

## Our Company Background

Nouveau Solutions was established in 1992 to provide unrivalled IT expertise and services.

Nouveau is committed to delivering technology solutions in line with, and supporting their customer's business objectives. The services we provide include CRM, Infrastructure, Hosted Solutions, IT Support and Consultancy Services to companies of all sizes across the South of England.

Utilising the experience within Nouveau Solutions, customers immediately have access to the expertise of a totally IT focused company. Our wide range of experience and our commitment to keeping abreast of technological advancements across the entire IT horizon enables us to provide unbiased advice across a range of IT based issues.



# Our Mission:

To support our customer's business ambitions by positioning ourselves as an industry leader in the provision of quality information technology services.



## Our Service

In our quest to provide exceptional service to our customers we are proud to have been awarded ISO 9001 accreditation which demonstrates our commitment to managing and delivering a quality service in accordance with our customer requirements.

## Our Customers

We have customers of all sizes, a selection of which are listed below:

- Watermill Theatre
- Tower Leasing
- Royal Shakespeare Company
- Secure Monde International
- Pembrokeshire College

"I have rarely found such a willing and helpful partner in my many years in IT"

John Sainthouse - Charterhouse School



## Our Solutions

### ■ Infrastructure Solutions

Whether you require a virtual network, a basic network infrastructure, or require a more complex network, Nouveau have the skills and can assist in the following areas:

- Network Design
- Servers/Operating Systems
- Network Security
- Wireless
- Hardware Solutions
- Virtualisation of Servers/Desktops
- Business Continuity/Disaster Recovery
- Telephony

### ■ Support Solutions

Whether you're looking to outsource your IT function, or looking for a support service that will compliment your existing in-house IT resource as work load dictates, Nouveau have a variety of support packages which can be tailored to your individual requirements. The following come as standard:

- Unlimited Help Desk Service
- Unlimited Telephone, Remote and On-Site Support
- Fixed Monthly Costs
- Pro-Active monitoring of your systems
- Monthly Reporting



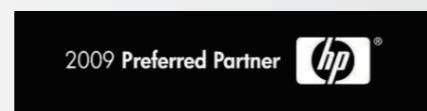
## Our People

Our employees are pivotal in delivering our business objectives and meeting our customer's needs. All employees are encouraged and welcome to take advantage of training opportunities to ensure that we deliver best practices and keep abreast of all technological advancements.

Our engineers receive ongoing training, support and regularly take part in vendor reviews to ensure we operate in accordance with our vendor accreditations.



## Our Vendor Certifications



### ■ Business Solutions

If you're looking to embrace technology to:

- share information across the business
- enhance customer satisfaction and retention
- implement targeted marketing communications, and
- attract new customers

we can offer skills in the following areas:

- Microsoft Dynamics CRM
- NEAT - Nouveau Entertainment and Ticketing System
- SharePoint
- Data Encryption

### ■ Hosted Solutions

In response to demands, most of our range of products can be adopted as a hosted option. Hosted or otherwise known as Managed Service, or SaaS means that instead of purchasing your own hardware and installing and maintaining it, the software is installed in our highly secure data centre. Services available as a hosted option include:

- Hosted Desktop
- Connectivity Solutions
- Security
- Off-Site Back up
- Hosted Telephony
- SharePoint
- CRM