

The Power to Choose Is Yours

Ignition collaborates with you to deploy specific, targeted outsourcing solutions, rather than the all-or-nothing approach typical of the major multinational outsourcing firms. You select which activities to keep in-house, and which to outsource in order to avail your company of best IT practices. We've designed our service offerings to help you better optimize your business, by providing the benefits of outsourcing without the downside of diminished control and flexibility.

To minimize your risk, Ignition offers a selection of different service plans and is willing to enter into short-term agreements to allow you to evaluate our services.

Ignition Locations to Serve You



Ignition designed and developed our collection of Managed IT services specifically to meet the needs of offshore companies. We continue to focus on the needs of offshore companies as they face challenges in the marketplace. We partner with our clients to help them align their IT strategies with their business goals. Ignition delivers: increased ROI, reduced risk and enhanced accountability.

If you'd like to learn more, specifically how Ignition can reduce your IT operational costs and management headaches, please contact Blair Henderson, Group Director for Sales and Marketing, on his direct line at 954.205.8886, or email him at bhenderson@ignition.bm. Or, you can contact the Ignition account representative closest to you at the following locations:

Atlanta • 678.281.6402 | Bermuda • 441.496.4333 | Cayman • 345.815.0369 | Halifax • 902.482.1336



Ignition Ltd. • Suite 385 • 12 Church Street • Hamilton HM11 • Bermuda • www.ignition.bm



Managed IT Services

For over 10 years, Ignition has helped senior executives at offshore firms design, build, integrate, support and maintain their mission-critical business applications. Built from the ground up with businesses like yours in mind, Ignition knows the information technology (IT) needs of offshore businesses, financial organizations, and government agencies.

Technology can be a time-consuming, ever-evolving operational burden, so you can't expect your in-house IT staff to keep up with every new development. By outsourcing specific costly or disruptive operations to a trusted organization, your internal IT personnel are freed to focus their expertise more effectively on core business activities.

Ignition's Menu of Managed IT Services Includes:

Managed Services	Business Solutions	Infrastructure Support
Enterprise Helpdesk	CIO Consulting	IT Audits
Remote Network Management	Staff Recruiting	Secure System Design & Implementation
On Site Support	SharePoint Expertise	Global & Local Area Network Design
Application Hosting	.Net Development	Server & Data Store Optimization
Managed Security	Application Optimization	Equipment & Software Provisioning
Business and Data Recovery	Document Management	Core Banking Systems
Call Center	Scanning Services	Server Virtualization

"How will Ignition interact with our in-house IT team?"

When you outsource IT support to Ignition, you drastically reduce your staffing challenges. We act as an extension to your internal IT department. Our people are trained to work with your staff to lower the risks involved with IT and accelerate results.

"Have you done this with other businesses like ours?"

Yes. Many. Ignition has deployed a myriad of custom IT services and outsource solutions with over 100 offshore clients. A list of clients with businesses similar to yours, along with references, is available for your review.

"Can I trust Ignition with our client-related data? How about management plans?"

Absolutely. We understand that this is an important issue with our clients. We have developed policies and procedures to ensure the safety and confidentiality of this information. In over 10 years of doing business, Ignition has never experienced a single incident of data loss, security breach, or indiscretion.

"Do you have the specific skills we need?"

Ignition has teams of professionals skilled in a variety of disciplines, technologies and practice areas available locally and remotely from our facilities in Atlanta, Bermuda, Freeport, Grand Cayman and Halifax. Our IT professionals have certifications from all the major hardware, software and networking vendors.

"How do I budget for the cost? Will I get a better return for my investment?"

This is our highest valued benefit. Managed IT services are one of the most effective methods for companies to reduce overall operational costs. Ignition manages and administers your equipment and applications; reducing hardware, software and personnel costs. We contract for a specific monthly fee, so you know exactly what your costs are going to be and can budget accordingly. Managed services also mitigate the risk that you'll need to make a large unplanned IT expenditure to support evolving business issues.

Ignition empowers you to determine which IT functions to maintain internally, and which to outsource. You get detailed cost savings projections for those operations that you wish to outsource, but are also free to weigh the cost/benefit considerations for maintaining certain key operations under internal control.

"Can you prove to me that Ignition's support services are superior? Do you always meet your deadlines?"

Delivering IT services is our core competency. It's what we do for a living. Ignition has invested in the processing and network infrastructure, the skilled personnel, the training, policies and procedures to deliver world-class IT services throughout the Caribbean.

Ignition enjoys a very high rate of customer retention, because we deliver what we say we're going to deliver. We have applications in place to track all of our various projects. Red flags are raised when a project misses a milestone, and resources are immediately deployed to ensure on-time delivery.

"Will I lose control over operations outsourced?"

Absolutely not. In fact, new clients are invariably delighted with the transparency of our operations. We use the latest technology and management practices to monitor, control and document all activities related to your systems, network and applications. We deliver a monthly report that details all service tickets, actions taken, results achieved, and unresolved items. Client executives typically increase their insights into their own IT operations.

"How does Ignition mitigate my risks?"

Ignition manages customers' equipment and applications according to the terms of a service level agreement (SLA). Our customer service team works with you to design an SLA around your company's business objectives. Account Managers are the focal points for daily contract support and are responsible for ensuring the objectives are met or exceeded.

We develop our SLAs to define exactly what services Ignition will provide, how they'll be delivered, and at what price. FURTHERMORE, Ignition's SLAs provide a guarantee that our services will operate as defined... **or we pay you.**

"Ignition delivers. Our IT function is strong, scalable and functional."

— David Sykes, Senior VP, International Advisory Services

"Quite frankly, the service is excellent. I feel like I've died and gone to help desk heaven."

— Jennifer Terceira, Argent (Bermuda) Ltd.