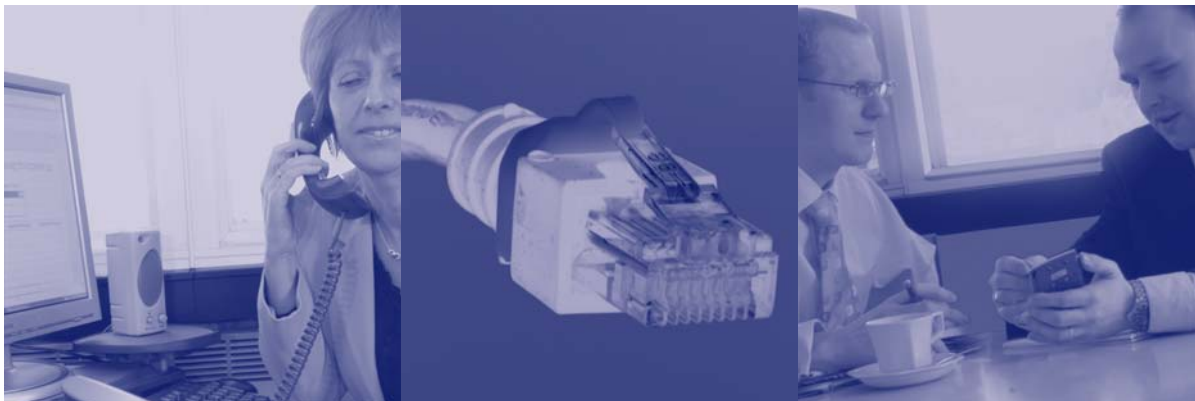


FOCUSED



Working together ...

... reliability and flexibility

Focused Networks is a leading independent provider of IT product fulfilment, networking solutions and support services to the public and private sectors. We partner with our clients, to understand their business needs and deliver IT solutions that help them achieve their goals in a cost effective manner.

Through our relationships with Select Tier 1 vendors we are able to provide excellent pricing structures and our direct access to manufacturers enables us to provide prompt resolution of issues and 'true' value added benefits.

Focused Networks have received many endorsements from clients for delivering excellence, innovation and service – our independence means we can advise, source and configure the best solutions for you and back them up with fast reliable after sales service.

Fotec is a new addition to the group and has been created to work together with Focused Networks to supply managed support and technical services to UK businesses typically with between 10 and 250 users, thereby bringing you greater reliability and flexibility. We understand that each business is different, yet each business that uses IT requires a high level of support. This is why **Fotec** has dedicated personnel and resources geared towards providing your business support and consultancy specifically tailored to your needs and maximising the return on your IT investment.

Our dedicated helpdesk provides you with access to an experienced team of technical advisors, in place to provide effective recommendation and 'fault to fix' resolution. **Fotec** can assist with each stage of your development from consultancy and design to implementation and fully managed support – single site to multi site.

Our clients find **Fotec** a valuable partner in maintaining the resilience and reliability of their IT infrastructure.



www.focused-networks.com



www.fotecuk.com

Our goal is to work in partnership with our customers, investing time to understand their requirements, finding the solutions that offer flexibility for the short and long term whilst maintaining reliability and providing value for money.

“Since first using Focused four years ago, we have benefited from a significant improvement in productivity and effectiveness in our market place. They provide a definite advantage in the use of technology to grow our business.”

Stephen Selby, Managing Director, Success Appointments.

Delivering the Best Customer Experience

We are committed to providing your business with the best customer experience through the initial introduction to ongoing Account Management.

Superior Service and Support

We are committed to not only solving your actual problems but also avoiding future ones. Our experience, knowledge of the relevant technologies and a highly trained team are there to keep your vital computer systems running smoothly thereby increasing your productivity and profits.

Working for your Advantage

We will spend time to understand your business goals and then help to construct the right solution that enables you to achieve your aims in a cost effective and timely manner.

Maintaining our standards

Our business ethos is such that our employees share a key set of common values including independence, freedom of choice, commitment, delivering beyond expectations and flexibility in delivering solutions. We also invest heavily in our sales and technical personnel to ensure our industry accreditations are maintained to the highest level.

Customer Service

We know our customers have a choice of suppliers so we never take them for granted. We like to make it easy to do business with us and take pride in giving a high level of customer satisfaction. This dedication is applied to all our services from the configuration of a PC to the provision of consultancy required to expand an IT infrastructure.

Our philosophy of putting our customers first and providing a value added service in a efficient, effective and professional manner has earned us both trust and loyalty with our customers as well as many glowing endorsements. Integrity and professionalism remains at the core of what we do throughout our organisation.



Client & Server – Greater employee productivity. Improved customer satisfaction. Lower operating costs. Whilst all businesses have these same aims, their technology needs differ. Getting this right is the key to success.

We are able to offer you a wide range of computing hardware from the leading vendors in the industry. From PC's to servers, storage to backup, printers to UPS, we are able to find the right product for your needs whether it is the latest entry-level computers or high end desk top/servers that are fully scaleable to meet your growing needs. We can provide them with highly reliable performance and resilient data storage in a manageable and cost effective way.

“Focused Networks have consistently provided a superior service in all areas. We have never been let down, their technical knowledge is sound and pricing structure extremely competitive”

Peter Gregory,
IT Manager, Merchant Taylors School, Northwood.

Networking – It couldn't be easier to transform the performance of your business. If your network is faster, more secure and more reliable, then you can achieve lower operating costs and higher productivity.

We offer the best innovative technologies available today. As technologies such as Voice, Video and Data converge, the solutions needed to handle the ever increasing volumes of network traffic become more complex. We ensure that the best components are used to give reliability, speed, resilience, security and scalability.

When designing a new or upgrading an existing network we will consider the complete 'end to end' networking solution for your business, including integrated security and high network availability.

If you wish to explore your options, resolve an existing issue or actively pursue an integrated voice/data solution, contact Focused Networks to see how our proven expertise can help you achieve your goals.

“Focused Networks were selected as our preferred IT partner for the relocation to our new European HQ. We had no problems or delays.”

Sarah Tennant,
EMEA Operations Manager, Portal Software (Europe) Ltd, Slough.

Mobility and Wireless – Today's faster, affordable and more secure wireless networking solutions have created a much broader adoption of this technology. You can now get increased productivity, flexibility and low cost from investing in a wireless network, avoiding the disruption of installing a fully cabled system. Wireless may be the only option where cabling is not possible or desirable.

Focused Networks can supply the design, support and implementation of mobile IT, which includes the integration of notebooks, PDA's and tablet PC's onto the corporate network using wireless Ethernet or GPRS technologies. Security fears need no longer be a problem as a properly architected and planned wireless LAN can be more secure than your wired network.

“We enjoy an excellent working relationship with Focused Networks, They are always happy to help with technical queries and advise on solutions.”

Gareth Pearson,
Network Specialist, Rotherham Metropolitan Borough Council.

Structured Cabling – A structured cabling system provides the platform for an overall IT strategy for voice, data, video and multimedia systems.



We are able to offer a broad range of structured cabling services including Voice/Data design and implementation, fibre optic installations, computer room design, electrical installations and moves and changes. All structured systems will have either a 15 or 25 year manufacturer warranty and you will receive full documentation including plans and test results.

“Focused Networks has been of great service to us over the last 4 years providing voice/data cabling. The installations have always been high quality with very little disruption to the business.”

Reza Deirmand,
European IS Team Leader, Harris Corporation, Winnersh.

IP Communications and Voice – Being able to just talk to someone on the phone is no longer enough.

The traditional barriers of time and distance are no longer an issue. Video conferencing, e-learning, receiving voicemails via your web browser and e-mails to your phone – to name a few – are all possible using IP Communications.

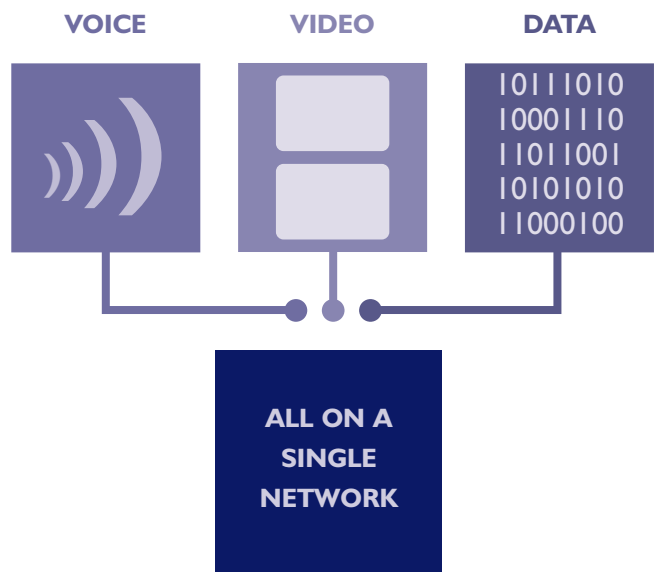
We have extensive experience in integrated network design including Voice over IP and IP Telephony. Our knowledge ensures that Focused Networks are well positioned to help companies embrace the full potential and benefits of a fully converged network.

Focused Networks can assist with all your voice communication needs including Contact Centre, Call Management, Voicemail, Unified Messaging, Recording, Billing, Video, Surveillance, WIFI, VOIP, Analogue Handsets and Internet Connectivity.

“Focused Networks were responsible for the design and installation of our voice and data network. This has enabled us to enhance employee productivity locally and reduce communication costs with our other offices.”

Michael Drew,
Production Manager, Maxon CIC Europe Ltd, Hemel Hempstead.

SECURED IP COMMUNICATIONS



BENEFITS

- Reduces total cost of ownership**
- Improves operational efficiency**
- Enables critical business applications**
- Enables customer response**

Security – Companies are now very reliant on their IT systems and it is essential to protect data from hackers, data thieves and those out to cause chaos. Understanding the nature of your business, how critical your information is and where possible threats could come from is essential. We will review your security needs and determine whether you only require limited IT security such as a firewall or anti virus or require a comprehensive, multi-layered approach with constant monitoring.

We view security as an ‘embedded’ feature of all networking products and no longer a separate addition.



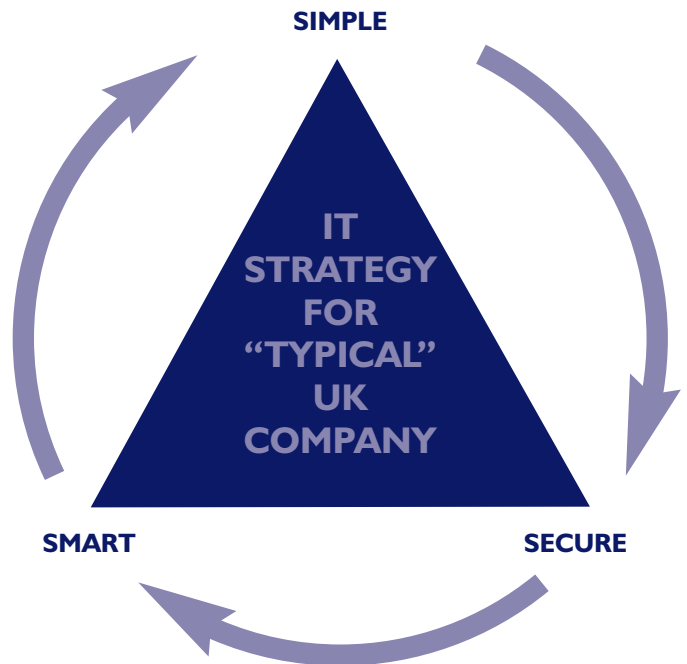
Network Support Programme – Businesses can suffer a substantial financial loss or even fail if they lose their IT infrastructure or data. It is therefore essential to have well maintained systems and support you can count on to fix problems quickly.

Fotec offers complete support packages to suit individual company needs through our LocalAid range of services. LocalAid is a Network Support Programme for Networking systems and Applications, providing you with as little or as much support needed by your company at your HQ, branch or remote site.

“Fotec have been managing our IT support and they have proved to be very reliable and helpful. We would highly recommend their services to any company”

Amanda Perry,
Managing Director for Next Employment, London.

The Local Aid Complete Care and Resource Centre packages include Service Level Agreements with compensation credits, monthly incident statements and management of vendor hardware and software contracts. It also entitles you to additional discounts for any hardware and software that is purchased from Focused Networks.



Complete Care – The Complete Care package is ideal for customers who require a regular onsite technical presence and often find themselves in situations where they require technical support in one form or another.

The base package includes a free network audit, unlimited telephone and remote support, regular scheduled visits from an accredited Fotec engineer, flexible payment terms, proactive approach for preventative maintenance and quarterly performance reviews.

The Fotec 'Complete Care' package is ideal for companies that do not have an IT department. Flexible monthly and quarterly payments options allow you to budget in advance for your support.

“We are extremely pleased with the service from Fotec. They are professional, accommodating willing and they give us good impartial advice on all IT issues.”

Paul Threadingham,
IT Administrator for RO Group, Potters Bar & London.



Resource Centre – The Resource Centre Package offers a very real support presence for customers who want the security of a support package but cannot be sure of the consistency of issues requiring technical assistance.

The base package includes telephone/remote or onsite support from an accredited Fotec engineer, proactive approach for preventative maintenance with quarterly performance reviews and flexible purchase options. You purchase as little or as much support time as required which is banked until you want to use it.

The Resource Centre provides access to a team of highly trained and qualified staff. Services include telephone, remote or on site support. The base package can be used for hardware installation, preventative maintenance, specialist projects, IT consultancy, project management, network audits, health checks, moves and changes. Fotec Resource centre is also ideal for holiday and absence cover for IT staff.

“Without having the means to support an IT department the Fotec Resource Centre was the ideal solution for us. Fotec staff have always provided excellent support”

Jon Banerjee,
Director of Finance, Hertfordshire Action On Disability,
Welwyn Garden City.



Fotec Easy Lease – Investing in IT equipment can represent a significant cost and therefore requires careful planning.

Fotec understands that implementing a successful communications infrastructure requires more than just network hardware. At Fotec we can arrange a finance solution to incorporate intangible elements like training, software, cabling, installation and support.

“Fotec took the time to learn about our network and advised us which agreement would work best for us. They have been spot on so far and have been a great support”.

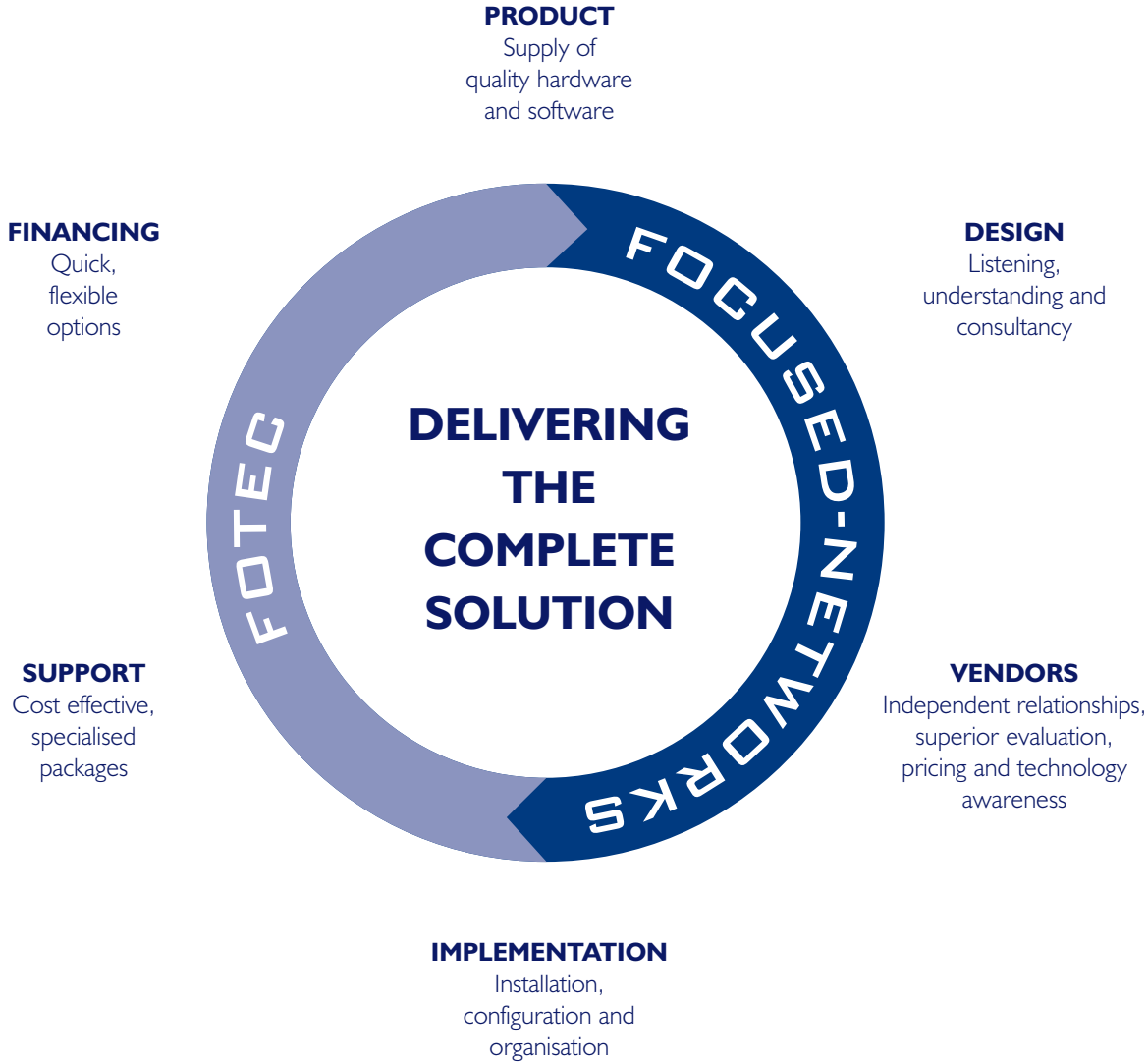
Sara Hawes,
Operations Manager, Craik Jones Watson Mitchell Voelkel, London

Applications and Development – Fotec can supply and support a wide range of applications from messaging and office to operating systems and thin client technology. In addition to ‘off the shelf’ solutions Fotec can also provide bespoke applications using Microsoft SQL and .net technologies.

Fotec provides a specialist website design consultation/development service.

Fotec delivers eBusiness solutions, seamlessly integrated with legacy systems including SAP, JDE and most back-end databases. We provide solutions that combine ‘best of breed’ eCommerce products with our wealth of experience in implementing mission critical eBusiness systems.

Whether you require web hosting facilities or assistance with the rollout/migration of a new operating system, Fotec can provide the relevant options for you.



Working together... ...reliability and flexibility



call _ 0845 601 6485
fax _ 0845 601 6486
email _ info@focused-networks.com
www.focused-networks.com



call _ 0845 601 6480
fax _ 0845 601 6481
email _ info@fotecuk.com
www.fotecuk.com

Focused Rewards is an exclusive reward scheme created specifically for our customers. This loyalty program rewards you for selecting Focused Networks and/or Fotec as the IT solution provider for your company; reward points are awarded for purchases on any product or service in our portfolio. Contact us to find out more or visit our web site.

Hamilton House_ | | Marlowes_Hemel Hempstead_Hertfordshire_HPI | BB