



business IT solutions & managed services  
infrastructure | security | hosting | telecoms

# IT solutions designed around you

**Imerja is a specialist IT service provider delivering solutions and services to organisations of all sizes and complexity in both the public and commercial sectors.**

Trusted by our customers and with a strong technical foundation, we focus on delivering excellence to help organisations effect change, protect information resources, and make cost savings.

Operating on a national scale with local presence, we provide flexible service offerings which are managed from our own dedicated 24x7 service centres located in the north and south of the country.

By placing all IT requirements in the hands of one service provider, we give our customers peace of mind that their business communications and information assets are fully protected and compliant at all times.

All of Imerja's IT solutions and services can be underpinned by our flexible services framework, **m|four**, enabling you to choose the level of service that fits the needs of your business.



## m|four services suite

A portfolio of modular service elements that can be applied to all or any part of your business, flexing as your IT and communications requirements change.

Imerja's **m|four services suite** is a flexible and scalable support service framework that meets your individual business needs, both now and in the future. Based on a suite of standard modules, you can choose the element and level that fits your specific requirements, helping to meet compliance standards and deliver cost efficiencies through smarter working and outsourcing.

**m|four** comprises of four service components which can be applied to any element of your IT infrastructure:

- › maintenance and support
- › monitoring
- › management
- › managed service desk

The modular nature of the **m|four** suite means you can define the service level you require for each element of your IT infrastructure, and alter the service as your business needs change.

All **m|four** services are built on pre-determined, defined SLAs, and delivered from our own nationwide ISO certified 24x7 operations centres, allowing you



to focus on the most important thing – your business.



**maintenance and support** is our baseline support service designed to deliver fast recovery for unavoidable IT device failures on both hardware and software components.

**monitoring** is carried out within our resilient operations centres. Underpinned by ServiceAlert™, Imerja's monitoring and management system, our service desk engineers can monitor your network 24x7.

**management** provides a high level of assurance on the performance and availability of your IT infrastructure, with Imerja becoming the technical design authority for your network, taking ownership for configuration management and change control.

**managed service desk** provides a single point of contact for your business and third party organisations, ensuring your IT infrastructure is effectively managed and supported by our team of dedicated engineers.

## infrastructure

To remain competitive in today’s marketplace, a robust corporate communications infrastructure has to offer maximum return on investment.

Imerja offers a complete end-to-end portfolio with infrastructure services ranging from an initial network assessment and gap analysis, through to the design and implementation of comprehensive and flexible support services and compliant SLA based network monitoring and management services.

Working with large organisations such as central government bodies, local authorities, healthcare trusts and high street retailers, Imerja has a wealth of experience in the design and implementation of infrastructure projects of all sizes and complexity.

Our highly experienced engineers are knowledgeable in the latest technologies and expert professionals with proven track records in the design and implementation of innovative, complex and cost effective secure network solutions delivered on budget and on time.

Imerja can also provide review and validation services on your own network design, verifying the design functionality against the feature sets available on your preferred hardware platforms and software solutions.

## security

When it comes to securing your business behind and beyond traditional boundaries, Imerja’s security solutions cover every eventuality.

Our security services range from policy development, penetration testing and security health checks, through to implementation of organisation-wide security solutions including remote working and endpoint encryption, ensuring that your business is secure at all levels.

Working with Imerja to define or enhance your security posture can play a major part in reducing your operational and business risks, and addressing compliance challenges by:

**Lowering costs** and improving performance through reduced downtime.

**More efficient utilisation** of resources and assets, and more resilient business processes.

**Identifying best security practices** and ensuring these are consistent across your organisation.

All of our security solutions and services are delivered in line with ISO standards, which underpin our commitment to providing the best technical solution to your security challenges.

## hosting

Imerja’s purpose built hosting facilities have been developed around ISO27001 and PCI standards, ensuring data is held securely and in line with key compliance requirements. With hosting centres across the UK, the service can be delivered around specific location needs with flexible service levels designed to meet any requirement.

**Co-location** offers a compliant platform in a highly resilient and secure environment with dual internet feeds, high availability and in-built redundancy measures such as back-up power and environmental controls designed to meet PCI standards.

**Complex hosting** offers more than just a remote environment to host equipment, enhanced benefits include data backup and recovery, load balancing and clustering to ensure continuous high performance and availability of service.

**Bespoke hosting** is a truly customised service. Whatever your requirements are, we can provide a bespoke service which is compliant, scalable and secure, regardless of the size or complexity of the organisation’s infrastructure.

Located alongside our hosting facilities are our dedicated 24x7 operations centres, from which we can deliver any element of our m|four services suite, providing further efficiencies and cost savings for your business.

## telecoms

Business telecoms are now part of the IT manager’s wider responsibility, and this increasingly includes the transfer of data over mobile. Imerja offers a range of competitive tariff and telecoms service packages designed for business, including mobile, which can be tailored to your needs.

**Mobile minutes** - working with the UK’s main network providers, we offer competitive tariffs regardless of voice and data usage. With the Imerja Billing Platform, we carry out regular reviews and analysis. We can also apply this service to your fixed line telecoms which can provide cost savings through consolidation of all your business communications.

**Managed mobile** - mobile services deployed quickly and efficiently without the initial high costs of infrastructure and setup. We can monitor and manage corporate handsets 24x7 and secure access to corporate information on private handsets, with the same level of security and compliance in place as traditional networks.

**Enterprise mobile** - a truly customised mobile environment for organisations that rely as much on their mobile phones as their PCs or laptops. In providing your employees a secure environment on their handset through your own bespoke application, they can access your corporate network and resources safely, ensuring the information they access is protected at all times.

Hallmark House  
Paragon Business Park  
Chorley New Road  
Horwich  
Bolton BL6 6HG

Bennetts Place  
High Street  
Market Harborough  
Leicestershire  
LE16 7NL

Regent House  
Theobald Street  
Elstree  
Hertfordshire  
WD6 4RS

Phone: 0844 225 2888 | Fax: 0870 861 1489 | E-mail: [info@imerja.com](mailto:info@imerja.com)