iCorps Technologies
Technology to Fit Your Business

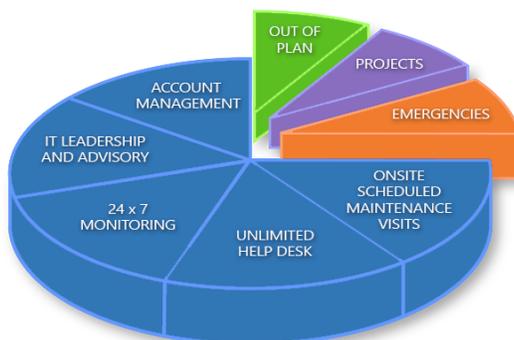# iCorps' Encompass Program
Outsourced IT Support Services

Encompass
COMPREHEND ▪ COVER ▪ EMBRACE

Optimizing Your Systems and Your IT Budget

Ensuring that your business-critical technology investments are prioritized, deployed, and managed effectively are challenges that require dedicated focus and technical expertise. iCorps Encompass delivers reliable system performance and skills of a full IT department — predictably, and at a fraction of the cost.

Your business relies on how effectively your technology performs and supports your daily operations. Even minor disruptions can carry a high price - impacting productivity, customers, and revenue. And costs related to unplanned or emergency fixes can consume your IT budget quickly and inefficiently, impacting funds for critical services that keep your business running. iCorps Encompass' fixed-cost approach and scheduled delivery format help you get the most out of your IT budget — by optimizing the value and performance of your technology investments.

**Proactive
Onsite Scheduled
Maintenance Visits**

Proactive Services, Predictable Spending

Balancing your spending across the entire scope of IT is vital — and the basis for how iCorps Encompass works to achieve your ideal IT performance. iCorps Encompass delivers five critical IT components: scheduled maintenance visits, unlimited help desk, 24x7 monitoring, IT leadership and advisory services, and account management. These services provide proactive care for your infrastructure, minimizing downtime and reactive fixes. The improved balance of spending – and overall savings – can be applied to value-added projects that bolster your company's competitive edge and growth.

**24x7 Remote
System Monitoring**

**Unlimited Help Desk
and Emergency
Response Support**

OUT OF PLAN
PROJECTS
ACCOUNT MANAGEMENT
EMERGENCIES
IT LEADERSHIP AND ADVISORY
ONSITE SCHEDULED MAINTENANCE VISITS
24 x 7 MONITORING
UNLIMITED HELP DESK

- Fixed IT spending
- Approved and accounted for variable IT spending
- Minimize all unplanned IT spending

iCorps' Encompass Program
Outsourced IT Support Services

Keep Your Systems Running at Peak Performance

Comprehensive Services, Expert Resources

Embrace Fixed-Cost, Proactive Care

How It Works

iCorps Encompass provides your business with a dedicated technology team that provides key information about the health and status of your IT infrastructure, including server availability, system utilization, and alert summary. Your dedicated team assists you in applying this valuable information to your technology infrastructure, to ensure proper planning, uninterrupted support, and business continuity. iCorps Encompass also helps you determine if your balance of spending is correct. If emergencies and help desk incidents are high, for instance, it can mean that hardware and software updates are needed. When these critical indicators are out of balance, you can rely on your dedicated iCorps Encompass team to assist you in interpreting and applying this valuable business intelligence to reset IT priorities.

The iCorps Encompass program of proactive, fixed-cost IT services, planning, and expertise ensures optimal performance from the systems that support your business, delivers significant cost savings, and makes budget planning more predictable.

About iCorps

iCorps Technologies, a leading IT Consulting, Managed Services and Cloud Computing Company, provides strategic leadership, innovative services, and hands-on expertise to businesses of all sizes. An industry pioneer, the iCorps team guides some of the fastest-growing organizations and collaborates with hundreds of clients to help transform their businesses – while delivering exceptional results.

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