



Company  
Brochure



# Company Overview

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Intec Microsystems are an independent distributor specialising in the global distribution of branded IT Hardware, Services and Support.

Our main business is the supply of popular product lines from key manufacturers such as HP, HPE, Cisco, Lenovo, Riello, Ubiquiti, WatchGuard and APC.

We stock circa. £7 million of discounted IT hardware and have access to over £200 million of discounted IT hardware throughout the UK and Europe ready for next day delivery.

Operating from our head office and distribution hub in the West Midlands, we have further sales offices in the East Midlands, as well as Spain, Italy, France, Germany, The Netherlands, Austria and Dubai.

With a team of knowledgeable and down-to-earth people we offer an honest and reliable service, offering you significant business advantages through competitive pricing and convenience.

Now in our 16th year of trading, we have been hugely successful growing our turnover from £4m in our first year to £63m in 2018, as well as our customer base being over 2,500 strong within the UK and Europe, who trade with us on a daily, weekly or monthly basis.



# Our Vendors

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Hewlett Packard  
Enterprise

CISCO

Lenovo

riello ups

APC



atchGuard

  
UBIQUITI  
NETWORKS

 Microsoft  
Surface

SAMSUNG

ODE  
compatibles

 HUAWEI

 Kingston  
TECHNOLOGY

multiven™

mCarePlus

eCarePlus

# Why Intec?

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## 10 Reasons to use Intec Micros

- 1. Flexible** - We offer flexible payment options, credit limits, same day deliveries, express shipping, configuration services and more to ensure outstanding customer experience.
- 2. Focused** - Dedicated account managers who can offer expert advice, support and first class customer service.
- 3. Affordable** - All products we supply are lower than UK distribution pricing and the most competitive on the market.
- 4. Stocked** - Over £7m of IT hardware in stock ready for next day delivery. We offer you both pricing and convenience benefits with us aiming to be your single source supplier.
- 5. Connected** - Our vast supply chain gives us access to over £200m worth of IT hardware with short lead times – if we haven't got it in stock we can source it for you.
- 6. Resourceful** - Extremely competitive pricing on all vendors we supply and will offer alternatives if original product not available.
- 7. Growing** - Since our launch in 2003 we have shown consistent year on year growth making us one of the most successful and fastest growing IT distributors in the UK.
- 8. Known** - We currently supply to over 2500 clients in the UK and Europe and trade with over 50% of top 100 UK VAR's.
- 9. Multinational** - UK & European based offices with outstanding logistical capability.
- 10. Supportive** - We offer a range of IT configuration, break fix warranty, recycling and disposal solutions to cover every aspect of your IT life-cycle.

# Our Midlands Distribution Hub

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Intec Micros operate from a custom built distribution hub in the Heart of the Midlands housing our state of the art configuration centre. In June 2018, the bespoke distribution hub was officially opened dispatching in excess of 2,700 consignments and has a stocking capacity in excess of 800 pallets.

Servicing over 2500 IT resellers and solutions partners, our Headquarters in Birmingham provides unrivalled logistical capability reaching every part of the UK and Europe via our same day couriers and leading logistics partners such as FedEx, UPS and DPD. As well as this, we ship vast amounts of stock through dedicated pallet couriers providing our customers with high quality and efficient service every time.



## 25,000+ SQ FT

Our Midlands Hub has been designed to offer high quality inbound and outbound freight services across the continent and we will be able to give you total visibility of your order, from point of collection all the way through to delivery, anywhere in Europe.

Not only does this distribution hub provide outstanding stock-holding and logistics, it also houses our state of the art configuration centre providing our customers with IT hardware configuration. This is because we know that with the broad range of IT hardware products available in today's marketplace it can often be very difficult to find one piece of technology that meets your exact requirement.

Our commitment to customer satisfaction and delivering excellence means we have taken the next step to supply you with a configuration services that inspects, tests and upgrades your hardware to meet your specific needs.

# Hardware Configuration

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From upgrading software to installing processors, memory, hard drives and more, we have an IT hardware configuration service that will help to streamline your sales cycle. We are very proud to offer our customers a professional IT configuration service to supplement our IT hardware supply. You can trust us to configure your IT hardware here at our state of the art configuration centre using our highly trained technical engineers. Hardware is ready to be used as soon as you receive your equipment.

## **PCs & Notebooks**

- Pre Delivery Inspection and Test
- Asset tag (labels provided by client or additional charge)
- Install hardware (RAM, Graphics Card etc)
- Decompress pre-loaded operating system

## **Servers**

- Hardware installation (HDD's, Memory, Controllers, PSU etc)
- Pre Delivery Inspection and Test
- Asset tag (labels provided by client or additional charge)
- Pre Delivery Inspection and Test + Firmware Upgrade (HP Only)

## **SAN (HP MSA)**

- Hardware installation (Hard drives, Controllers)
- Pre Delivery Inspection and Test
- Asset tag (labels provided by client or additional charge)
- Pre Delivery Inspection and Test + Firmware Upgrade (HP Only)
- Pre Delivery Inspection and Test + Firmware Upgrade + IP configuration (HP Only)

## **Network Switches**

- Hardware installation (GBICs, modules etc)
- Pre Delivery Inspection and Test
- Asset tag (labels provided by client or additional charge)
- Pre Delivery Inspection and Test + Firmware Upgrade (HP Only)
- Pre Delivery Inspection and Test + Firmware Upgrade + Basic IP configuration (HP Only)

**Intec Micros are official distributors of Riello UPS, world leaders in Uninterruptible Power Supplies.**

Riello UPS Ltd is the UK subsidiary of the Riello Elettronica Group, a company founded in 1986. Originally a manufacturer of power switching supplies for IT, the Group evolved into uninterruptible power supplies. It took on its present structure, becoming the parent company for the rest of the Group's businesses, in 1995, and is now in the top four manufacturers of UPS in the world.

**UPS**



Riello UPS's award-winning range of uninterruptible power supply systems incorporates solutions for every application, from domestic use and home offices through to factories, utilities and data centres.

**Generators**



From telecommunications, to transportation and medical applications, UPS battery power can keep your business operating during short-term power outages.

**Bespoke Solutions**



If your circumstances or setting demand something different to an off-the-shelf solution, we offer a range of tailored power supply solutions to suit your needs.

**Transfer Systems**



Static transfer switches and UPS bypass systems that ensure continuous and reliable power distribution.

**Software & Connectivity**



The complete range of Riello UPS software for uninterruptible power supplies, including network communication cards, environmental sensors, remote monitoring devices, and UPS management software.

**Solar Inverter**



AROS Solar Technology, the renewable energy division, provides coverage of every need, from small domestic systems of just a few kilowatts to solar power plants with several megawatts.

# Break Fix Maintenance & Support

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Through our own break fix support brand **eCarePlus**, we can ensure maximum availability or extend equipment lifetime for economic or environmental reasons. We provide all elements of traditional break fix maintenance where each item is covered on an annual basis, at an agreed service level, at a fixed cost.

We work with all major hardware types – Servers, Desktops, Laptops, EPoS, Peripherals and Comms – from leading manufacturers including HP, HPE, Huawei, Cisco, Dell, IBM, Lenovo and Fujitsu.

Whether you are an SME, a mid-market or large organisation, our UK-wide and pan-European coverage, 24x7x365 response guarantee and online reporting ensures that you are always covered and kept informed.

The traditional fixed contract approach – where each item is covered on an annual basis at an agreed service level for a fixed cost – goes one step further with our guaranteed loan facility. If we cannot complete a repair within the specified time, we will install a replacement.

## Key Benefits

- UK, Ireland and mainland Europe coverage
- Nationwide network of accredited field-based technicians
- Multi-vendor and multi-technology via a single support team
- Wide range of SLAs available to customers including fix and guaranteed response contracts

eCarePlus is our very own nationwide support and service solution that offers customers a full range of warranty and support agreements suitable for every business across its entire IT life-cycle.



### Support We Offer

- Access 24 hours a day, 365 days a year to specialist engineers
- Next business day hardware replacement (where available)
- Ongoing operating system software updates, including both minor and major releases within your licensed feature set
- Maintenance for both in-life vendor supported systems and unsupported systems by the vendor
- IT Hardware Configuration
- Ad Hoc Engineering – Time and Materials

For the full range of services available please visit  
[www.ecareplus.co.uk](http://www.ecareplus.co.uk)

# Mobile Device Extended Warranties, Insurance & Repairs

## mCarePlus

mCarePlus is our brand of extended warranties and electronic gadget insurance cover for everyday IT devices such as Smart Phones, Tablets and Laptops. With savings of up to 40% against other suppliers, mCarePlus provide a professional and cost effective solution when you're looking to protect a technological investment.

Our team of fully trained and accredited engineers provide first class repair services, giving you complete peace of mind from the very first point of contact to the last.

### We offer the following extended warranties



#### Collect & Return

Ideally suited to smartphones and tablets, a mCarePlus Collect & Return warranty is a fast and efficient repair service designed to protect your device against electrical/component failure.



#### On Site Maintenance

A mCarePlus On-Site warranty is designed to deliver both an instant response and rapid repair by providing telephone diagnostics and dispatching a trained engineer to your location.

### Key Benefits

- UK Coverage
- Cover up to 5 years
- Collect & Return
- 5 Day Turnaround
- Onsite – Next Business Day
- Telephone
- Diagnostics
- All Parts & Labour Included
- No hidden charges
- Online Repair Tracking Tool

## We also offer Insurance for Smart Phones, Tablets and Laptops.

Accidents do happen so it is better to be safe than sorry. mCarePlus ensures total peace of mind when you take out one of the following Insurance Policies with us.



Physical Damage | Liquid Spills | Immersion | Fire Damage | Flood Damage



Physical Damage | Liquid Spills | Immersion | Fire Damage | Flood Damage | Loss through theft

### Key Benefits

- Worldwide Cover
- Travel with confidence
- No Excess
- Easy claims process
- Drops, Spills, Fire & Flood Protection
- Cover against Theft
- Up to 4 Years Comprehensive Cover

For the full range of services available please visit  
[www.mcareplus.co.uk](http://www.mcareplus.co.uk)



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