# idt

Interface (DCB) Technology ltd.

## service guide

A comprehensive guide giving information on all the products and services available from Interface (DCB) Technology ltd.

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These days even the smallest companies rely upon IT systems for the smooth running of their business. Whether that's a single PC or an integrated multi-user, networked infrastructure, it needs to be planned, implemented and maintained to cope with the demands of constant usage.

For some, the world of IT is shrouded in a mist of technospeak that, for far too many, appears to become an impenetrable fog, preventing them from utilising the true power of IT to gain a competitive advantage.

Interface (DCB) Technology clients, on the other hand, enjoy a jargon free existence, where they have a clear view of how we help them to use IT solutions to grow their business.

Being totally independent, with some 25 years experience of providing IT solutions, we can give you an impartial, professional and cost effective service by using our extensive experience across a wide range of industries and commercial applications. What's more we are strictly a Business to Business company. We're not high street retailers, e-tailors or mail order operators. Thus every member of our team is highly skilled and knowledgeable, whats more, they undergo a continuous training programme to ensure that they stay abreast of developments.

Chances are that, even in the rapidly developing world of IT, we won't have to re-invent the wheel for you. Your Account Manager will have an understanding of your industry needs and can save you time, expense and teething troubles by getting it right first time based on our in-depth knowledge of what works in your industry sector.
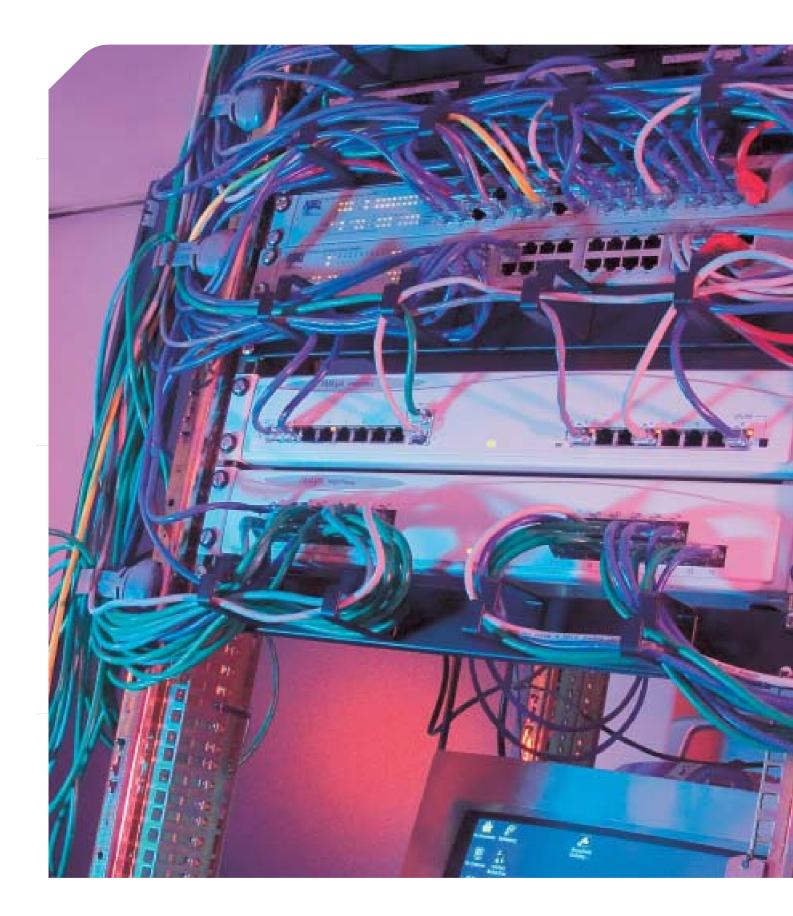
We also offer a service almost unique in the IT field – mixed media services. Ideal for design studios, advertising agencies and new media companies where both PC and Apple Mac formats are being used.

So to ensure that your IT systems are as good as they can be and that they stay that way, call us today. It really is that simple.

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# keeping it simple

## Network Services

We will tailor a solution to meet your needs from initial consultancy right through to installation and on-going support. We will work with you to ensure that as your business grows and develops, your network grows with it.

If you have a system that is not performing to expectations we can send our analysis team to recommend a recovery solution.

Using IDT for the support of your computer and telephone networks gives you the added advantage of a single, simple call for all communication issues.

## Hardware Provision

As a totally independent company we can recommend the right hardware and operating software for your needs without fear or favour, whilst we can supply products from most leading manufacturers including Dell, Compaq and HP. For instance we also build our own PCs designed to your exact requirements.

## Network Migration

We can arrange a seamless migration to or from most network operating systems, be they Unix, Linux, Novell or any Microsoft system.

## Mixed Media Services

If you use PCs and Apple Macs together we can ensure that the two formats work side by side in perfect harmony.

# keeping it simple

➡ **SME Servers**

We are one of a very few companies in the UK that can install, configure and maintain Microsoft SBS servers with guaranteed success. If you have had a poor experience elsewhere we can help correct the problems.

➡ **Telephony**

Integrating your telephone system with your computer network can bring major benefits in both efficiency and Customer Relationship Management.

The market leading Avaya IP Office from IDT not only provides all the functionality you would expect from a modern, digital, telephone system but also brings Call Centre functionality to the SME market place, enabling the initiation of outgoing calls from on screen customer records and providing information about who is calling before you answer the phone.

Systems start from 2 lines and 10 extensions up to a maximum of 120 lines and 256 extensions.

In addition, Proteus Call Management Software constantly monitors the IP Office system enabling the display of real time statistics and the production of periodic reports. Helping you maximise your investment and minimise costs.

➡ **Remote Access**

With an ever increasing trend towards off-site working, many companies find it advantageous for key management and staff to be able to access the server from a remote location. We can implement secure access controls to virtually ensure the integrity of your system.

In addition we can establish remote access to your server for our technicians to be able to monitor the system and rectify any faults that may develop. This preventative maintenance saves time and reduces downtime to a minimum.

➡ **Firewalls & Security**

Firewalls and Security Software are vital in today's business world to protect your company's network and prevent data from falling into the wrong hands. IDT use a combination of proven software and hardware equipment to provide a highly secure barrier to outsiders, who attempt to gain unauthorised access to your system.

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## Sage Reseller

We are a fully authorised Sage Accountancy software reseller with 20 years experience. Whether you already use Sage Line 50 or Line 100 or are looking to install their industry leading accountancy software such as Payroll, Job Costing or ACT we can provide a comprehensive service including trouble shooting existing systems, training and on-going support.

## System Support Contracts

For total peace of mind we can arrange support contracts to provide year round response to those unexpected hiccups that occur no matter how well the system has been installed. Our expert engineers provide a maximum 4 or 8 hour response depending on the level of contract but frequently, minor problems can be rectified by remote access.

We will also keep you advised of new virus releases and remedial action.

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**dcb**

Doors Cubicles and Boards (Leeds) ltd.
Manufacturers and suppliers of a vast
range of doors to suit all requirements.



**dbf**

Decrobond Fabrications ltd. Cubicle and
vanitory unit manufacturer with a wide
range exstock or bespoke.



**dcb**

DCB Joinery ltd.
Manufacturer of bespoke
joinery products



**idt**

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