



IT SUPPORT



CLOUD HOSTING



WEBSITES



TELECOMS



BESPOKE SOFTWARE

WE'VE GOT
iT COVERED...



INTERPRO

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ABOUT US

Welcome to Interpro Technology. We have been providing a full range of managed IT, telecoms and website services to businesses in the South since 2005. Our mission is to support our clients with the highest levels of customer service and leading edge technical abilities.

We have a great understanding of how technology can help drive business and will speak your language in identifying cost effective solutions that will improve both your business and your bottom line.

Our clients include The Mary Rose Museum and The Royal Navy as well as other SME organisations in the area including EXFO, L&S Waste Management and White Recruitment.

We have a proven record of supporting businesses with up to 300 users and we will tailor a solution specifically for your business.



“First class customer service combined with **technical ability** has and always will be our primary focus.”

- Mark Abrams, Managing Director



CONTACT US

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IT SUPPORT



MANAGED SUPPORT SERVICES

- 24x7 Monitoring of Servers and Computers
- Unlimited Remote User Support
- Network and Wireless Monitoring and Support
- Accounting Systems, Payroll and CRM Software Support



PAYG IT SUPPORT

A good option for smaller companies who can just call on us as and when help is needed on an ad-hoc basis. We can provide remote access support with advice over the telephone or we can send out an engineer to your office.

This service requires a pre-payment of hours and discounts are available for pre-pay block hours on a sliding scale so the more you buy, the better the rate.



FULLY MANAGED IT SUPPORT PACKAGES WITH 24/7 MONITORING

With Interpro's fully managed IT support package, systems are fully monitored and proactively maintained. Our customers receive unlimited remote support and can optionally receive an agreed amount of on-site time per day, week or month. We fully integrate with your team and you will have complete peace of mind on all of your IT systems. In some cases, we have an engineer on-site with our clients every day or several times per week.

Outsourcing your IT support in this way means that you never need to worry about holiday cover, training or employee retention and in most instances, using a whole team from Interpro will cost substantially less than employing one dedicated IT support person.

Our multi-disciplined team are always on hand to help.



Despite the continued growth of Interpro, our average initial response time continues to be less than **15 minutes**.

IT SUPPORT OVERVIEW

IT SUPPORT OVERVIEW		PAYG	Managed Service
Standard Support Hours	Support available to you between these hours	08:30am - 6:00pm	08:30am - 6:00pm
Dedicated Support Line	Access to our dedicated technical support line	✓	✓
Centralised IT Documentation	Accelerates response times and transfers knowledge of your IT environments	✓	✓
Dedicated Account Manager	Dedicated commercial account manager	✓	✓
Out of Hours Support	Available subject to prior agreement	Optional	Optional
Scheduled IT Reviews	Regular meetings to ensure your IT continues to align with the goals of the business	Optional	✓
IT Audit & Healthcheck	System audit providing strategic tailored plan	Optional	✓
Desktop Antivirus	Best in class virus protection for users and servers	Optional	✓
Email Security	Protection against malicious email threats	Optional	✓
Web Security	Safeguarding from browsing and downloading malicious content	Optional	✓
Warranty & Renewal Subscription	Monitoring and alerts when warranties and renewals are due	Optional	✓
Unlimited Remote Support	All inclusive remote support as required	✗	✓
Proactive Monitoring & Alerting	Ensures issues are identified at the earliest opportunity	✗	✓
Contracted SLAs	Contracted response times	✗	✓
Password Management	Secure administration and management of all your passwords	✗	✓
IT Director	Guides your business with thought leadership and strategic best use of technology	✗	✓



DISASTER RECOVERY

If a major incident occurs it's reassuring to know that Interpro will be on hand to provide a swift and effective response whatever the time of day or night. Our range of disaster recovery and business continuity solutions provide first class support if disaster strikes.

- Business Continuity Planning
- Fully Managed Backups
- Rapid Response Support
- Failover Servers
- Cloud Based Phone Systems

TESTIMONIAL

"I have been contracting Interpro now for the last 7 years and I like their proactive approach to our IT systems. Over the years they are no longer looked on as contractors and have become more like a part of our team. Their very friendly staff are always at hand when you need them."

Managing Director
Aviation Firm



OUT OF HOURS SUPPORT

Whether your business needs contracted out of hours support or just peace of mind that you have a reliable partner on hand whenever you need it, we can provide flexible, responsive 24/7 cover.

- One-Hour Minimum Charge
- Engineers on Call 24/7
- Guaranteed SLAs
- Scalable 24/7 Support Subscriptions Available



Out of hours support isn't just for **emergencies**. It can also help **avoid disruption** during normal working hours.

TELECOMS

PHONE SYSTEMS

Fully cloud-based, our hosted voice service offers so much more than a traditional telephone system, giving you an easier and more cost-effective way to manage all of your telephony. Our hosted voice service is run on BT's highly resilient and secure next-generation network and provides the functionality of a high-end telephone system but with no physical on-site head end unit.

The solution is ideal for the smallest of businesses to the largest organisation as it has an enterprise-grade range of functionality, so small businesses can benefit from features which, in the past, would only have been available to the largest enterprises.

- Inclusive monthly call packages to 01, 02, 03 and 07 numbers
- Short term contract options with no long tie-ins giving greater flexibility and freedom
- Managed number porting – keep your numbers
- Mobile and PC phone integration so that you can work from anywhere
- Auto attendant, call recording and all the advanced features of an advanced phone system

MOBILE

In addition, our Mobile proposition offers highly cost effective, customisable call and data bundles from O2 and Vodafone that keep your mobile workforce connected.



INTERNET CONNECTIVITY

BUSINESS BROADBAND

We offer a portfolio of business grade broadband and high-speed data connectivity services from all of the major telecoms carriers to get you the best connection for your business at the right price.

We will listen to your requirements and your budget and source the best line options available to you.

BUSINESS GRADE SERVICES INCLUDE

- Broadband ADSL
- FTTC – Fibre to the Cabinet
- EFM – Ethernet First Mile
- FTTP – Fibre to the Premises
- Leased Lines

“Interpro made the installation of the new leased line and telephone system stress free. From meeting your Director who was able to fully understand our needs, to the engineer who came in to carry out the installation quickly and efficiently we have ended up with very fast internet and a great telephone system for our business.”

TESTIMONIAL

Finance Director,
Industrial Equipment Manufacturer



If you would like to know which services are available in your area, please **get in touch**.

CLOUD HOSTING

Interpro offer proven cloud solutions that work for business. We can migrate all or part of your business into the cloud which can improve reliability, availability and remote working as well as being beneficial for security and disaster recovery.

We can provide high bandwidth connectivity and will fully project manage and support any migration into the cloud as required. We offer full cloud-based working or hybrid solutions which are specifically tailored for your business.

- Hosted Servers
- Cloud Back up and Storage
- Business Continuity
- Remote Working Solutions
- Hosted Accounting & CRM Packages
- Cloud Based Phone Systems

HOSTED SERVER SOLUTIONS

If you have a need to run your server in the cloud but on a private system, Interpro can provide a range of cloud based private server options which are fully administered, maintained and backed up. We can tailor the hardware and software specification of your hosted server to meet your exact needs.



Moving your systems into the cloud allows users to access applications and data **anywhere, any time.**

MICROSOFT 365

MICROSOFT 365 BENEFITS

Microsoft 365 offers cloud based best-in-class office applications combined with powerful cloud services that have long been established as a staple business tool for any workforce. Whether working from the office, home or on the go, employees utilise a familiar set of productivity tools maximising output whilst always receiving the most up to date application versions. Employees will gain the freedom to create, edit and share files and data from their PC, tablet or mobile phone.

CORE OFFICE APPS AND SERVICES:

- Outlook
- Word
- Excel
- Powerpoint
- Exchange
- OneDrive
- Sharepoint
- Teams

TESTIMONIAL

“Migrating our email and data to Microsoft 365 has had a profound effect on the way we work as a business and it has drastically improved productivity and collaboration. Interpro guided us through the whole process with minimal disruption to our working days.”

Business Owner
Property Development Firm





WEBSITE DESIGN & DEVELOPMENT

Our highly skilled web development team can design and produce anything from shop front websites to online ordering systems, databases and full e-commerce sites. In partnership with our sister company Interpro Development, we can also produce advanced web applications and mobile apps for iOS and Android. With this in mind, the sky is the limit on what can be achieved for your business.

- Tailored Web Design
- WordPress Content Management System (CMS)
- E-commerce Solutions
- Online Databases
- Web Applications
- Web Hosting, Security, Maintenance and Backup Packages
- SEO Services

We will ensure your site complies to the latest web standards on search engine optimisation (SEO), security and accessibility.



TESTIMONIAL

“We have always found the services offered by Interpro to be professional, efficient and cost effective. From the design and development of our web site, through to ideas and innovative marketing strategies, Interpro have continued to be an invaluable business partner. They have provided a friendly and extremely helpful after sales service, which in turn has proved to be most advantageous to our working environment. We would gladly recommend their services.”

Company Owner
Logistics Firm



BESPOKE SOFTWARE



INTERPRO
SOFTWARE

▶ INTERPRO SOFTWARE DEVELOPMENT

As the sister company to Interpro Technology, Interpro Development runs alongside, providing bespoke software solutions that are tailored to your unique requirements.

If you have a current software supplier who charges the earth or your company has outgrown your current solution, we can meet with you to create the perfect, scalable application, tailored to your needs.

We approach our work in a flexible and agile way to ensure the software we develop is built to support any future improvements that your ever-changing business needs require.

▶ EXAMPLES OF OUR BESPOKE SOFTWARE

- Advanced Databases
- Customer Relationship Management (CRM) Systems
- Business Process Automation System and Workflow
- Invoicing and Accounts Integration
- Customer Facing Web Portals
- E-commerce and Online Ordering
- Workflow and Document Management
- Reporting Systems
- Mobile Applications – iOS and Android

Your bespoke software will be built to your exact specifications. No need to 'make do' – it will fit perfectly to your business and you will also have the option of adding features in the future.

You will be given contact details for the head developer of your project, who will be there from your first consultation through to completion. They work in our offices in Fareham, UK and we don't outsource abroad. All of our projects are delivered under strict management and quality controls with planned milestones and stage payments.

Previous projects of the Interpro software team have included working on the quoting engines for comparison sites such as MoneySuperMarket.com.



IT CONSULTANCY

We work hard to stay at the cutting edge of technology and our consultants are on hand to provide guidance whenever you need it. We offer advice, knowledge and leadership on anything from small bespoke projects right through to the design, planning and implementation of major strategic IT systems and processes. We can plan and manage your IT projects and help your business deliver on any IT based goals and objectives. Our goal is to fully utilise and leverage technology to improve business systems, processes, employee satisfaction, ROI and profitability wherever possible.

▶ PROJECTS AND CONSULTANCY

- Disaster Recovery and Business Continuity Planning
- Office Relocations
- Cloud Migration
- Server and Hardware Upgrades
- Telecoms
- Project Planning and Management



CYBER SECURITY

We take system security very seriously and no organisation is immune from the threat of a cyber attack. Organisations of all sizes and from every industry and sector are a potential target and we can work with you to fully secure and protect your systems.

Interpro work with awarding bodies to offer Cyber Essentials and Cyber Essentials Plus Accreditations. Achieving one or both of these certifications will not only benefit your own business, but it also offers a globally recognised standard of compliance that you can demonstrate to customers, suppliers, investors, insurers and other parties that you work with.

▶ CYBER ESSENTIALS

Cyber Essentials accreditation provides a blue print for IT Security for your business and ensures your business takes a proactive stance against malicious cyber attacks and is doing all it can to prevent and recover effectively from a cyber attack.

▶ CYBER SECURITY

- Threat Protection
- Web Filtering and Monitoring
- Managed Antivirus Solutions
- Mail Protection and Antispam
- Penetration Testing
- Security Cleared Staff



Cost effective accreditations are a small investment in comparison to the untold damage a malicious cyber attack can cause.



IT HARDWARE

Interpro maintain strong relationships with all of the major IT suppliers, brands and distributors allowing us whole market access. We offer excellent variety and value on all IT hardware and can provide additional extended warranties on the equipment we procure for your business.

We evaluate offerings from all of the main brands and will pass on our knowledge and expertise in recommending high quality hardware solutions that we know are reliable, that will perform well and that offer a best value proposition for the intended application.

Any hardware that we provide is fully inspected and prepared at our office before on-site installation with a client. We manage and maintain warranties and any future repairs or upgrades that may be required.

▶ RANGE OF EQUIPMENT INCLUDES:

- Servers
- Workstations and Laptops
- Monitors
- Networking
- External Hard Drives and Storage
- Printers
- Peripherals
- Telephone Conferencing and Handsets
- Warranties and Warranty Management

BB TESTIMONIAL

"We have been using Interpro for our networking and PC hardware for many years now and they have never let us down. The emphasis is always on quality and even on the rare occasion faults occur they are quick to respond and provide a fix."

Operations Manager
Machine Hire Firm



▶ OUR PARTNERS & TECHNOLOGIES



WHY INTERPRO?

- We build long-term **relationships** with our clients
- We strive for real and measurable **results**
- We are always **learning** and evolving
- We are all about **customer** service
- We **communicate** effectively
- We love **technology**



INTERPRO
TECHNOLOGY



INTERPRO
SOFTWARE

WHAT OUR CUSTOMERS SAY

▶ BUT DON'T JUST TAKE OUR WORD FOR IT HERE'S WHAT OUR CUSTOMERS SAY

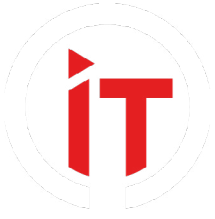
“I would challenge any company to find better all-round IT support and guidance in the Solent Area. The Interpro Team deliver a first-class service time and time again.”

Managing Director
Accountancy Firm

TESTIMONIAL

“Interpro have really helped us utilise technology to the benefit of our business, customers and bottom line. From designing and implementing our ecommerce website and automating bookings into our camp management software, through to saving us money on our broadband and phone system, their service and support has been absolutely invaluable.”

Business Owner
Leisure & Hospitality Firm



INTERPRO TECHNOLOGY
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TECHNOLOGY

