



Marie Hitchen – Senior  
Account Manager



# Company Overview

# Our Journey and Beyond



# World Class Passion for Customer Excellence



- Flexible solutions to meet our client's needs:
  - ✓ Rural estates and urban business parks
  - ✓ Education
  - ✓ Healthcare
  - ✓ Local government and communities
  - ✓ Hospitality
  - ✓ Student accommodation
  - ✓ Social housing (via Partners)
- Nationwide team of certified engineers and expert skillset
- Fixed and predictable TCO on all projects
- We are ISO9001 Quality certified
- We conform to PRINCE II project management
- We operate an ITIL v3 framework for our support desk
- We are a multi award winning company with recognition in Environmental Best Practice, Digital Inclusion and Private/ Public Partnership



# Some of our Clients Who Enjoy 'Service Excellence'



ITS' clients share our passion for compelling returns and it shows in their success. We have many case studies to review in order to provide comfort in our capabilities and value add.

# Physical Locations and Activities



## GLASGOW

- ✓ Office Type: 400 sq. ft. serviced office
- ✓ Year Est: 2013
- ✓ # Staff: Adhoc
- ✓ Core Use: Local support and hot desks

## CHESTER

- ✓ Office Type: 1900 sq. ft. serviced office
- ✓ Year Est: 2012
- ✓ # Staff: 20
- ✓ Core Use: Local and national project support

## WELSHPOOL

- ✓ Office Type: 1200 sq. ft. serviced office
- ✓ Year Est: 2010
- ✓ # Staff: 6- planned to go to 12-15 in 2016
- ✓ Core Use: Group support functions and engineering

## BRISTOL

- ✓ Office Type: 800 sq. ft. serviced office
- ✓ Year Est: 2015
- ✓ # Staff: 3
- ✓ Core Use: Local support and hot desks

## REDCAR

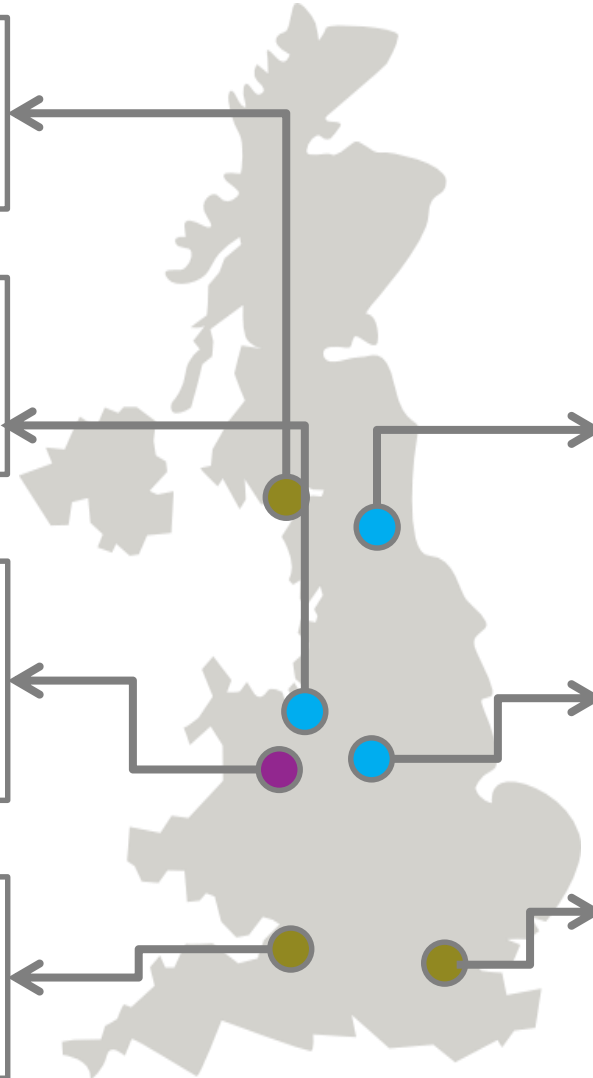
- ✓ Office Type: 600 sq. ft. serviced office
- ✓ Year Est: 1997
- ✓ # Staff: 3
- ✓ Core Use: Local support and hot desks

## WAKEFIELD

- ✓ Office Type: 1200 sq. ft. serviced office
- ✓ Year Est: 2014
- ✓ # Staff: 11
- ✓ Core Use: Local support and hot desks

## LONDON

- ✓ Office Type: 600 sq. ft. serviced office
- ✓ Year Est: 2015
- ✓ # Staff: 3
- ✓ Core Use: Local support and hot desks





# Tilston & Surrounding Area

ITS – Wireless Superfast Broadband

# Packages

\*based on 45 connections



Package 1 Monthly Broadband Contract	£32.99		Upto 30Mbps Download and upto 30Mbps Upload
Enhanced Package	£15		Upto 50Mbps Download and upto 50Mbps Upload
Install Cost per Connection above initial uptake residential	£350		If applicable discounted due to BDUK subsidy
Telephone VoIP service	£12.50		Free handset & 1000 Local/national UK & Mobile UK minutes



# Installation & Support



- 45 Customers committed
- 2 x Engineer visit – Survey
- Support - 7am/7pm Mon/Friday –  
8am/6pm Saturday/Sunday  
helpdesk
- 24 hour fault reporting

**Thank You – Marie Hitchen 07765380886**

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**North East Office**

The Wilton Centre, Wilton, Redcar, Cleveland, TS10 4RF

**Scotland Office**

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**Nostell Office**

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**Welshpool Office**

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