



newcorp

Managed Services

Overview

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Introduction

Newcorp Computer Services is a privately owned, independent Managed Services Provider, providing hybrid cloud services, outsourced IT such as 24/7/365 service desk, and onsite break/fix maintenance cover, that puts the needs and expectations of its clients at the centre of everything we do.

Our business is focussed on delivering a genuine client-centric service, with technical and sales operations built on the strength of personal relationships we work hard to create, maintain and enhance.

Technology varies little from supplier to supplier, but we recognise what makes Newcorp Computer Services different is our people who leverage our supporting infrastructure to look beyond just winning client business, to 'securing client loyalty'.

This strategy influences every aspect of our business, from the products and services we offer, to the way we deliver them, as it drives a culture that ensures we provide an exceptional quality of service and value to our customers throughout the relationship.

To deliver on these aspirations we are selective with our products, only working with those brands synonymous with quality, reliability, innovation and integration.

Key Facts:

- We are privately owned and were Formed in 1997
- Based in Congleton with Services Engineers and spares FSL's located around the Country
- Turnover is £3 million
- We employ over 20+ staff
- Our engineering resource is Nationwide to support our clients' needs

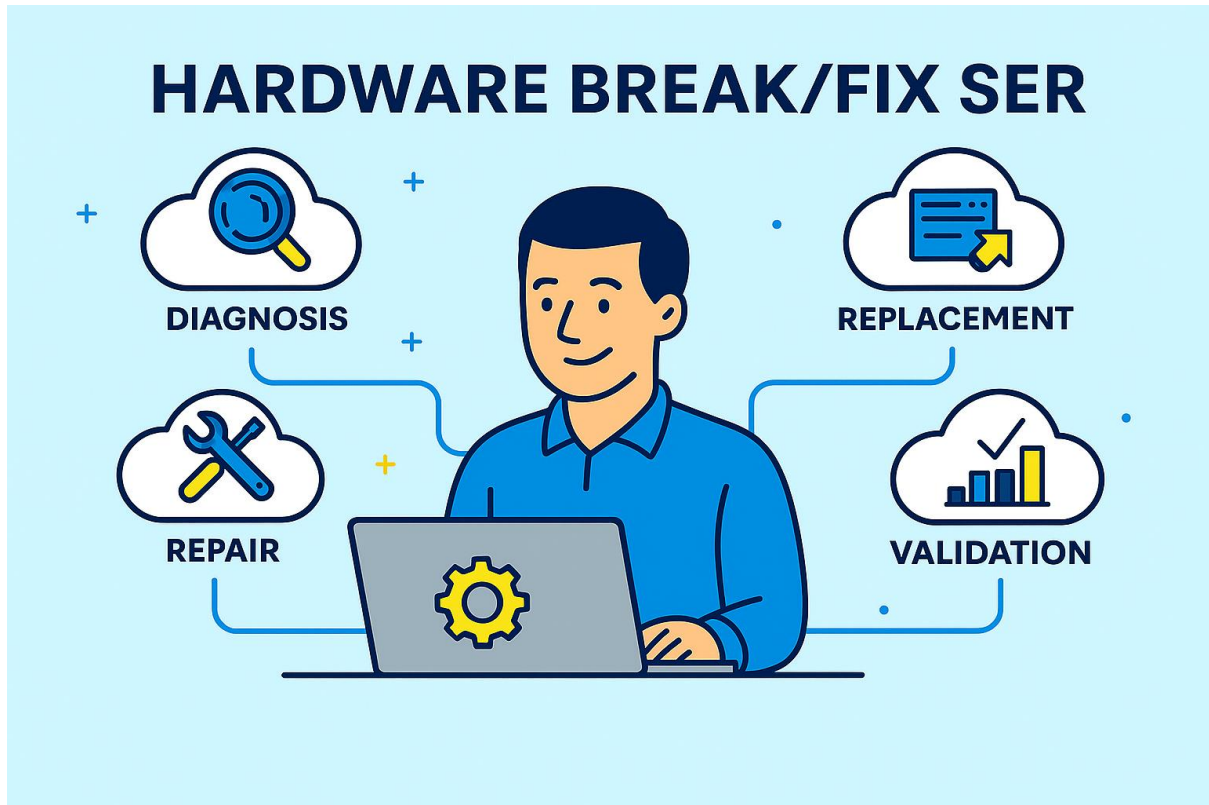
Our Accreditations

We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems. These include:

- ISO 9001 - Quality Management
- ISO 14001 - Environmental Management
- Cyber Essentials

Hardware Break/Fix Service

Newcorp Hardware Break/Fix Service provides rapid, reliable support for physical hardware failures across your IT infrastructure. Whether it's servers, desktops, laptops, or networking equipment, we ensure minimal downtime and maximum efficiency.



Key Features

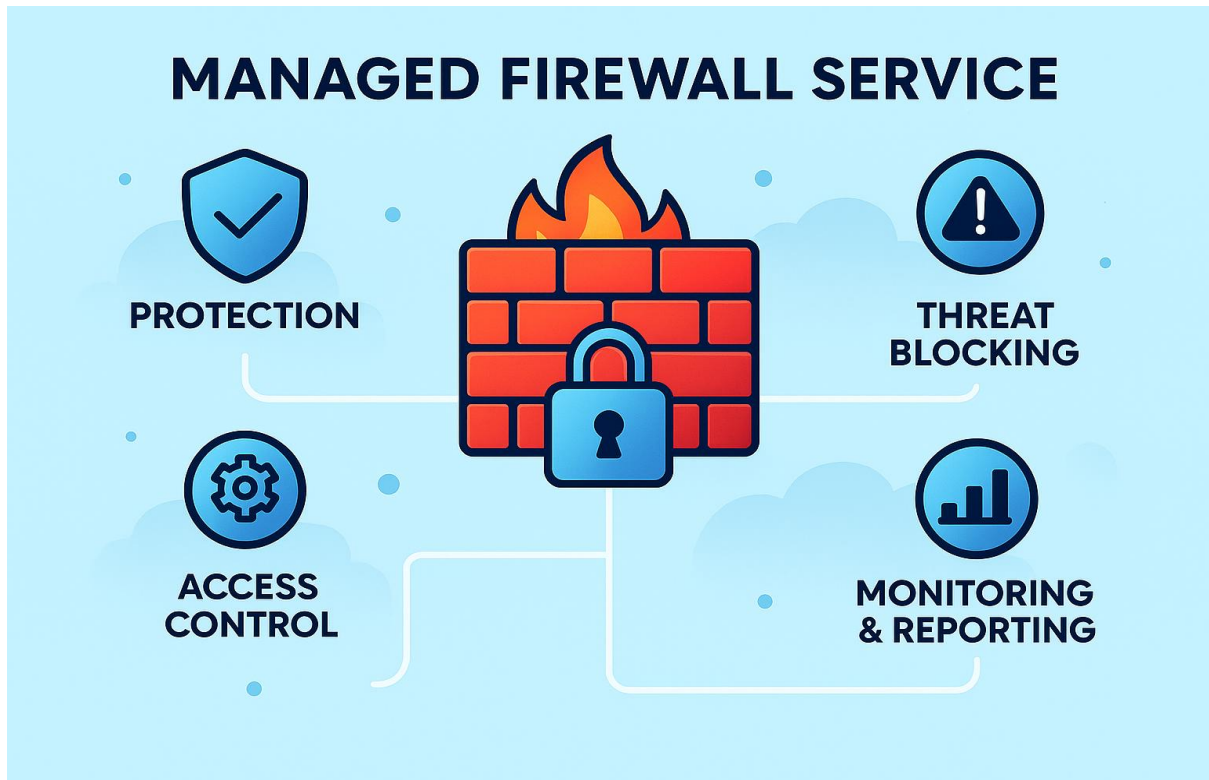
- **On-Site & Remote Support:** Certified engineers available for both on-site repairs and remote diagnostics.
- **Multi-Vendor Coverage:** Expertise across leading hardware brands and models.
- **Flexible SLAs:** Response times tailored to your business needs, including same-day and next-business-day options.
- **Genuine Parts Replacement:** OEM-certified components for reliable repairs.
- **Proactive Insights:** Recommendations to prevent future failures and optimize performance.

Benefits

- **Reduced Downtime:** Quick resolution to keep your business running.
- **Cost Efficiency:** Pay only for what you need—no unnecessary overhead.
- **Expert Technicians:** Skilled professionals with industry certifications.
- **Scalable Service:** Suitable for small businesses to large enterprises.

Managed Firewall Service

Newcorp takes responsibility for deploying, configuring, monitoring, and maintaining your firewall infrastructure. It's designed to protect your network from unauthorized access, malware, and other cyber threats without requiring your internal team to handle the complexities.



Here's a **basic description**:

- **What it is:** A fully outsourced firewall management service that ensures your network perimeter is secure.
- **Key Features:**
 - **24/7 Monitoring & Management:** Continuous oversight to detect and block threats.
 - **Policy Configuration:** Setting and updating firewall rules based on your business needs.
 - **Threat Detection & Response:** Identifying suspicious activity and responding quickly.
 - **Regular Updates & Patching:** Keeping firewall software and hardware up to date.
 - **Reporting & Compliance:** Providing logs and reports for audits and regulatory requirements.
- **Benefits:**
 - Reduces internal workload and need for specialized staff.
 - Improves security posture with expert management.
 - Offers predictable costs and scalable solutions

Engineering Resource Service

Newcorp supplies skilled technical professionals to support your projects, either on-demand or as part of a long-term engagement. It's designed to give businesses access to specialized engineering expertise without the overhead of hiring and managing full-time staff.



Here's a **basic description**:

- **What it is:** A service that delivers qualified engineering resources—such as network engineers, systems engineers, or project specialists—to assist with design, implementation, and maintenance tasks.
- **Key Features:**
 - **Flexible Resource Allocation:** Engineers available for short-term projects or ongoing support.
 - **Expertise on Demand:** Access to certified professionals with specialized skills.
 - **Project Support:** Help with deployments, upgrades, troubleshooting, and optimization.
 - **Cost Efficiency:** Reduces recruitment and training costs.
- **Benefits:**
 - Scales with your business needs.
 - Ensures projects are completed by experienced professionals.
 - Frees internal teams to focus on core business priorities.

Managed Desktop Infrastructure Service

Newcorp takes responsibility for the deployment, maintenance, and support of an organization's desktop environment. It ensures that end-user devices (such as PCs, laptops, and virtual desktops) are secure, up-to-date, and optimized for performance.



Here's a **basic description**:

- **What it is:** A fully managed service that handles the lifecycle of desktop systems, including the supply and imaging of end user compute devices consisting of operating systems, and applications.
- **Key Features:**
 - **Provisioning & Deployment:** Setting up desktops with required configurations and software.
 - **Patch Management & Updates:** Keeping systems secure and current.
 - **Monitoring & Support:** Proactive health checks and 24/7 helpdesk assistance.
 - **Security Management:** Antivirus, encryption, and compliance enforcement.
 - **Asset & License Management:** Tracking hardware and software usage.
- **Benefits:**
 - Reduces IT overhead and complexity.
 - Improves security and compliance.
 - Enhances user productivity with reliable systems.

Managed VoIP and Mobile Service

Newcorp oversees the setup, operation, and ongoing management of your voice and mobile communication systems. It ensures reliable, secure, and cost-effective connectivity for your business without the complexity of managing it in-house.



Here's a **basic description**:

- **What it is:** A fully managed service that delivers Voice over IP (VoIP) telephony and mobile connectivity, including configuration, monitoring, and support.
- **Key Features:**
 - **VoIP Management:** Call routing, PBX hosting, and integration with collaboration tools.
 - **Mobile Device Management:** Secure provisioning, updates, and compliance for smartphones and tablets.
 - **24/7 Monitoring & Support:** Ensures uptime and quick issue resolution.
 - **Security & Compliance:** Encryption, threat protection, and regulatory adherence.
 - **Cost Optimization:** Predictable billing and efficient usage management.
- **Benefits:**
 - Simplifies communication infrastructure.
 - Enhances flexibility for remote and mobile workers.
 - Reduces internal IT burden and improves reliability.

Managed Backup Service

Newcorp takes full responsibility for protecting your business data by handling backup processes, monitoring, and recovery. It ensures that critical information is securely stored and easily recoverable in case of data loss, system failure, or disaster.



Here's a **basic description**:

- **What it is:** A fully managed service that automates and oversees data backup and restoration for servers, applications, and endpoints.
- **Key Features:**
 - **Automated Backups:** Scheduled and consistent data protection.
 - **Secure Storage:** Encrypted backups stored on-premises, in the cloud, or hybrid.
 - **Monitoring & Management:** Continuous oversight to ensure backup integrity.
 - **Disaster Recovery Support:** Quick restoration of data to minimize downtime.
 - **Compliance & Reporting:** Meets regulatory requirements and provides audit-ready reports.
- **Benefits:**
 - Reduces risk of data loss.
 - Frees internal IT resources.
 - Ensures business continuity with expert-managed recovery.

Microsoft License Service

Newcorp handles the administration, tracking, and optimization of your software licenses to ensure compliance and cost efficiency. It removes the complexity of managing multiple licenses across different vendors and platforms.



Here's a **basic description**:

- **What it is:** A fully managed service that oversees software license procurement, allocation, renewal, and compliance.
- **Key Features:**
 - **License Tracking:** Monitors usage and expiration dates.
 - **Compliance Management:** Ensures adherence to vendor and regulatory requirements.
 - **Renewal & Optimization:** Manages renewals and identifies cost-saving opportunities.
 - **Reporting & Auditing:** Provides visibility into license inventory and usage.
- **Benefits:**
 - Reduces risk of non-compliance and penalties.
 - Optimizes software spend.
 - Frees internal teams from administrative burden.

IT Consultancy Service

Newcorp offers expert guidance and hands-on support to help businesses plan, implement, and optimize their IT infrastructure and strategy. It combines advisory services with ongoing management to ensure technology aligns with business goals.



Here's a **basic description**:

- **What it is:** A service that delivers professional IT consulting along with proactive management of systems and solutions.
- **Key Features:**
 - **Strategic Planning:** Aligning IT investments with business objectives.
 - **Technology Assessment:** Evaluating current infrastructure and identifying improvements.
 - **Solution Design & Implementation:** Deploying tailored IT solutions.
 - **Ongoing Advisory & Support:** Continuous optimization and troubleshooting.
 - **Compliance & Risk Management:** Ensuring security and regulatory adherence.
- **Benefits:**
 - Access to expert knowledge without hiring full-time specialists.
 - Reduces risk and improves efficiency.
 - Helps businesses stay competitive with the latest technology.

Managed Helpdesk Service

Newcorp delivers end-to-end support for your IT users, handling technical issues, troubleshooting, and service requests to keep your business running smoothly. It acts as the first point of contact for IT-related problems and ensures quick resolution.



Here's a **basic description**:

- **What it is:** A fully managed IT support service that provides helpdesk assistance for end-users via phone, email, or chat.
- **Key Features:**
 - **24/7 Support:** Round-the-clock availability for incident resolution.
 - **Ticket Management:** Efficient handling and tracking of user requests.
 - **Remote & Onsite Assistance:** Support for both software and hardware issues.
 - **Knowledge Base & Self-Service:** Resources for faster problem-solving.
 - **Reporting & Analytics:** Insights into performance and recurring issues.
- **Benefits:**
 - Improves user productivity with fast issue resolution.
 - Reduces internal IT workload.
 - Enhances customer satisfaction with professional support.

Legacy Hardware Support Service

Newcorp maintains and supports older or outdated IT systems that are still critical to business operations. It ensures these legacy systems remain secure, functional, and integrated with modern technologies without requiring a full migration immediately.



Here's a **basic description**:

- **What it is:** A managed service that provides ongoing maintenance, monitoring, and troubleshooting for legacy hardware, software, and applications.
- **Key Features:**
 - **System Maintenance:** Regular updates and patches where possible.
 - **Monitoring & Support:** Proactive issue detection and resolution.
 - **Integration Assistance:** Connecting legacy systems with newer platforms.
 - **Risk Management:** Ensuring security and compliance for older technologies.
 - **Migration Planning:** Preparing for eventual upgrades or replacements.
- **Benefits:**
 - Extends the life of critical legacy systems.
 - Reduces downtime and operational risk.
 - Provides expert support without internal resource strain.

IT Asset Disposition (ITAD) Service

Newcorp provides organizations with a secure, compliant, and sustainable solution for retiring IT assets. We manage the entire lifecycle of asset disposition, ensuring data security, regulatory compliance, and environmental responsibility.



What We Deliver:

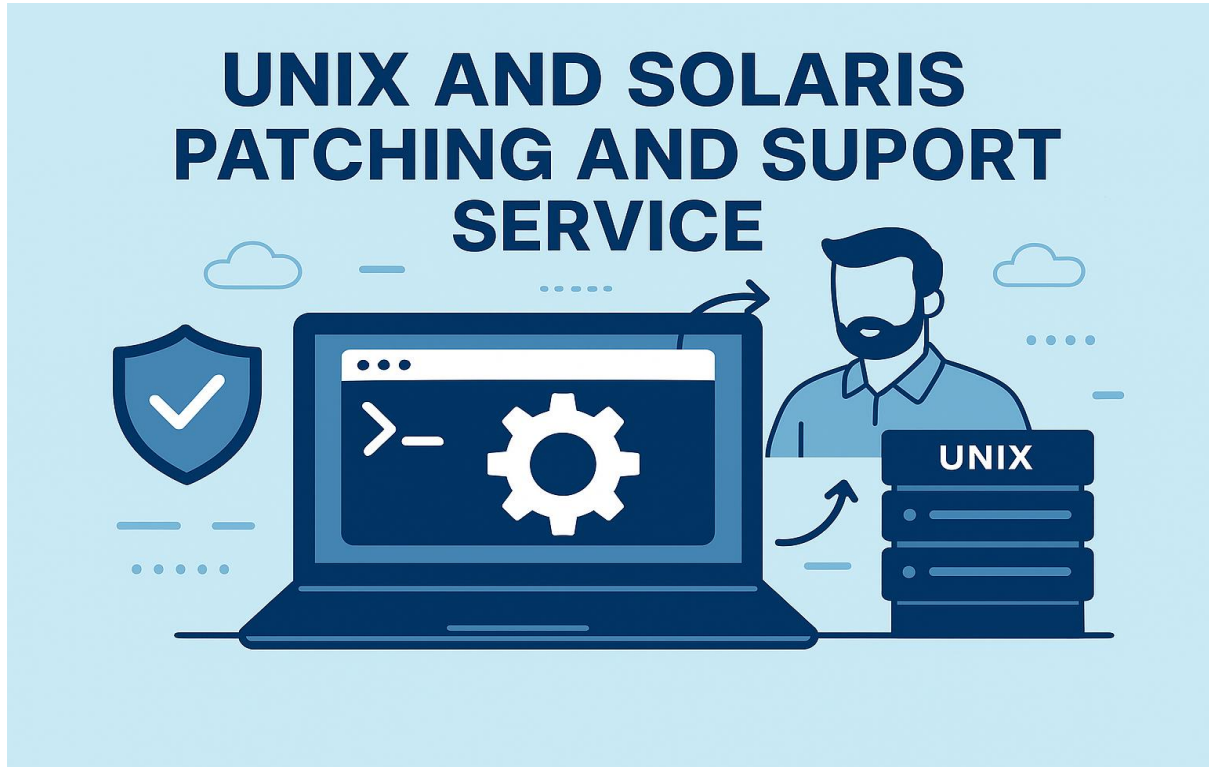
- **Secure Data Erasure & Destruction**
Certified processes to permanently remove sensitive data, meeting NIST and DoD standards.
- **End-to-End Logistics**
Coordinated collection, transportation, and tracking with full chain-of-custody documentation.
- **Regulatory & Environmental Compliance**
Disposal aligned with global e-waste regulations and sustainability initiatives.
- **Asset Recovery & Value Optimization**
Maximize ROI through refurbishment, resale, or responsible recycling.
- **Detailed Reporting & Certificates**
Audit-ready documentation, including certificates of data destruction and disposal.

Why Choose ITAD Services?

Reduce risk, ensure compliance, and recover value—all while supporting your organization's sustainability goals.

UNIX and Solaris Patching and Support Service

Newcorp ensures your UNIX environments remain secure, stable, and fully optimized. We provide proactive patch management and expert support to minimize downtime, reduce vulnerabilities, and maintain compliance across your infrastructure.



Key Features:

- **Proactive Patch Management**
Regularly scheduled patching for security updates, bug fixes, and performance improvements across all UNIX systems.
- **Compliance & Security Assurance**
Adherence to industry standards and regulatory requirements, reducing risk from unpatched vulnerabilities.
- **24/7 Expert Support**
Dedicated UNIX specialists available for troubleshooting, incident resolution, and performance optimization.
- **Automated & Tested Deployment**
Patches are validated in controlled environments before deployment to ensure stability and minimize disruption.
- **Detailed Reporting & Audit Trails**
Comprehensive documentation of patch cycles, compliance status, and system health for governance and audits.

Why Choose a Managed UNIX Patching and Support Service?

Stay ahead of security threats, maintain system reliability, and free your team from the complexity of patch management—all backed by expert support.

Legacy OpenVMS Service

Newcorp provides comprehensive support and lifecycle management for OpenVMS environments, ensuring stability, security, and performance for mission-critical systems. We deliver expert administration, proactive maintenance, and modernization strategies tailored to your business needs.



Key Features:

- **24/7 Monitoring & Support**
Continuous system health checks and dedicated support for incident resolution and performance optimization.
- **Patch Management & Security Updates**
Regular application of patches and security fixes to maintain compliance and protect against vulnerabilities.
- **Performance Tuning & Capacity Planning**
Optimize system resources and plan for future growth to ensure maximum efficiency and reliability.
- **Backup & Disaster Recovery**
Robust data protection strategies, including automated backups and tested recovery procedures.
- **Migration & Modernization Assistance**
Expert guidance for upgrading OpenVMS versions or transitioning workloads to modern platforms.
- **Detailed Reporting & Compliance**
Full documentation of system status, patch cycles, and security posture for audits and governance.

Why Choose a Managed OpenVMS Service?

Ensure your OpenVMS systems remain secure, compliant, and optimised supported by specialists who understand the unique requirements of this platform.

Microsoft Windows Services

Newcorp delivers comprehensive management, monitoring, and support for Windows-based environments, ensuring security, reliability, and optimal performance across your infrastructure. We provide proactive maintenance, patching, and expert assistance to keep your systems running smoothly and compliant with industry standards.



Key Features:

- **24/7 Monitoring & Support**
Continuous system health checks and dedicated support for incident resolution and performance optimization.
- **Patch Management & Security Updates**
Regular deployment of Microsoft updates and security patches to protect against vulnerabilities.
- **Performance Optimization & Capacity Planning**
Fine-tuning system resources and planning for future growth to maintain efficiency and stability.
- **Backup & Disaster Recovery**
Robust data protection strategies, including automated backups and tested recovery procedures.
- **Compliance & Reporting**
Detailed documentation of patch cycles, system status, and security posture for audits and governance.

Why Choose a Managed Windows Service?

Reduce operational risk, maintain compliance, and ensure your Windows environment is secure and optimized—all backed by expert support.

Virtualization Platform Service

Newcorp provides end-to-end management and support for your virtualized infrastructure, ensuring optimal performance, security, and scalability. We help organizations reduce complexity and maximize efficiency by delivering proactive monitoring, patching, and lifecycle management for leading virtualization technologies.



Key Features:

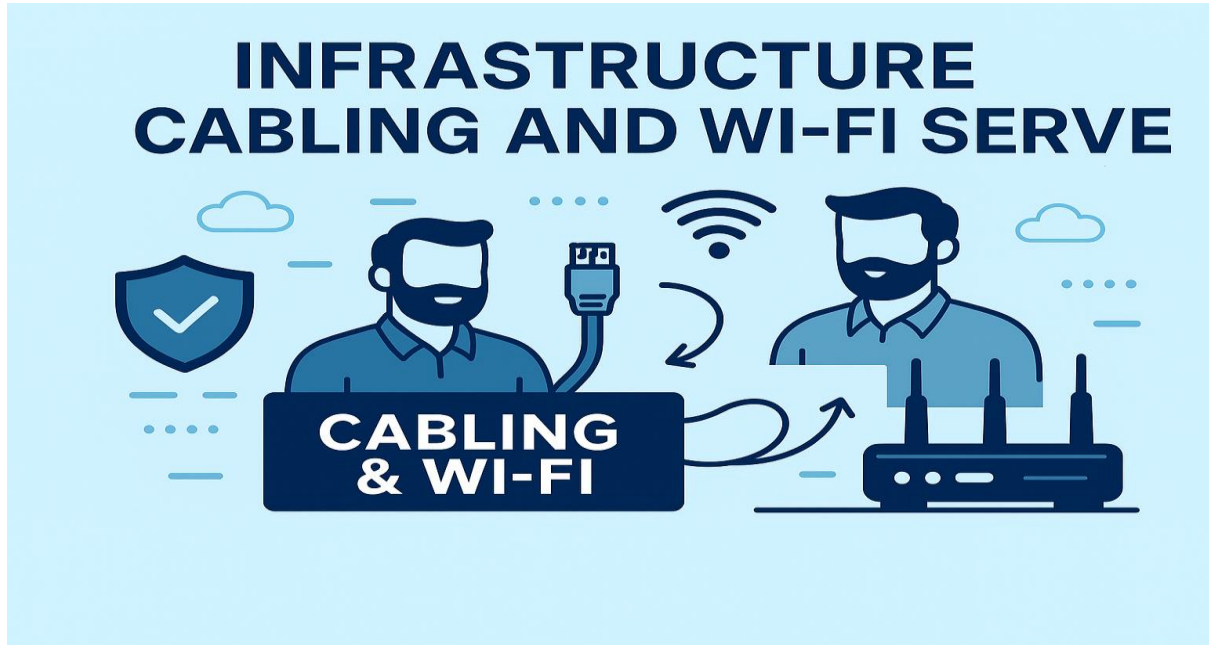
- **24/7 Monitoring & Support**
Continuous health checks and expert assistance to maintain uptime and resolve issues quickly.
- **Patch Management & Security Updates**
Regular deployment of patches and updates to keep your virtualization environment secure and compliant.
- **Performance Optimization & Resource Management**
Fine-tuning virtual machines, storage, and networking for maximum efficiency and cost-effectiveness.
- **Backup & Disaster Recovery**
Comprehensive data protection strategies, including automated backups and tested recovery plans.
- **Capacity Planning & Scalability**
Forecasting and planning to ensure your virtual environment grows with your business needs.
- **Compliance & Reporting**
Detailed documentation of system health, patch cycles, and security posture for audits and governance.

Why Choose a Managed Virtualization Service?

Simplify operations, reduce risk, and ensure your virtual infrastructure is secure, optimized, and ready for future growth—all backed by expert support.

Infrastructure Cabling and Wi-Fi Service

Newcorp delivers a fully integrated solution for designing, deploying, and maintaining your network connectivity. We ensure reliable wired and wireless infrastructure that supports your business operations with high performance, security, and scalability.



Key Features:

- **Structured Cabling Design & Installation**
Professional planning and installation of copper and fibre cabling to meet current and future network demands.
- **Wi-Fi Network Deployment & Optimization**
Secure, high-speed wireless connectivity with coverage analysis, access point placement, and performance tuning.
- **24/7 Monitoring & Support**
Continuous monitoring of network health and proactive troubleshooting to minimize downtime.
- **Compliance & Standards Adherence**
Installation and maintenance aligned with industry standards (TIA/EIA, ISO/IEC) for reliability and safety.
- **Capacity Planning & Scalability**
Solutions designed to grow with your business, ensuring seamless expansion and upgrades.
- **Detailed Documentation & Reporting**
Full audit trails, network diagrams, and performance reports for governance and future planning.

Why Choose a Managed Cabling and Wi-Fi service?

Ensure robust connectivity, reduce operational risk, and support your digital transformation with a secure, scalable, and professionally managed network infrastructure.