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NETWORK
Higher. Further. Faster.

by:
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Chief Executive Officer
InTechnology

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Managed Services

InTechnology Today: Complex Infrastructure Solutions Provider to the IT Channel



UK

Revenues: £172m. Distribution and technical engineering support for mid and high-end enterprise storage devices.

Continental Europe

Revenues: £37m. Distribution and technical support of enterprise security software and systems in France, Germany, Spain, Netherlands, Switzerland and Italy.

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Revenues: £18m (recurring)

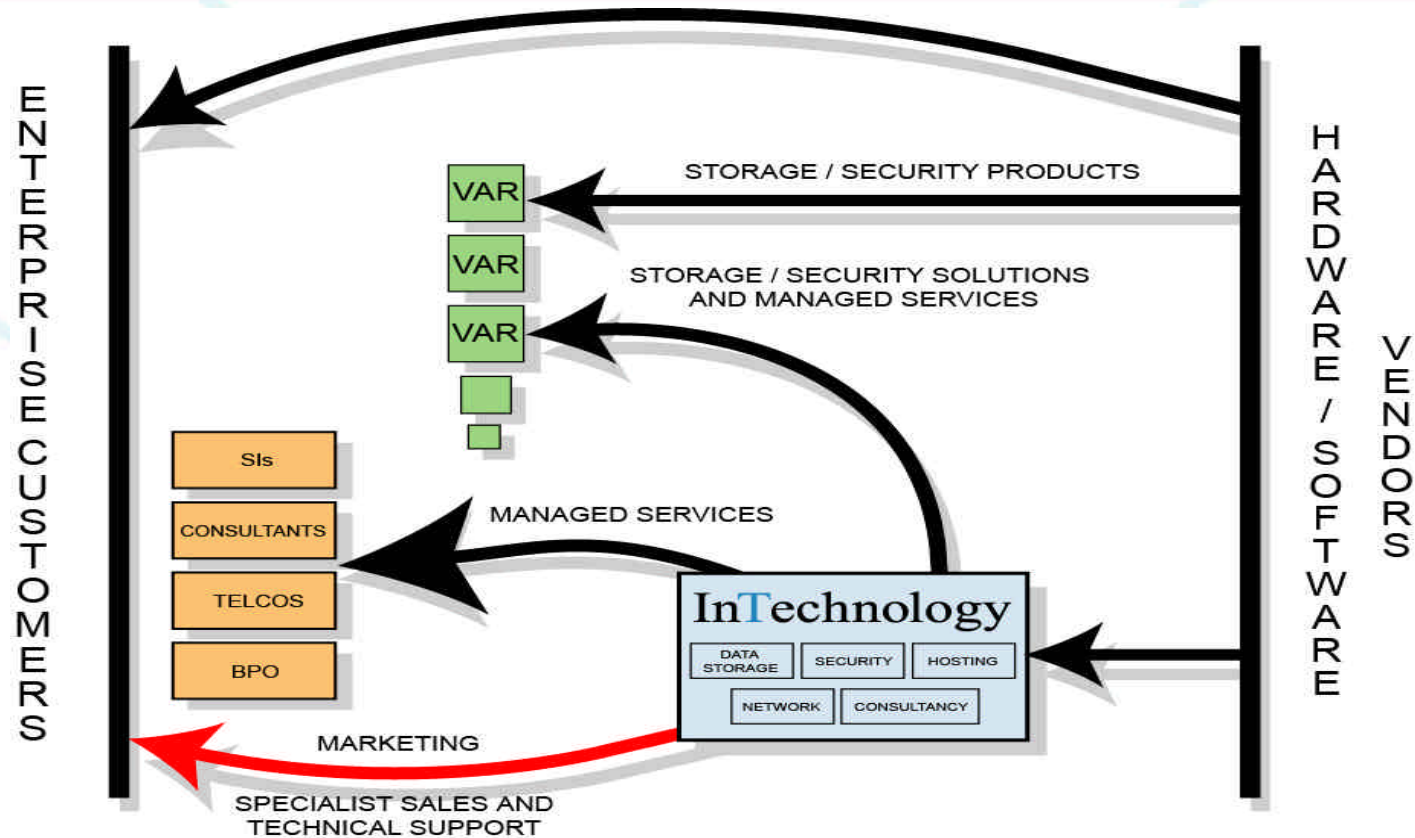
Provision of managed enterprise infrastructure services including managed storage, hosting, security and networks.

Cumulative contracts won: > £60 million

Geography: UK

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Market Positioning

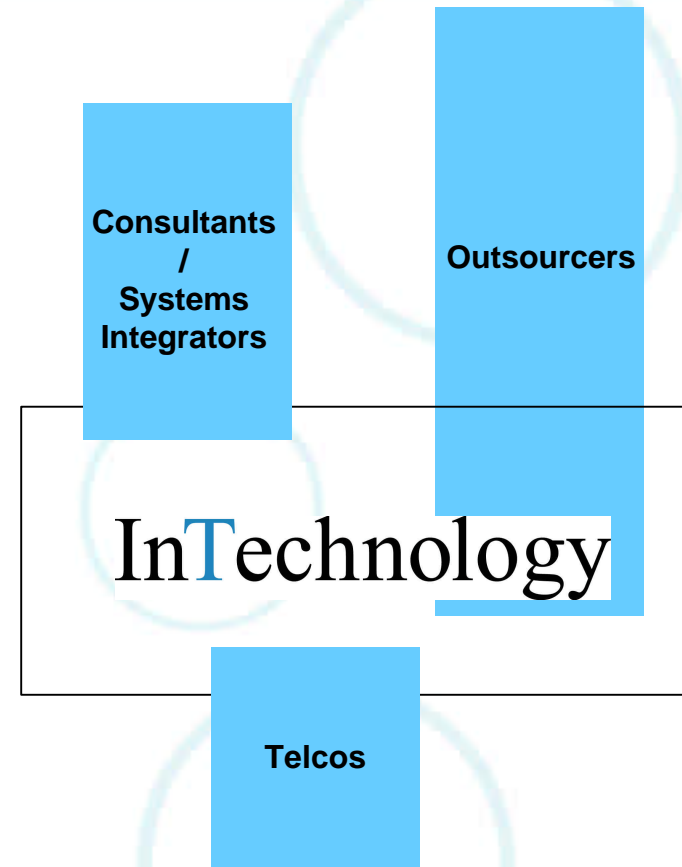
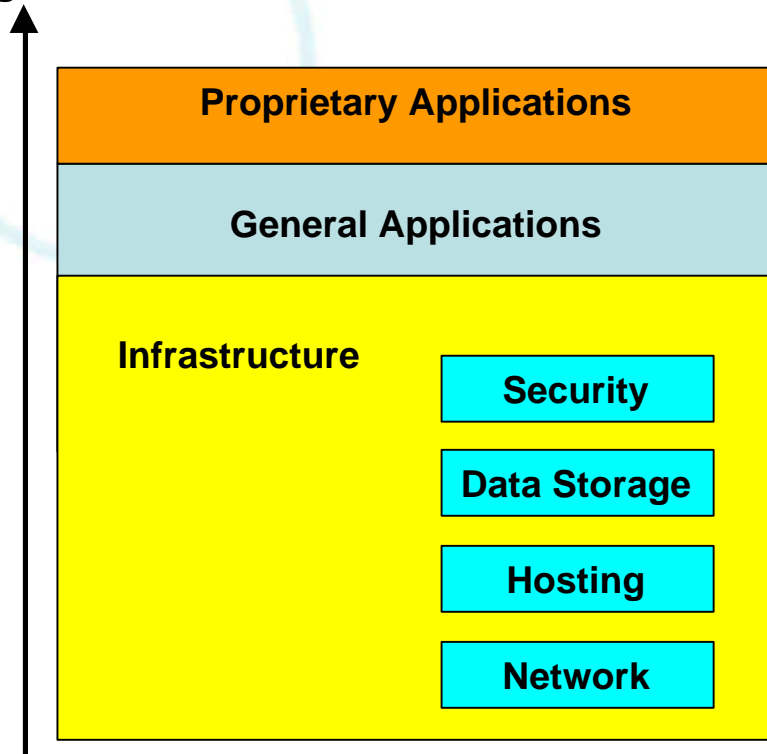


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Market Positioning: Managed Services

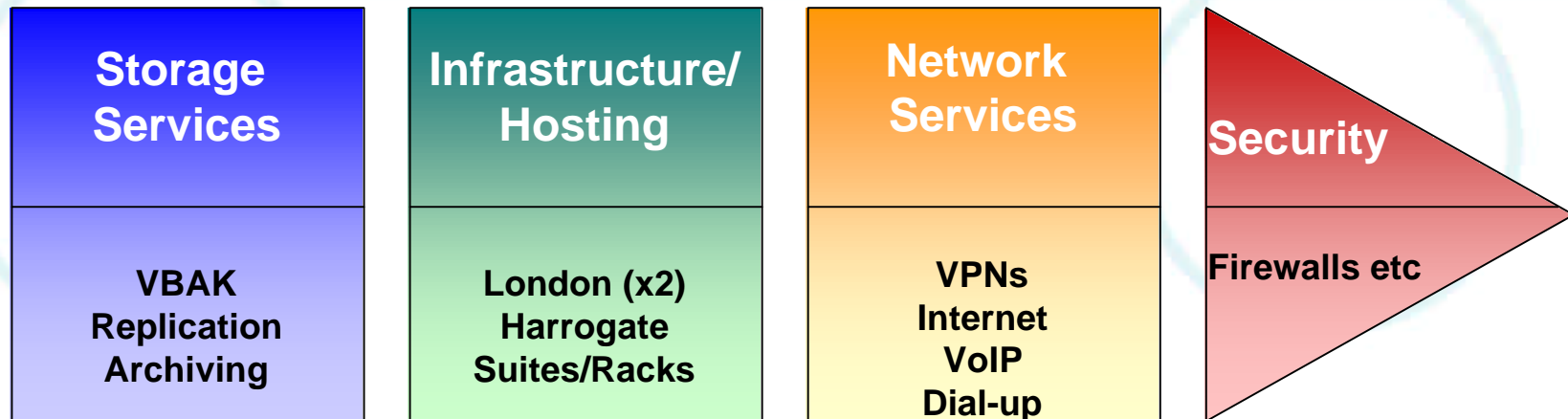
Corporate IT
Budget/Cost



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Managed Services: Developments



- ❑ 55% of customers use two or more services; 10% use three or more
- ❑ Restorable data under management is 2 petabytes (2003: 0.7)
- ❑ Contract renewals are very high ⇒ negligible churn
- ❑ Managed Services support and software support/maintenance centralised