

Integrated IT as a Service Delivered Your Way

Providing you with a fully managed and maintained IT Infrastructure, SNT is the leading partner providing your business with Integrated IT as a Service.

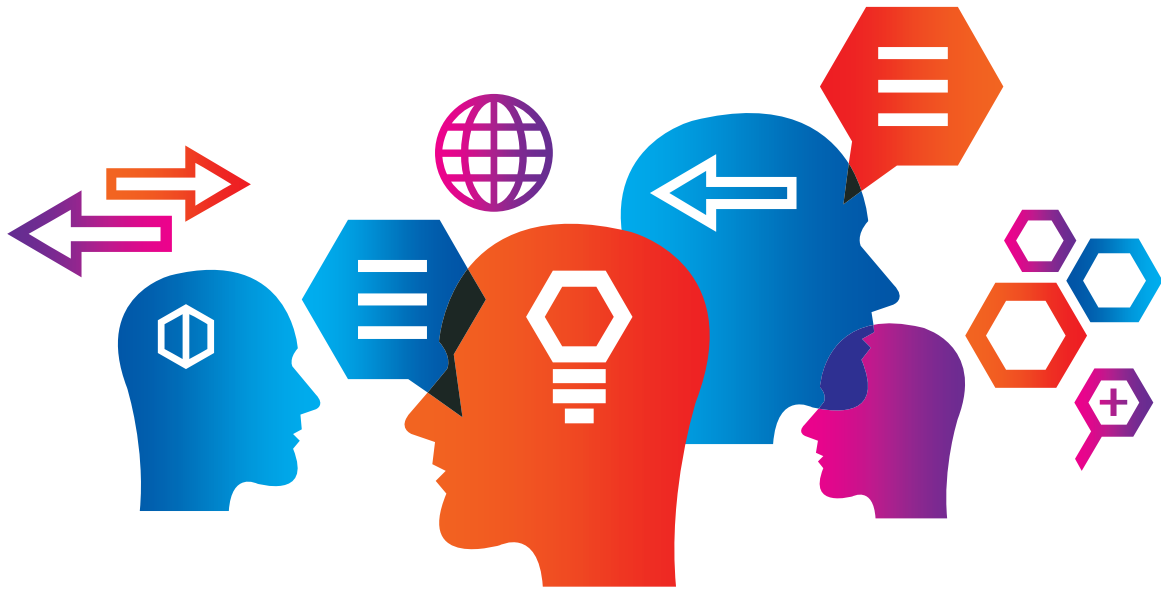
Our offering includes the following services as standard, giving you the peace of mind that your whole IT Infrastructure is managed and maintained under a single flexible partnership. Our services are fully managed and monitored and include your whole IT infrastructure in a single agile solution including Hardware, Software, Networking and Infrastructure.

Server Infrastructure

Physical Server Infrastructure Provision and Upgrades
Infrastructure Maintenance, Operational Services, Support and Capacity Planning
Virtualised Server Infrastructure and Licensing - VMWare vSphere Enterprise
Server Infrastructure Software Licensing – Operating System, Server Access Licensing, and Backup Licensing
24/7/365 Support, Monitoring and Alerting for all Services, Networking and Infrastructure
Cloud Hosted Services including Clustered Email Servers/Services, Blackberry, iPhone & All Mobile Integration
E-Portal Remote Access Servers (Client Licensing Required) & VPN Access for Mobile Working
Microsoft Exchange or Lotus Notes Hosted Services for All Users
SAN Infrastructure, Storage and Associated Hardware Platform On Premises & Cloud
Fully Managed Database Server Services including Microsoft SQL, Oracle and DB2 (Optional Service)
Fully Managed Software Infrastructure Services for Business Line Applications (Optional Service)
Voice over IP Telephony Server and Handsets (Optional Service)

Network & Internet Services

Internet Connections as required to Facilitate External Connection Requirements
Network Hardware, Routers / Switches / Firewalls / Spam Filtering (excluding cabling system client responsibility)
Wireless access points at for Corporate & Guest Networks Separately



Integrated IT as a Service Delivered Your Way

Mobile Working Services

BYOD Services and Security Integrated

Integration of On Premises & Cloud Services to provide a seamless end user experience
VPN to Cloud and Other Sites / External User Requirements / External Site Access

Disaster Recovery & Resilience Services

Provision of Disaster Recovery On Premises & in Cloud for Immediate Server Restoration in event of DR Incident
Replication of all servers for immediate restoration of services On Premise & Cloud Hosted
Backup File Level and Virtual Server Level Backups Retained for Minimum 1 Year + 2 Annual Versions
Six Monthly Disaster Recovery Testing for Business Continuity Planning
On-site and Off-site Backup / Resilient Server Architecture and Replication. Backup Servers and Software
Redundant Hardware Provided On Site to Ensure Business Continuity in the Event of Physical Failure

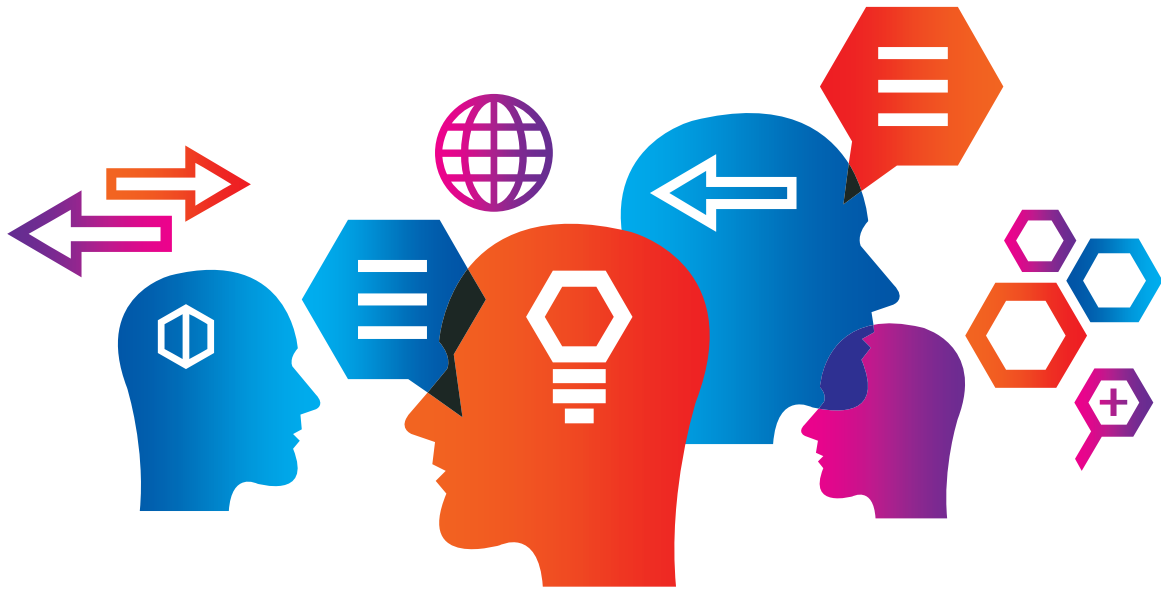
Support Services

IT Support Onsite & Helpdesk Support (1st / 2nd / 3rd Line Support)
5 Minute Response Time to Urgent Issues Affecting Production
Management Support and Consultancy Relating to IT Services & Provision
Project Management and Business/Process Change and Implementation Services
Integrated SNT Software Provided including Email Archiving & Compliance
IT Policy Creation & Management with Client Management Team

Service Level Agreements

Server & Infrastructure SLA provided at 99.999% as Standard Onsite & Cloud during Business Hours *
Internet Services provided with 99.999 SLA as Standard Onsite & 99.999% In Cloud *

* Actual SLA's are delivered on a per partnership basis



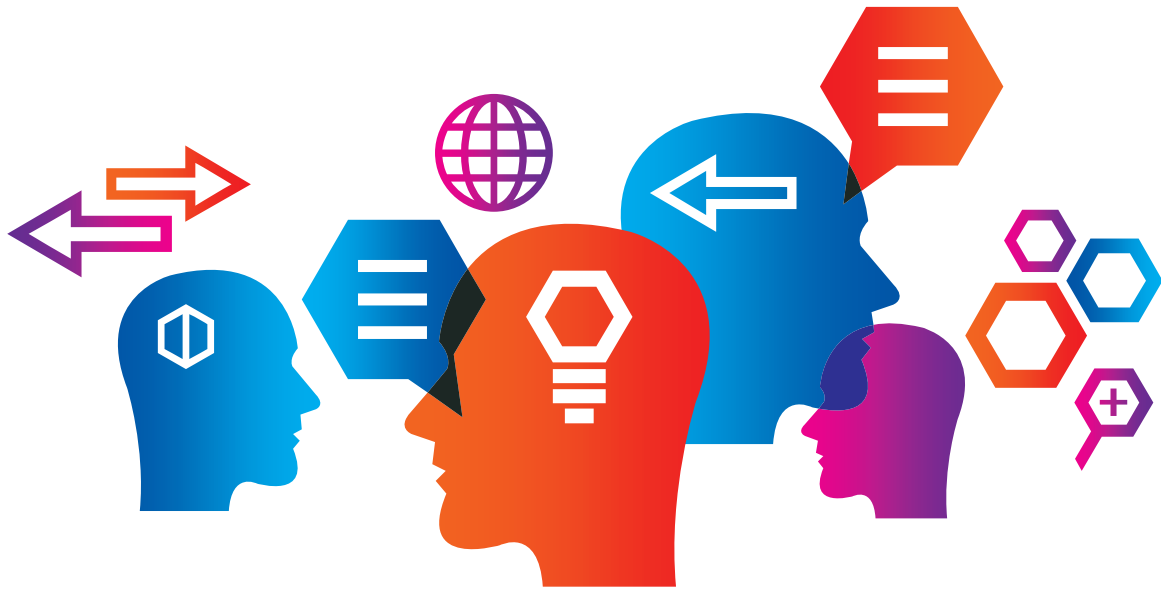
Workstation Managed Services For The Business Minded

SNT Workstation Managed Services provides your business with a complete solution for all end user devices, additional services including Managed Mobile Telephony can be added to provide you with a complete solution for all user devices both mobile and on premises.

We provide fully managed leased workstations as part of the ITaaS service releasing you completely from capital expenditure on your investment in IT services with fully supported managed services for your servers, infrastructure and workstations in IT as a Utility from SNT.

All hardware and software is provided as part of ITaaS therefore you have no capital expenditure for any IT related systems, all consolidated into a simple monthly managed service.

Corporate Microsoft Windows License
Perpetual Microsoft Windows Upgrade
Standard Specification 4GB RAM
Intel Processor Dual / Quad Core
Fully Managed Including Break Fix
Onsite Ready Configured Spares for Swap Out & Replacement – Zero Downtime
Fully Maintained & Warranty Under PC Managed Services



Software Managed Services

Microsoft Licensing Made Simple

SNT Microsoft Software is provided with fully managed and enterprise licensing and support. Our solution leverages Microsoft SPLA Corporate giving you agile licensing solutions ensuring you only pay for software used on a month by month basis.

We provide fully managed licensing audit and compliance services, ensuring you are fully compliant with the complex Microsoft Licensing agreements and requirements under your ITaaS solution provision.

Microsoft Office Standard

Agile Licensing Pay Per Month On Use Per User
Perpetual Upgrades & Enterprise Support

Microsoft Office Professional

Agile Licensing Pay Per Month On Use Per User
Perpetual Upgrades & Enterprise Support

All licensing can be upgraded / downgraded on a month by month basis dependant on requirement, and additional software from the Microsoft portfolio can be made available immediately on request including packages such as Microsoft Visio, Microsoft Visual Studio and Microsoft Project.