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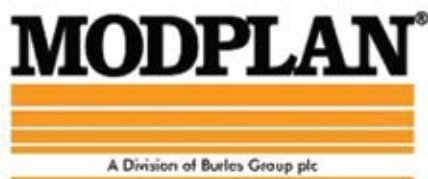
## About CSG

CSG are the trusted IT Partner to over 350 SME & Enterprise businesses throughout the UK, providing market leading IT, telephony and software services since 1985.

As an established IT provider we deliver the necessary resource and expertise to ensure our clients have the right systems in place to meet their expectations and realise their ambitions. In addition to providing complete IT support and Infrastructure services, we specialise in the deployment of integrated Business Software and Voice and Data systems ranging from single to multi-site solutions. Data Centre services, Business Software, IT Support, Telecoms and Systems Infrastructure can be delivered as a single end to end solution to your business.

Recognition by, and partnerships with, leading vendors such as Microsoft, IBM, HP, Citrix, Cisco, VMware, Mitel/Aastra, Pegasus and Sage demonstrates our ability to deliver effective ICT solutions that bring real value to your business.

Some of our clients include:





# CSG 360° Key Services Portfolio



## Cloud Services

Our cloud services enable you to access advanced cloud solutions at an affordable cost. We will assist your business with the transition to the data centre whether that is migration of key services, co-location of your infrastructure or provisioning of virtual servers.



## Managed IT Support

With proactive IT monitoring supported by our team of certified Microsoft and specialist IT technicians, we can manage multiple networks and sites from a single interface. We monitor every desktop, server and network device; control any device anytime, anywhere; and generate reports to speed up trouble shooting while protecting all network endpoints with enterprise-class security.



## Virtualisation

Virtualisation plays an integral part in ensuring an efficient, flexible and robust IT infrastructure. We are specialist providers of VMWare, Hyper-V and Citrix technologies and will recommend solutions that meet the needs and budget of your business.



# CSG 360° Key Services Portfolio



## Disaster Recovery

You can't stop disasters from happening but you can stop business loss in the event of disaster. We specialise in developing realistic business continuity plans that ensure the effective management, monitoring and automation of your systems back-up along with providing off-site replication at our data centres.



## IP Telephony

We provide innovative and cutting edge IP telephony solutions to businesses in various sectors and a range of telephony options along with CSG's very own hosted IP telephony service.

We are resellers of Mitel systems and have over 10 years experience delivering telephony into SME and Enterprise organisations.



## Security

Managed security provides businesses with extremely high levels of protection for your data and systems in a proactive way by actively monitoring your systems on a remote basis. We offer a multi-layered approach to security, securing your software, hardware and internet connections including network and internet security along with firewalls.



# CSG 360° Key Services Portfolio



## Internet Connections

CSG are an internet service provider and highly experienced in the design, implementation and management of internet connections and services. Our services include business broadband, FTTC , leased lines, EFM and MPLS services.



## IT Infrastructure

We are a HP preferred partner and can advise you on all aspects of your IT infrastructure. Our IT infrastructure service includes procurement, design, configuration, implementation and ongoing support.



## Business Software

As a Pegasus Centre of Excellence and business partner for Sage, we specialise in the implementation and support of Pegasus and Sage business software. In addition we can assist with the development of bespoke software and recommend the best solution to meet your needs.

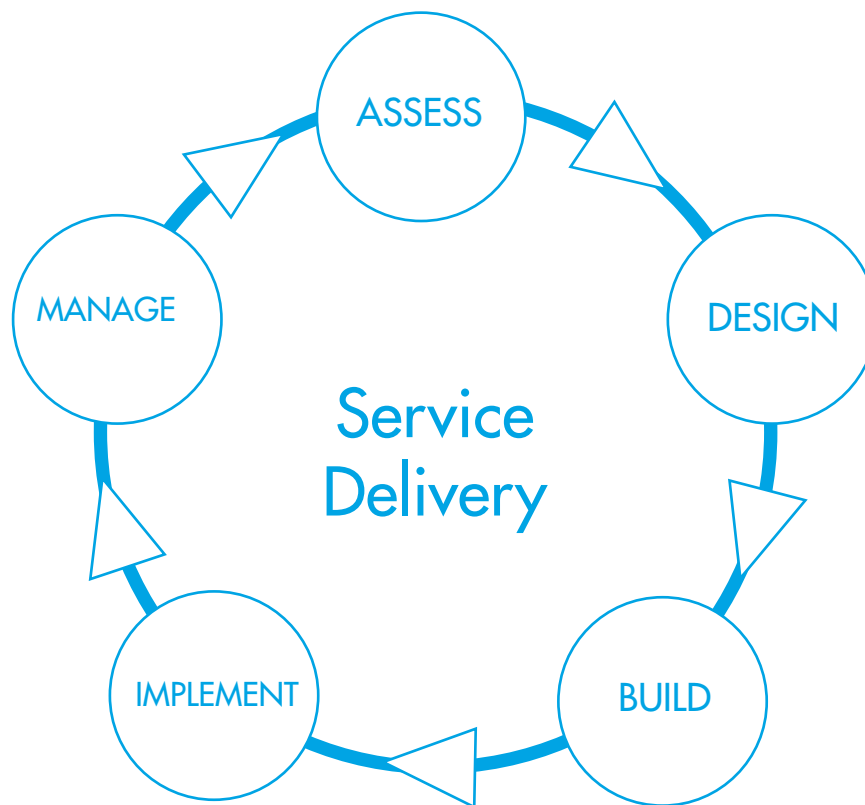
## Why choose CSG?

### Our Approach

We use a consultative approach. Our team of highly skilled IT professionals work with our clients to understand the needs of the business, offering advice and recommendations.

Our company ethos is built upon providing our clients with a flexible and personal service, where we will always go the extra mile to ensure our client's productivity is maximised no matter what.

Whatever the size of your business, we understand that your IT is critical, and we deliver technical expertise so that you can focus on running your business with confidence.



### Customer Focused

Our clients are fundamental to the success of our company and we are continually monitoring key performance indicators to improve all aspects of service delivery. We provide a number of customer service initiatives including regular account management visits, customer surveys and customer feedback forms to ensure we are maintaining the levels of service our clients expect.

### Service Delivery

CSG adopt the ITIL foundation which is the leading standard for IT service management. ITIL ensures the highest levels of service quality are maintained and constantly delivered by our staff.

# Professional Services

With industry leading software tools and methods, we will work with your organisation to design, provision and support a range of IT services to achieve your business requirements.

Following consultation, one of our solution architects will design a service to suit your key objectives and budget, utilising industry leading technology and aligned to your required service level agreement (SLA).

Following service provisioning, you will be provided with a range of support services that will monitor and manage your systems on a proactive basis.

# Accreditations

We recognise the importance of working closely with the industry's leading vendors, and key partnerships have been built up for over 30 years with some of the most well known technology vendors in the UK.

Due to the fact that we have chosen our strategic partnerships carefully, we can provide you with the most up to date technologies on the market. We are continually looking to improve and enhance our skills and expertise and this is proven in the accreditations and awards we have achieved.



