



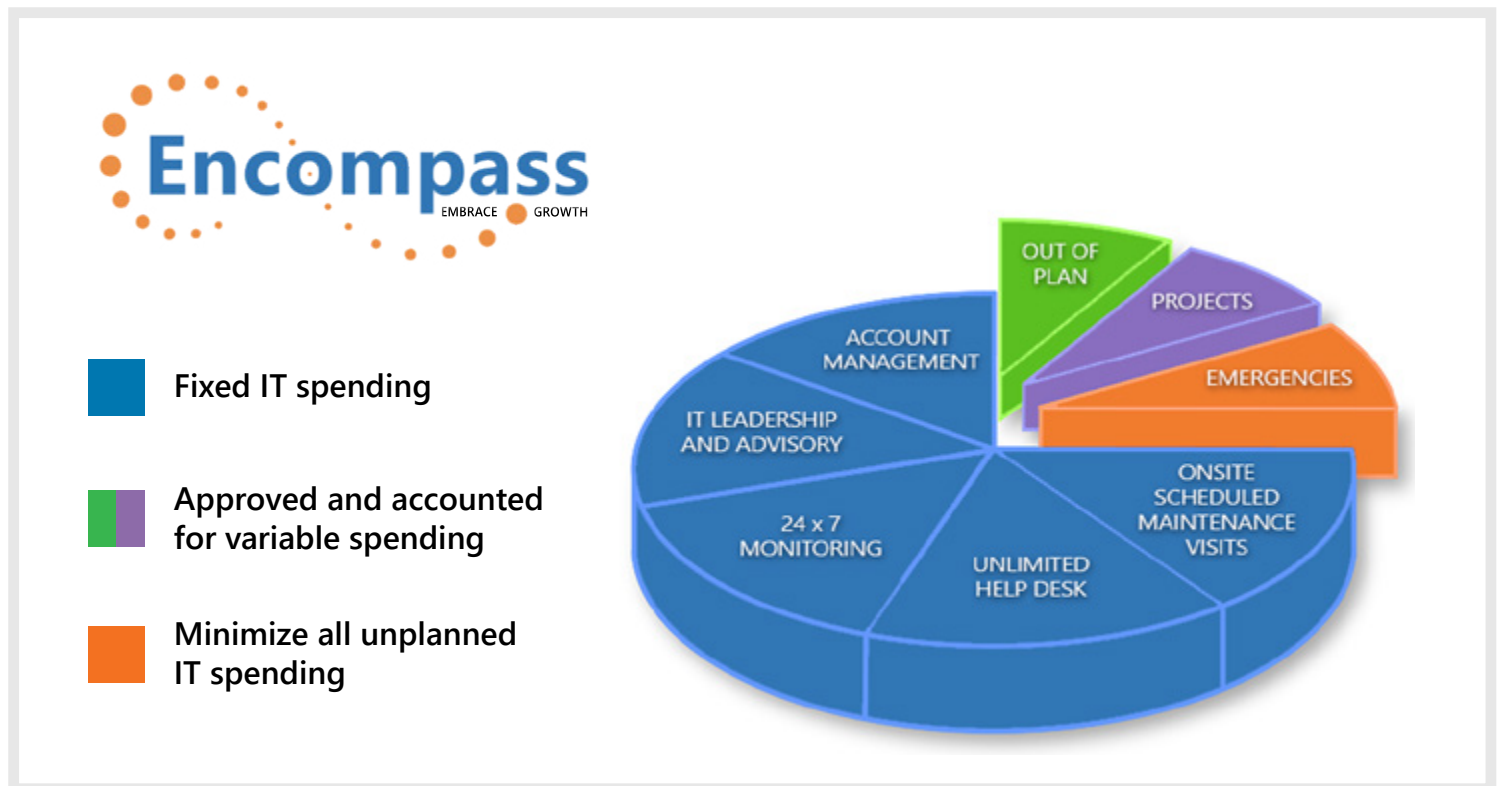
iCorps' Encompass Program

Outsourced IT Support Services

Proactive By Design

Your business relies on how effectively your technology performs and supports daily operations. Even minor disruptions can carry a high price, and unplanned or emergency fixes can drain IT budgets and inefficiently. **iCorps Encompass** delivers reliable system performance and the skills of a full IT department - at a fraction of the cost.

iCorps Encompass' fixed-cost approach and scheduled delivery format help optimize your IT budget. The program delivers five critical IT components: scheduled maintenance visits, unlimited help desk, 24x7 monitoring, IT leadership and advisory services, and account management. This proactive care minimizes 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.





iCorps' Encompass Program

Outsourced IT Support Services

Our Encompass Team

Our dedicated technology team provides key information about the health and status of your IT infrastructure, including server availability, system utilization, and alert summary. They assist you in applying this valuable information to ensure proper planning, uninterrupted support, and business continuity.

Encompass also helps determine if your balance of spending is correct. If emergencies and help desk incidents are high, 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 using this valuable business intelligence to reset IT priorities.



**Proactive Onsite
Scheduled
Maintenance Visits**



**24x7 Remote System
Monitoring**



**Unlimited Help
Desk & Emergency
Response Support**



**Keep Your Systems
Running At Peak
Performance**



**Embraced Fixed-Cost,
Proactive Care**



**Comprehensive
Services & Expert
Resources**