

Empowering Technology for over 40 years



a&o systems provides IT infrastructure and services
to commercial and public sector organisations

We deliver bespoke solutions to our customers that offer genuine value
and support their need for greater operational efficiencies, reduced
costs and increased business productivity

Driven by customer satisfaction and quality management processes, we design and deliver some of the most complex and challenging IT deployment projects from the data centre across the network to the desktop.

With an established technology partner portfolio of leading vendors and our own experienced and certified consultants, we guarantee our customers exemplary levels of service across the UK and internationally.

Market Landscape

Organisations face real challenges to achieve their business objectives and remain competitive. Workers are increasingly mobile and based in remote locations. IT assets are more distributed and the data security threat is rapidly evolving. A lack of in-house skills and operational resources coupled with ever decreasing budgets further complicates the task.

a&o systems provides customers with market leading technology and services that significantly improve IT performance, deliver efficiencies and reduce operational expenses. Focused on maximising user productivity, we enable IT to deliver competitive advantage. With constant innovation and investment, we strive to continually improve customers' environments to enable them to take advantage of new market opportunities.

"We have been working with a&o systems for a number of years and have always been impressed with their level of technical knowledge and proactive approach to supporting our desktop IT strategy."

Advent Group Services Ltd.

"It really has been fantastic to have all our IT requirements managed by such a competent team; the transition was seamless and we are all very happy with the service provided by a&o."

ICT Services
Cheshire West and Chester



1964 Company formed in UK



2000 MTX entities absorbed into EDS & Global Field Services formed



2006 EDS Global Field Services acquired by a&o

Our specialist Technology Service Offerings - Dynamic Services, Network Optimisation and Workspace Productivity - provide access to an established portfolio of products and services that help our customers achieve their IT objectives and secure maximum business advantage.



 **Dynamic Services**

 **Network Optimisation**

 **Workspace Productivity**

IT is finding it increasingly difficult to deliver high quality services across the distributed estate in a consistent and cost effective manner.

Our comprehensive portfolio of services sets the standard and helps customers with the provision of on-site and remote services resource. With solid procedures, established consultancy practices, skilled IT resource and geographical coverage, we transform IT support service delivery and drive real operational efficiencies.

The network is a strategic asset that enables new services and supports the drive for competitive advantage.

We deliver intelligent and future proofed solutions for campus and wide area networks that encompass WAN optimisation, application delivery, network security, management and support. Our established network vendor portfolio includes Alcatel-Lucent, Check Point, Cisco, F5, HP Networking and Riverbed.

Customers need to drive maximum workspace productivity and business advantage from their user centric IT strategies.

Using established consultancy services and leading vendor technologies including Check Point, Citrix, HP and Microsoft, we simplify the migration to new workspace tools for desktop, messaging, presence, mobility, collaboration and voice solutions.

Dynamic Services
(Operational Efficiency)

Network Optimisation
(Services Enablement)

Workspace Productivity
(User Performance)

IMAC
Maintenance
Service Desk

Project &
Disposal Services

Wireless
& Fixed
Infrastructure

WAN & LAN

Technology
Migration
Services

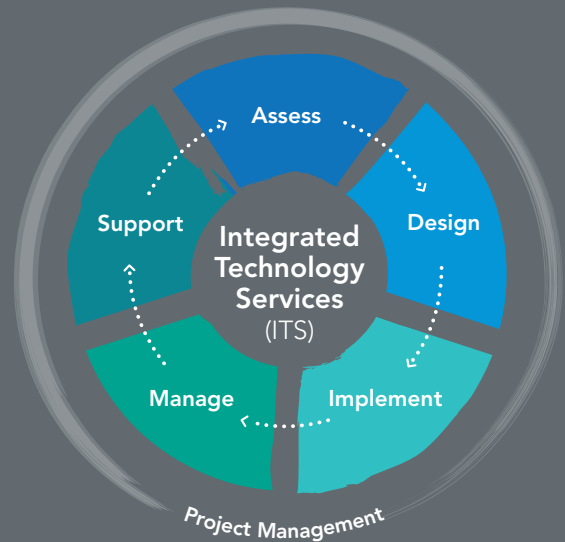
Software &
Infrastructure

Assess ••• Design ••• Implement ••• Manage ••• Support

SERVICE ENGAGEMENT

a&o systems has a pragmatic and flexible approach to the provision of technology and services. Taking a holistic view of the customer's environment and challenges, we provide trusted advice and exceptional levels of value added service to deliver intelligent and bespoke solutions that support IT objectives and maximise business advantage.

Guided by robust processes, we follow a proven service methodology that has demonstrated success over many years:



Assess

Comprehensive assessment of the current technology environment and project objectives

Design

Tailored solution designed to achieve stated business and IT goals

Implement

Appropriate and practical approach defined to ensure successful deployment

Manage

Environments monitored and issues proactively diagnosed to avoid downtime

Support

Consolidated support facility provides single escalation path for incidents and centralised contract management

Project Management

Accreditation and experience ensures projects are delivered on time and within budget

COMPANY VALUES

We believe there is a tangible link between employee welfare and customer satisfaction & loyalty. We closely adhere to four key principles to foster this philosophy and maintain our reputation:

Customer Satisfaction

a&o systems is committed to maximising customer loyalty and retention. We work hard to ensure our customers are happy with the level of service they receive and that's why independent monitoring by Market Intelligence International demonstrates an exceptional level

of customer recommendation and market leading survey results.

Continuous Improvement

The evolution of our client-focused Business Management System of policies and processes support our end-to-end business model of continuous improvement, a key contributing factor for our sustained success. Continuous testing and achievement of these standards means that our clients can be sure of our commitment to excellence.

IT Value

a&o systems strives to deliver tangible and sustained technology efficiency increases to our customers that demonstrably reduce TCO and operating costs. We focus on ensuring that wherever possible, clear business and IT alignment exists to drive user productivity and competitive advantage.

People Performance

Our people are our most important asset and their performance and development is critical to the ongoing and future success of a&o systems.



Partners

Strong relationships with all our partners have enabled us to obtain a wide range of advanced accreditations. This ensures our competency in delivering and integrating products into bespoke solutions for customers that maximise business advantage, reduce operating costs and achieve tangible ROI for our customers.



a&o systems
Prescott Road,
Colnbrook,
Slough, Berkshire
SL3 0AE

+44 (0) 871 971 8800
communications@aogroup.co.uk
www.aogroup.co.uk

Copyright © 2010 a&o systems + services UK Ltd.
All rights reserved