



Ambrio Limited

***"Providers of Information System
Solutions to Industry and the
Business Sector"***

IT Services and Support

January 2004

Company Overview

Ambrio Limited is a client-focused IT solution partner offering professional, impartial advice specific to the individual requirements of our clients. Ambrio's continued success is based on understanding our client's real needs and developing solutions that improve the clients business processes.

Ambrio's industry and business knowledge and experiences are used to help our clients achieve their business goals and at the same time keep in step with the latest technologies.

Ambrio predominantly provide nation-wide services from its base in Burton upon Trent, Staffordshire but also undertake some International commissions. Our alliances with other Computer companies allow us to offer with confidence, a total range of services to all businesses, small or large.

Ambrio offers the following services:

- Hardware and Software Supply
- Bespoke Software Applications & Database Solutions
- Microsoft Access, Excel, Word, Excel Programming
- Microsoft PowerPoint Presentations
- Software Application Training
- Project Management
- On-site IT Maintenance and Support Services
- Web site design
- Internet, Intranet & e-mail systems
- Graphic Design – Corporate Imaging and Logo Design
- Transfer of Photographs & Slides to CD and Videotape
- Printing – Business Cards, Letter Heads, Flyers, Leaflets

Services

Contract Maintenance

Our approach to maintenance contracts is that we recognise the business needs of each Company need to be considered individually and that the appropriate level of service should be tailored accordingly. We at Ambrio have the flexibility and the resource to match your needs.

Our core services include the following but we are also prepared to consider any other requirements.

- Maintenance Cover on PC equipment and networks
- Supported Operating Systems: Microsoft Windows & Novell Netware
- Replacement equipment
- Central call logging, tracking and engineering dispatch system
- Technical support via centralised telephone helpdesk
- Remote support via dial-up
- Software support – MS Word, Excel, Exchange, Access, Outlook

Customer Base

- Solicitors
- Power Utilities
- Environmental
- Construction
- Engineering
- System Integrators
- Government Office
- Food

Non-contract Services

We offer ad hoc support on a Time and Materials basis for PC equipment, networks and peripherals. See schedule of charges for pricing information.

Planning and Implementation

Every project, irrespective of its size, is allocated to a Project Manager who will conduct the initial planning discussion and is your primary contact throughout for matters of budgeting, logistics, scheduling and reporting. Suitably specialised engineers from Technical Support in advance of the installation will research any technological questions, and any necessary adjustments made to the implementation plan.

Importantly, we keep closely in contact with you throughout the planning process and can supply logical network diagrams, cabling plans and network layout documentation. Once the installation itself is in progress, the Project Manager remains your point of contact for updates on engineering activities.

We can implement as much or as little of the project as you require, from simple delivery of hardware to completion of the whole system, starting with cabling and comms. infrastructure and finishing at hand-over of a fully loaded, tested and operational LAN or WAN.

Consulting

For special problems and projects, consultancy can be arranged on a per diem basis. Depending on the circumstances of the case, this can be by site visit, remote analysis and reporting, or a combination of the two.

We regularly supply specialist advice on MS Outlook/Exchange, virus protection systems, backup and disaster recovery systems, LAN and WAN performance enhancement etc.