FIRST4TECH
COMPLETE IT SOLUTIONS

Call us on:
01392 457120
for a free consultancy visit

The South West's premier IT service supplier

Welcome to FIRST4TECH

FIRST4TECH supplies premium IT support and solutions to businesses in the South West of England provided by our friendly and knowledgeable Technical Consultants, allowing our customers to relax and run their business using IT systems that enhance their productivity, rather than burden it.

FIRST4TECH TICKET SYSTEM ONLINE **FIRST4TECH REMOTE ASSIST ONLINE**

Support F4T

- Friendly and personable Technical Consultants
- Budgetable fixed price contracts with no hidden costs
- Dynamic and proactive approach to IT Support
- Just like having your own high class IT Department
- Custom contract to meet your specific requirements
- Direct technical support for all IT queries or problems from any of your staff

Solutions F4T

- Years of experience with cutting edge IT technology
- Design, pricing, ordering, installation and integration
- Scalable solutions for varying sized businesses
- Solutions implemented with minimal disruption to your business
- Be confident in handing over IT projects for us to fully manage
- Relax knowing that your new systems will work as desired

Services F4T

- Pure consultancy to enhance your existing IT and help your business develop
- Specialist website design and domain management
- 'Pay-as-you-use' IT support for non-contract customers including emergency call-out for business critical issues
- Years of experience at resolving issues on a wide range of software and hardware platforms

In the current economic climate, business has become more competitive than ever. Can you afford for your business not to be running to the best of its capability, or suffer long periods of downtime due to a serious fault? FIRST4TECH provide IT systems that can greatly enhance your day to day operations. Our dynamic and proactive approach to support means your staff are able to perform their role efficiently without wasting hours on niggling IT issues, helping your business to operate to its maximum potential and remain competitive during this difficult time.

We offer a free consultancy visit to your site to look at your systems and provide advice on issues we see and what we can do help your IT become the useful tool it should be. There is no obligation to take any support with us, but we are confident you will see that what we can offer will greatly benefit your business.

What our clients say

"FIRST4TECH put in place a cost effective managed solution which has exceeded our expectations."
Shane Tout, Commercial Director
Besley & Copp Ltd

"FIRST4TECH prioritised our problems and got us up and running with the minimum of fuss."
Catherine Evans-Martin
Executive Assistant
R K Shipman Ltd

"I would happily (and have) recommend FIRST4TECH to anyone."
Ian Foster, Managing Director
System Six Kitchens Ltd

"FIRST4TECH obviously have vast knowledge and many years of experience. The engineers are down-to-earth and extremely helpful."
Gabi Boland, IT Helpdesk
fwdesign limited

"FIRST4TECH have proved themselves to be very professional, skilled and adaptive to our needs."
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Relax, your IT is in good hands

IT Support

What is important to you? Odds on its not having the latest and greatest piece of computer hardware or flashy software. What's more likely is having a computer system that works well and functions as a reliable tool for your business without taking hours to support and at an affordable, budgetable cost.

Our view on IT Support

When starting FIRST4TECH we were very aware that there were significant gaps in the IT services provided throughout the South West region. There were various experienced support companies offering high levels of support, but often their clients had to go through many tiers of assistance before reaching a solution – all the while eating into more and more of their pre-paid hours and prolonging the fault whilst never really building a relationship with the support team. Alternatively, there were one man bands whom their customers got to know well but who never really had the technical knowledge to progress their clients' companies.

FIRST4TECH pride ourselves on our ability to build a trusting and friendly partnership with our clients whilst providing the highest technical levels of IT support. In fact, we are so confident in the level of support we provide, instead of offering our support using pre-purchased bundles of hours, we offer support contracts at a fixed cost with no time restrictions.

We have always firmly believed that it is fundamentally wrong to charge a customer more for taking longer, or doing a worse job. It is very much in our interest to keep our client's IT systems running smoothly.

IT Support the FIRST4TECH way

FIRST4TECH is a provider of premium IT support to companies such as yours in South West, but we feel we provide a very different service to many of the existing IT companies in this area.

Simply tell us what you require and we will design a custom contract to cover all of your IT support requirements.

This is where we feel we are offering something that most companies want, a contract cost that you can budget for the year on spread over monthly payments that you can allow for rather than pre-purchasing 'bundles' of hours without knowing how much you will need each month.

In our existing customers' experience we have found that when purchasing bundles of support they are unwilling to ask questions that would help their business function affectively, instead, they save support calls for major issues and day to day queries never get raised. We feel that the support we offer is very much like having a high quality IT department working for you at all times so you can ask us questions on simple day to day functions as well as those annoying problems that occur from time to time.

With FIRST4TECH managing your IT, you can relax and run your business using IT systems that enhance your companies productivity.

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Knowledge and experience you can rely on

IT Solutions

When we started FIRST4TECH we were aware that small and medium sized businesses were only ever being offered basic IT solutions and therefore missing out on the benefits of more advanced solutions that larger organisations often took advantage of. Our Technical Consultants have years of experience with cutting edge IT technology and corporate level IT support which we are able to scale for different sized businesses so that they too can enjoy these benefits.
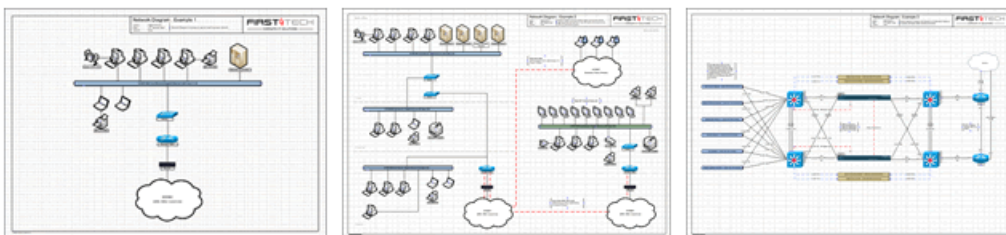
Minor Projects

Running a modern business means that you will occasionally need to upgrade and expand you IT systems. FIRST4TECH's Technical Consultants are highly skilled in helping businesses during this process, whether it be through a small scale project to upgrade existing server hardware or the simple addition of new workstations or printers. Our experience means that you can be confident in handing these projects to us to manage, safe in the knowledge that your existing data is in good hands and your new systems will work as desired.

Full Solutions

Whether moving offices, updating infrastructure or simply starting from scratch, FIRST4TECH will take the stress out of obtaining the right IT systems for your business. We'll handle everything including the design, pricing, ordering and installation, as well as the migration and integration of existing systems – all carried out to the highest possible standards by our friendly Technical Consultants.

Here are 3 examples of solutions we have built and installed, showing typical solutions for a small business, medium size business and a larger organisation with specific demand for high-end technology:

Example Solution #1 – Small Office
Example Solution #2 – Mulit-site business with remote office and roaming users
Example Solution #3 – Large scale Web Hosting

Additionally, click here for a list of just some of the wide ranging technologies we specialise in.

Regardless of the size of the solution you require you can relax in the knowledge that all work will be carried out by our friendly and experienced Technical Consultants in a safe and efficient manner, ensuring that your final solution will be of the highest quality.

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REMOTE ASSIST ONLINE

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Example Solution #1 – Small office

This example shows a typical small office environment. Through the use of central file storage and simple networking we can provide many benefits to a small office at a reasonable price with low maintenance costs. Just some of these benefits are listed below:

- All machines networked via 100Mb Ethernet switch
- Domain Controller running Windows 2003/SBS Server, offering centralised file storage with secure shared folders on fast and reliable hardware with native disk redundancy and tape backup
- Group policy controlling workstation access, preventing both accidental and malicious damage
- Shared access to printing resources
- Routed internet access using an inexpensive broadband service
- Internet access routed to all workstations, with individual POP3 email
- Full nightly backups of critical files on the central server to tape
- Remote support (remote control facility of server and all workstations by FIRST4TECH Technical Consultants)

Download full size PDF – network_diagram_ex1.pdf (123 KB)

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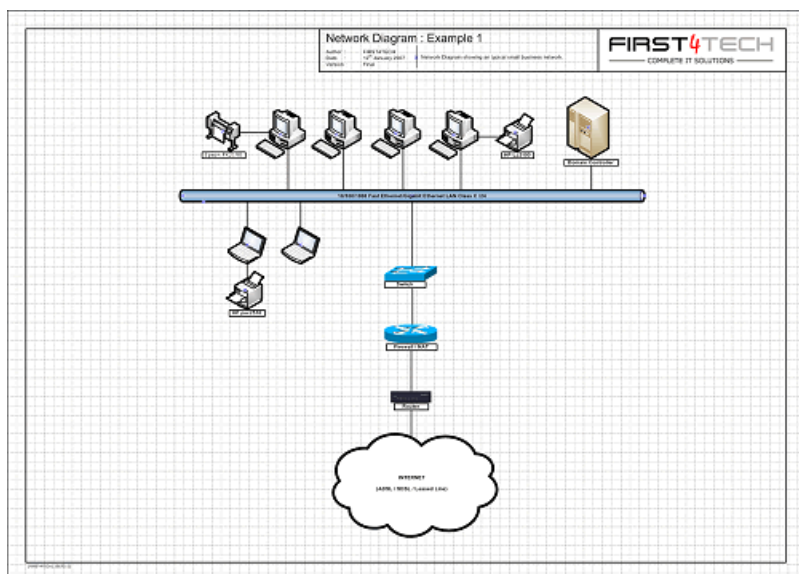Spotify the difference!

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Example Solution #2 – Multi-site business with remote office and roaming users

This second example shows a larger organisation spanning two sites with more demanding requirements from their IT usage. Through the use of multiple servers and more advanced networking, a high quality, low maintenance solution can be achieved. Below are some of the key features of this example:

- All machines networked via 100Mb Ethernet switch
- Domain Controller running Windows 2003 Server, offering centralised file storage with secure shared folders on fast and reliable hardware with native disk redundancy and tape backup
- Additional Domain Controller running Windows 2003 Server, offering improved performance and redundancy
- Group policy controlling workstation access, preventing both accidental and malicious damage
- Terminal Services providing higher levels of application management, more efficient data access over low bandwidth, use of cheaper hardware solutions and better overall management
- Thin Clients (Wyse Units). Low cost workstations with near zero management requirements
- Shared access to printing resources as well as high quality shared multi function printing and scanning devices
- Routed Internet access using SDSL broadband service
- Internet access routed to all workstations with use of filters if required
- Sites securely linked via an IPSEC VPN tunnel between firewall appliances on the end of each SDSL connection
- Remote user access via VPN Client Application and dialup/ADSL connection
- Microsoft Exchange providing centralised mail storage and calendar functions as well as remote access to email via a webmail interface
- Full nightly backups of critical files and mail store to tape
- Remote support (remote control facility of server and all workstations by FIRST4TECH Technical Consultants)

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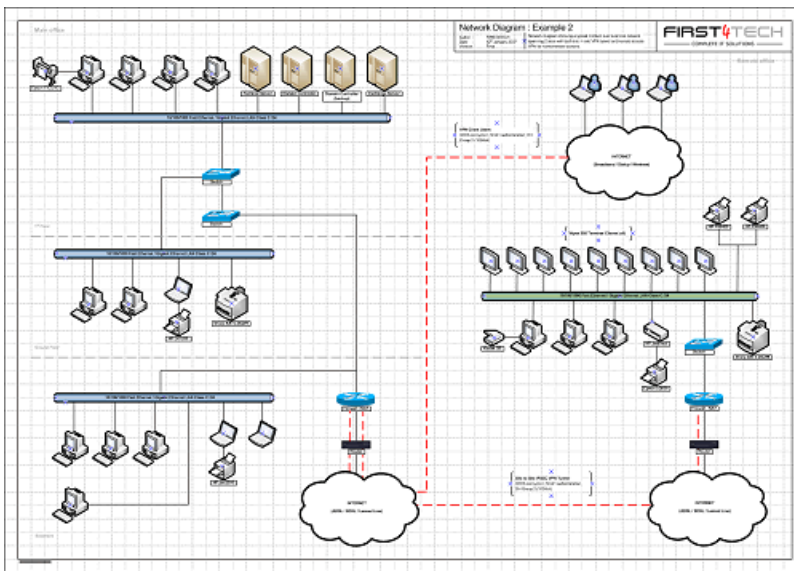## Latest F4T blog entries

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Example Solution #3 – Large scale Web Hosting

The third example highlights a company which has existing IT knowledge but wishes to call on the expertise that FIRST4TECH can offer in providing very demanding, leading edge technology solutions. Using advanced server, networking and software infrastructure we can provision top level systems for very specific tasks requiring high availability, full redundancy, rapid deployment, accurate telemetry, and reliable monitoring.

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In this example we've taken a company with a requirement for an Internet Web Hosting solution. Here are some of the key features:

- Resilient high-bandwidth internet connectivity using 100Mb primary and 10Mb backup Leased Line circuits. Automatic failover will occur in the event of primary failure.
- Active/Standby failover core routing via HSRP via interconnect between each router
- Multiple internal and external switch stacks with Active/Standby failover
- Cisco ASA firewall solution for security and VLAN aware 'context' configuration for virtual LANs
- VLAN technology allowing separation of hosts/devices on the same physical network
- Firewalls in Active/Active mode with state and configuration replication between devices, allowing customisable heartbeat/health checks and interface failover criteria
- Redhat Linux and Windows Operating Systems running specific applications for the environment required

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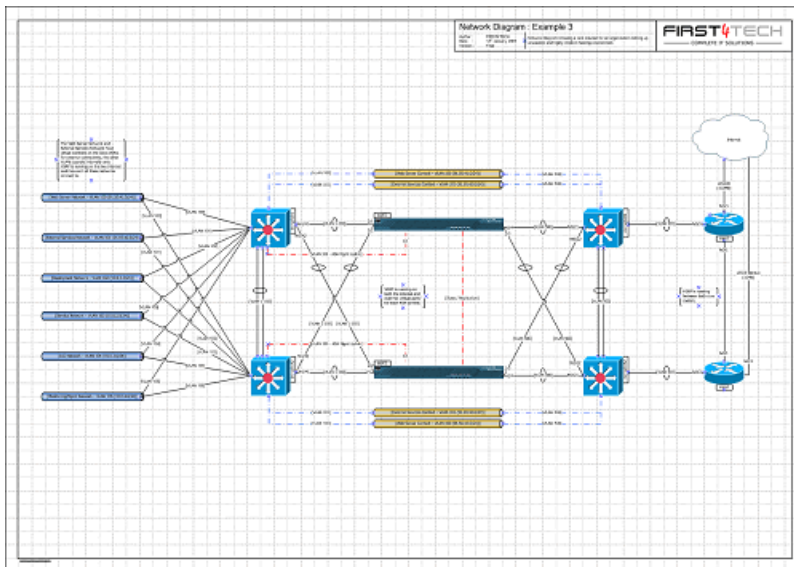*"I would happily (and have) recommend FIRST4TECH to anyone."*
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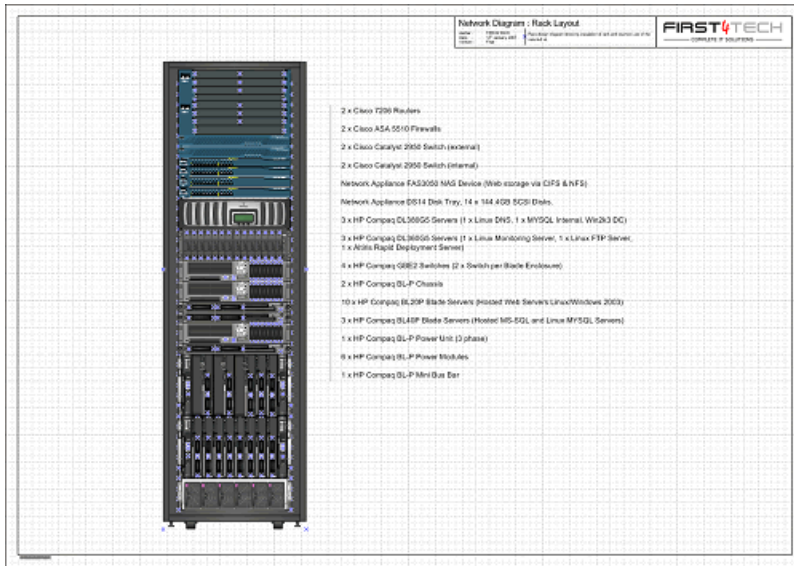## Latest F4T blog entries

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- Linux Applications compiled from source for exact usage
- Fast, reliable database platform for website backend
- High Speed Network attached disk storage with access via CIFS for windows environments and NFS for Linux
- Rapid Deployment solutions, (eg. Altiris Proliant)
- HP Proliant standard rack mount servers offering high reliability and built in redundancy
- HP Proliant Blade Servers offering densely populated, rapid deployable servers in a massively redundant architecture
- System telemetry and monitoring using SNMP and custom applications for specific Operating Systems and hardware platforms
- Alerting via email or SMS

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IT systems that evolve with you

IT Services

Our Technical Consultants have many years of experience designing, building and maintaining IT solutions for a wide range of customers from small businesses to corporate call centres and even a national Internet Service Provider. Why not use this experience to help maintain and develop your own systems and enhance your IT knowledge.

One Off/Emergency Support

For many businesses the use of an external IT support company is something that is only ever considered when things go wrong. Our friendly Technical Consultants have years of experience at resolving issues on a wide range of software and hardware platforms, working as quickly and efficiently as possible either independently or alongside your existing IT department. If you have an IT issue that is adversely affecting your business, please feel free to give us a call and we will be happy to give you an estimation of cost and time to get you back up and running.

IT Consultancy

As a modern business develops, it's IT systems need to develop alongside it – something that can mean moving into areas your existing IT department have little or no experience in. FIRST4TECH can provide a pure consultancy service where our friendly and experienced Technical Consultants will spend time with your IT department, helping them come up with a solution that allows your company to expand quickly, keep up in the ever changing world of a modern business and ensure you are running systems that can truly enhance your company going forward.

Specialist Website Design

Whilst supporting our existing customers we have noticed a change in what a modern business needs from their company website. A few years ago it was common to have a static brochure site with very infrequent content updates, often with no changes over the course of a couple of years. Now, most businesses want a website that updates regularly to reflect the various changes in their company and its field. Historically, to achieve this is not easy. Your marketing team may not have the technical knowledge or design experience to update the layout of your website and your website designer can be a rather expensive content updater.

FIRST4TECH has spent a long time trying to find a solution where the main template and look of a website can be created by an experienced website developer, whilst the content is easily updated by someone in your company with basic IT skills. We believe we have now found that solution.

SQUARESPACE

Squarespace is a fully hosted, completely managed environment for creating and maintaining a website, blog or portfolio, featuring dozens of professionally designed and customisable templates, a powerful inline editor and extensive analytics tools.

FIRST4TECH's Technical Consultants with their sound knowledge of web technology, coding standards and

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domain name management can help you build a professional business website quickly and easily. Once complete, you are able to update content with ease, as often as you need to.

Click here to read our blog entry on upgrading the FIRST4TECH website to Squarespace.

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What do our clients say?

System Six Kitchens Ltd are a family owned and run business based in the South West. Founded by Trevor Foster in 1975, System Six has been manufacturing and fitting kitchens for over 30 years.

"FIRST4TECH, or 'the 5th emergency service' as they are known at System Six Kitchens, have transformed our business. Prior to finding FIRST4TECH we used several local 'IT specialists'. Not one of them had the knowledge, enthusiasm and sheer determination of FIRST4TECH. PC and network issues were severely restricting our growth. Jamie and Dan came along for an informal meeting, assessed our situation, came up with some hardware changes and mapped out a reasonable service plan. Almost immediately our IT problems were a thing of the past and as far as ongoing support is concerned, nothing is too much trouble. I would happily (and have) recommend FIRST4TECH to anyone."

Ian Foster, Managing Director,System Six Kitchens Ltd – http://www.s6k.co.uk

B&C Print Management is proud to be amongst the top 500 print companies in the UK, supplying a wide range of corporate and franchise customers with web-based, traditional print and print related services.

"Being at the forefront of development within our industry, B&C needed an I.T partner that could not only put forward a professional proposal, but more importantly deliver on its promises. Having quickly and efficiently analysed our requirements, FIRST4TECH put in place a cost effective managed solution which has exceeded our expectations. Having recently renewed our contract for the 2nd year, B&C Print Management would have no hesitation in recommending FIRST4TECH to any company requiring a highly reliable and scalable IT support solution."

Shane Tout, Commercial Director, B&C Print Management – http://www.besleyandcopp.co.uk

R K Shipman have specialised in providing tailored insurance and financial advice since 1935.

"FIRST4TECH have been providing IT support to R K Shipman for the past 6 months. After relocating offices during 2007 we had a lot of issues that arose and needed resolving and our IT systems became unstable, FIRST4TECH prioritised our problems and got us up and running with the minimum of fuss. They have been reliable, supportive and have always given good advice. We look forward to working alongside FIRST4TECH for our future planned IT projects as well as working with them for our everyday support."

Catherine Evans-Martin, Executive Assistant, R K Shipman Ltd – http://www.rkshipman.co.uk

fwdesign limited are a design studio in London, comprising of 15 staff with 20 Macs and 1 Exchange Server.

"The server was historically maintained by the IT Manager of our sister company

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in Exeter. Due to a recent change in the company structure we no longer have his support. This was a very worrying thought; we have no in-house Microsoft Exchange expertise and we didn't think we would be able to buy in the support we needed. We actually contemplated installing in a Mac server. Then we met FIRST4TECH. We were completely straight with them "the Exchange Server scares us, and we won't understand what you're talking about if something goes wrong". They calmed us down and suggested we increase the server storage and assured us the server would be fine for at least another year. They made the necessary changes, did some fine tuning to Share Points. Mailboxes etc and the server is doing exactly what we want. The upgrade was scheduled around our workflow and was incredibly painless."FIRST4TECH obviously have vast knowledge and many years of experience. The engineers are down-to-earth and extremely helpful; they understand that we're not that fascinated with the technology, we just want it to work. We're delighted they're on our team."

Gabi Boland, IT Helpdesk, fwdesign limited – http://www.fwdesign.com

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Wood&Wood Signs engineer bespoke signage for a broad spectrum of clients from national retailers to city centre way finding schemes. With over 40 years experience Wood&Wood provide a complete service from site surveys through manufacture to installation and maintenance. By focusing on quality at each stage of the process we ensure that our clients aspirations are met from start to finish.

"During 2006/7 the company's sales force grew substantially and I identified the need for a robust platform for remote users in the office and at home, to logon to, in order to be able to use a new CRM software package being rolled out across the sales force and also give them access to a full Microsoft Outlook client. With FIRST4TECH's specialist knowledge in this area, they proposed a solution to implement additional server hardware running Microsoft Terminal Services alongside a SQL Server 2005 server, which was to run the new Sales CRM package. Throughout the whole process, from hardware and software specification, server build and configuration, to installation and integration into Wood&Wood's current infrastructure, FIRST4TECH have proved themselves to be very professional, skilled and adaptive to our needs. They have the ability to think 'out of the box' and can suggest and tailor solutions, which fit the company's current and future needs. They also look after maintenance of our servers and give a very rapid response, which is second to none."

Mike Jephtha, IT Manager, Wood&Wood Signs – http://www.wwsigns.co.uk

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Tech Group (UK) specialises in marketing toy, sport and leisure products for all the family.

"We are pleased to be associated with FIRST4TECH who provide a prompt, professional, personal and friendly service for our Company requirements. We can highly recommend the first class services FIRST4TECH provide to us, especially the unique web support, which gives us clear information and frequent updates on any problems, at all times."

Jeni Brixey, Office Manager, Tech Group (UK) Ltd – http://www.techgroupglobal.com

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£100 for you, £100 for your company

What is the FIRST4TECH Referral Scheme?

The FIRST4TECH Referral Scheme rewards our clients for recommending our services to organisations that haven't previously expressed an interest. Many of you do this already and we want to show our appreciation. If the organisation you refer signs up for a FIRST4TECH Support Contract, your company will receive £100 credit against existing FIRST4TECH services and you personally will receive a £100 gift voucher from any of the below stores.

PLAY.COM
£100 GIFT VOUCHER   FIND GIFT!

amazon.co.uk
£100 GIFT VOUCHER   FIND GIFT!

John Lewis
£100 GIFT VOUCHER   FIND GIFT!

How do I earn the rewards?

Do you know of another organisation that might benefit from our services? If so you and your company may be eligible for a financial incentive through the FIRST4TECH Referral Scheme. Simply ask them to let us know you referred them when they get in touch with us. If they aren't already working with us and they purchase a Support Contract within 12 months of your referral, both you and your organisation will be eligible for the reward.

Other rewards

Even if an organisation you refer doesn't take out a Support Contract with FIRST4TECH, we are keen to reward our clients that recommend us. Relative to the services they purchase we will always show our gratitude.

When will I receive my reward?

As soon as the organisation you successfully refer pays for their first month of service, a £100 credit will be raised against your company's existing FIRST4TECH services and we will contact you personally to choose your £100 gift voucher.

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What our clients say

"FIRST4TECH put in place a cost effective managed solution which has exceeded our expectations."
Shane Tout, Commercial Director
Besley & Copp Ltd

"FIRST4TECH prioritised our problems and got us up and running with the minimum of fuss."
Catherine Evans-Martin
Executive Assistant
R K Shipman Ltd

"I would happily (and have) recommend FIRST4TECH to anyone."
Ian Foster, Managing Director
System Six Kitchens Ltd

"FIRST4TECH obviously have vast knowledge and many years of experience. The engineers are down-to-earth and extremely helpful."
Gabi Boland, IT Helpdesk
fwdesign limited

"FIRST4TECH have proved themselves to be very professional, skilled and adaptive to our needs."
Mike Jeptha, IT Manager
Wood&Wood Signs

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Friendly people who talk your language

Finding FIRST4TECH

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EX1 1TL

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info@first4tech.co.uk

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ONLINE

FIRST4TECH
REMOTE ASSIST
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From the M5: Leave the M5 at junction 29 and go straight ahead into the B3183 (Honiton Road), following signs to Honiton, Exeter Airport, A30. After approximately 1 mile, take the 2nd exit off of Honiton Road roundabout. You will pass the Met Office on your right, go straight over (2nd exit) on the next roundabout. At the end of the road, bear right at the traffic lights joining East Wonford Hill. Continue straight ahead at the next set of lights, as the road becomes Fore Street. Continue up the hill where it becomes Heavitree Road, taking you through Heavitree (shops/services). After the next set of traffic lights (continuing straight ahead), the road splits. Bear right and continue over the traffic lights. As you come down the hill, you are approaching Baring Crescent on your left, the entrance to which is signposted. Follow the private road around and take the second to last left entrance before the white steel gates. You have reached FIRST4TECH.

Comments and feedback

For more information on anything you feel we may be able to help you with, or any feedback/comments you wish to share with us, please complete the form below.

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1. Information about our business

www.first4tech.co.uk is a site operated by FIRST4TECH which is a trading name of M Baker (Property Services) Limited registered in England and Wales under company number 1701350 It's registered office is at Baring House 6 Baring Crescent Exeter EX1 1TL.

Our VAT number is: 384 9648 90.

2. Accessing our site

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We aim to update our site regularly, and may change the content at any time. Any of the material on our site may be out of date at any given time, and we are under no obligation to update such material.

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10. Links from our site

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The English courts will have exclusive jurisdiction over any claim arising from, or related to, a visit to our site although we retain the right to bring proceedings against you for breach of these conditions in your country of residence or any other relevant country. These terms are governed by English law.

12. Variations

Our terms may change from time to time. This site will always contain our current terms. Please check this site for changes, as they are legally binding on you. The last updating of these terms took place in March 2007.

13. Contact us

If you have any concerns about material which appears on our site, please contact us at info@first4tech.co.uk. Thank you for visiting our site.

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Privacy Policy

1. Introduction – explanation of privacy and the policy.

FIRST4TECH is a trading name of M Baker (Property Services) Ltd. We, FIRST4TECH, are committed to protecting and respecting your privacy. This Privacy Policy (together with our Website Terms Of Use) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us, in accordance with the Data Protection Act 1998 (the Act).

2. What information we collect

We may collect and process the following types of information provided by you:

- Name
- Company details
- Address
- Email address
- Telephone number

3. How we collect data

Information provided by you

- Information that you provide by:

    - filling in forms on our site
    - emailing us; and
    - any information provided in correspondence with us.

- Details of any problems you report regarding our service or site.

Automatic Information and Cookies:

We may capture and store some information about your computer (such as your IP address). – We also use cookies which record details of your visits to our site. Cookies are alphanumeric identifiers that are stored on a computer. This information is purely statistical and does not identify you as an individual. we use this data to help us understand our users' browsing patterns and to shape our marketing.

Other communications:

We may keep records of any contact you have with us. – We may record details of any calls that you make to us expressly for the purposes of maintaining customer service standards and assisting with staff training.

4. How we use your information

We use the information that we collect via our site or through correspondence with you to improve the service that we provide to you. We will only use the information you have provided us with to: – plan and manage our activities, possibly through researching and analysing your use of the site; and/or – providing our products and/or services to you, subject to a contract.

5. Disclosure of your information

We may disclose your information to third parties: – In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets. – If the business or substantially all of its assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets. – If we are under a duty to disclose or share your personal data

in order to comply with any legal obligation, or in order to enforce or apply our Website Terms Of Use and other agreements; or to protect the rights, property, safety of FIRST4TECH and that of our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

6. Security and Data Retention

Unfortunately, the transfer of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try and prevent unauthorised access and protect your personal data against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires.

7. Accuracy of Information

You are responsible for informing us when your personal details have changed. Please note that notification of any change must be in writing. It is then our responsibility to update our records accordingly.

8. Access to Information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our administrative costs in providing you with details of the information we hold about you.

9. Acceptance of the Privacy Policy

By accepting this Privacy Policy and our Website Terms Of Use, you are expressly consenting to our use and disclosure of your personal information in the manner described in this Privacy Policy. If for some reason you object to this use and any disclosure of your personal information then please do not register with us.

10. Contact us

For the purposes of the Act, the data controller is M Baker (Property Sales) Limited of Baring House 6 Baring Crescent Exeter EX1 1TL. If you have any questions about your personal data or our Privacy Policy, or if you wish to correct any data about yourself that you feel to be inaccurate, please write to 'The Data Protection Officer' at our above address. If you do not want to receive offers or contact from us from us by email please email info@first4tech.co.uk .

11. Changes to our Privacy Policy

Our policy may change from time to time. This site will always contain our current policy. Where appropriate, we will notify you of any important changes by email. The last updating of this Privacy Policy took place in March 2007.