allows you to run communications applications over your internet connection, providing you with outstanding call quality at a low cost whilst being flexible and enabling you to gain new numbers outside your local exchange area.

iData can also provide you with geographical numbers throughout the UK. For example, if your company is based in Liverpool, you can be provided with a London number.

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Solutions
for businesses

iData the complete IT, telecoms & cloud company

Broadband

Great value high speed, reliable business broadband with a range of packages designed to give your business the flexibility to grow

We recognise how important the internet is to keep your business running smoothly. Benefit from high speeds and cost-effective business broadband with a range of packages designed to give you the flexibility to grow.

We have a range of business broadband packages to choose from so that you can tailor your package to suit your business needs. Whether you are a sole trader, a small to medium business or a large organisation, we have the package to suit you.

Business Grade Broadband
iData believes that Business Grade Broadband is vital for companies who are up against their competitors. Speed is the main advantage of this broadband system which is achieved by the ability to prioritise traffic, the key benefit of a faster broadband connection is the opportunity to maintain greater quality when running numerous tasks at the same time.

MPLS (Multi-Protocol Label Switching)
MPLS is a service that offers a reliable and secure way to connect your office locations, remote and mobile workers on one secure, private network.

Whether you have a few local offices, sites across the UK or rest of the world; we can supply a solution that completely fits your needs.

Fibre Broadband
iData are providing a brand new type of broadband called fibre broadband otherwise known as 'super fast broadband'. This is supplied by operators which use fibre optic cables to increase the speed of your broadband connection. iData offer this broadband to both homes and businesses.

Service Level Agreement (SLAs)
iData offers a tailored Service Level Agreement for our Business Broadband Packages. Contact one of our team today to discuss the best solution for your business.

Ethernet Leased Line
Ethernet leased lines provide you with a dedicated line which means you won't have to share your bandwidth with any other user.

It also enables you to have a symmetric download and upload speed, essential if your business is sharing large data files, web hosting, streaming or using VoIP.

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"always on"
connection

One Net Business

One Net Business

Be more responsive with Vodafone One Net Business

Fixed phone and mobile communications through a single platform with Vodafone.

Why responsiveness is crucial

As a business, we understand your time is precious. And your customers' time is too. Missing business calls and having to return them is frustrating for both sides concerned. And not being able to work productively on the move can have real repercussions for your customer service and overall efficiency.

As the first and only network in the UK to own both fixed and mobile infrastructures, Vodafone can provide high-quality and fully-integrated communications services that allow you to work more productively and from anywhere, across a whole range of devices – all from one provider.

Be more responsive, more efficient and better connected, so you can make the most of every minute and stay ahead of the competition.

Our solution is the UK's only cloud-based service that fully integrates fixed, mobiles, desktop and tablet connectivity, through a single platform. This allows you, your employees and your customers to connect at any moment and through any device.

And another part of our innovative service that can help give you the edge is **Vodafone One Net Collaboration**. It allows you to use Microsoft Office 365 and Lync as a fully-integrated part of your communications giving you a range of tools that help you enhance your productivity and teamwork.

What makes One Net Business unique?

1 Simple
- One provider and one contract for all your fixed and mobile phone requirements
- One number that appears to your customers whichever device you use
- One voicemail for all your devices

Intelligent
- Make or take calls on any device, wherever you are
- Set fixed and mobile phones to ring simultaneously or sequentially
- Get your customers talking to the right person with hunt groups that automatically redirect calls to those available
- Monitor the availability of colleagues on their fixed or mobile phones

Flexible
- Easy self-service management through the online Feature Management Portal
- New users, functionality and sites can be added virtually and quickly
- Individual users can manage their own calls and call profiles, whether in or out of the office, using the mobile application
- Quickly switch all calls to mobile phones or other business sites within minutes to avoid business disruption

Innovative
- Future-proof system with planned product roadmap of new features and upgrades
- Ongoing virtual system upgrades – all the latest technology; no on-site disruption
- Ability to integrate One Net Collaboration with Microsoft Office 365 and Lync

Reliable
- A fully secure, hosted phone system located in Vodafone's core IP-based network
- Dedicated voice connectivity that is managed end-to-end and monitored 24/7 by Vodafone
- Ability to manage business continuity and reduce risk in your operations in case of unforeseen or external business disruption

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Specialists
for all sizes of business

Office Relocation

iData
the complete **IT, telecoms & cloud** company

Relocation

Our committed and experienced team at iData offers an efficient and hassle-free office relocation service

Our service covers:
• Thorough analysis of your work space.
• A planning programme to make sure every aspect is covered.
• Putting together a schedule for the relocation, providing you
 with a timeline and costs.

Once verified and confirmed the relocation can go ahead.

Throughout the relocation process we will test all of the IT and electrical systems, in order to solve any problems in advance. Our team have great time management skills and will work professionally and efficiently to ensure the office relocation is a quick and convenient process.

Cat 5/6 structured cabling
Category 5/6 structured cabling is a standard cable that integrates amenities for connecting a variety of telephone and computer systems in one manageable network cabling configuration. This will be the only cabling you need to install.

Server racks and patch panels
We supply and install a broad range of attractive server racks that offer a selection of features tailored to suit your business needs. These server racks suit all OEM servers such as HP and Dell providing excellent security and cable management.

iData provides patch panels which are wall mounted pieces of hardware that serve as a central location for multiple incoming and outgoing lines for electronic connections such as LAN and WAN.

The patch panel allows circuits to be arranged and rearranged by plugging and unplugging the patch cords.

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Every
aspect is covered