



Telecommunications | Structured Cabling | Security | Fire Detection

**We connect with you**

Whatever your requirements, we will  
provide you with the best solution.



## What we do

**Icom services are divided into five key areas:**

- ☑ Telecommunications
- ☑ Structured Cabling
- ☑ Security
- ☑ Fire Detection
- ☑ Assisted Living

## What we offer

**By choosing Icom, we guarantee:**

- ☑ Provision of the highest quality products and services
- ☑ A highly trained project management team, applying PRINCE2 methodologies
- ☑ To offer impartial, reliable and accurate advice
- ☑ Customer focus and the ability to adapt to your business needs
- ☑ To be fair, honest and transparent in our dealings
- ☑ Delivery of 24/7 maintenance support





# An Uncomplicated Solution Specialist



**We are justifiably proud of our reputation for offering good advice, service and reliability of the products and services we offer.**








As a business established for over 20 years, we have a wealth of knowledge and have developed sophisticated processes to support our customers.

All of the systems and equipment we recommend have been carefully sourced to be cost effective, reliable and offer ultimate performance.

By being both independent and flexible, Icom are able to provide impartial advice, offer the best solution at the most competitive price, outstanding customer service and long-term benefits for our clients.

## **Our experts have the knowledge and skills to provide:**

-  Traditional and IP telephone systems
-  VOIP and SIP solutions including collaboration tools (desktop video, audio and web conferencing, instant messaging via desktop, email, SMS and pager)
-  Structured cabling and data centre solutions
-  Wireless networks
-  CCTV, fire and security systems

Icom are constantly keeping up with the latest technological advancements and over the years, have built close relationships with many of the world's leading manufacturers. These relationships provide us with invaluable information that enables us to provide you with the best unbiased information we can offer.



# Telecommunications Systems and Maintenance



Whether you have a requirement for a basic phone system or for a more sophisticated network installation, we have a specialist team capable of managing and delivering to your needs. Icom offer bespoke design, high quality installation and project management and as a group, meet and exceed many industry standards.



## Pre Sales Process

We identify and document client requirements, demonstrating how our systems can benefit your business and give you that competitive edge.

## Project Management

By applying PRINCE2 methodologies, Icom can ensure that your site specific requirements are met.

We provide technical design, manage site safety resources and work to agreed methods.

Our fully qualified engineers and project managers produce plans and work schedules to ensure the optimum and most efficient installation for our clients.

## Site Installation

Our in-house team ensures the installation is as smooth as possible by offering out-of-hours working and remote configuration, where necessary.

## Ongoing Support

Post-installation, we supply continuous engineering and technical support by using the latest software and test equipment and innovative technologies such as remote access, diagnosis and configuration.

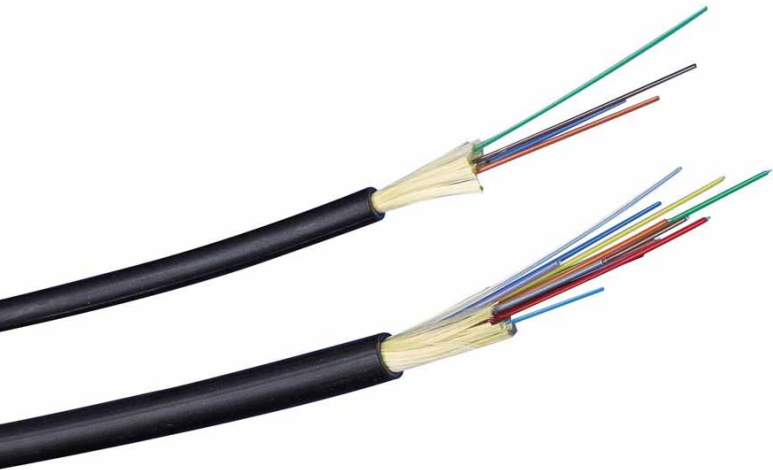




# Dedicated Customer Support



We provide a 24/7/365 support operation that uses in-house field engineers and specialist technical advisers.



Our own Client Support Team follows ISO 9001 quality procedures to ensure that you receive a consistent and professional response, seeking to understand the issues and execute the most appropriate action.

This information is available for review with our management team and yourselves to guarantee that moving forward, you are consistently receiving the very best service that we can provide.

## Client Management

Icom believe in working in partnership with our clients and your dedicated account manager will regularly meet with you to discuss your current and future requirements. We employ sector specialists who better understand your business and the environment that you operate in.

## Network Services

Our Network Services division specialise in fixed line communications for business. Icom provide a comprehensive range of products that include calls, lines, broadband, mobiles and non-geographic numbers, enabling you to consolidate your communications services with just one supplier.



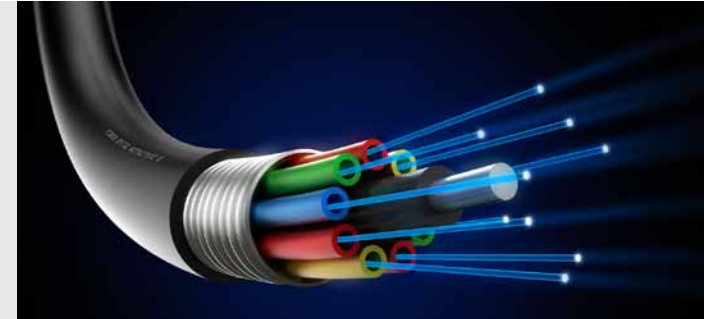
*Icom gave us options that we were unaware of and we soon realised that, as a company, they were not only able to improve our services and the technology that we use, but could also help reduce our costs.*

Dave Butler, Finance Manager, CBL





# Warranted Structured Cabling



At Icom, we pride ourselves on being able to supply and install cutting-edge and easily adaptable infrastructure systems that suit your needs. With a comprehensive list of approved installer status, including Nexans, Excel, TE Connectivity and Brand Rex, complimented by expert project management, we promise minimum disruption to your business during the installation process.

“

*Icom, as per usual, delivered. This project left no room for mistakes. The pressure to complete on time was immense. Experiencing a delay was not an option. Icom stepped up. Their superb project management and ability to work tremendously well with the other contractors, made it easy. They were the first to offer solutions when problems arose. They remained professional and unshakeable throughout. However, we knew this would be the case before we even began, that's why we chose them; and it is why we continue to use them, again and again.*

Jamie King – South East Water

”

## Copper Cabling Systems

Icom can create a system that enables you to transmit data, video and voice information from office to office or throughout an entire building. We can provide a range of systems including Category 5e, Category 6, Category 6a and Category 7.

We design and install flexible cabling schemes allowing for instant reconfiguration of voice and data equipment so that your business is able to respond efficiently to any changes you may encounter.

Due to the close relationship Icom have with all of the top-brand manufacturers we are able to provide a full system warranty with all completed structured cabling projects.

Our engineers and our project management team regularly attend manufacturer training courses to keep them fully up-to-date with the relevant installation and industry testing standards, always ensuring that you are getting the latest, technology based, structured cabling installation.

## Fibre Optic Cabling Systems

The field of fibre optic communications has expended enormously over the past twenty years and has become an integral part of modern day communication infrastructure. Fibre optic cabling offers a number of advantages over traditional copper cabling, including increased bandwidth and the capacity for data transmission over greater distances. It is more commonly used as backbone infrastructure however it is becoming increasingly popular as a desk application.

## Data Equipment Rooms and Data Centres

Icom have recently been involved in a large data centre project for Medway Council at their headquarters within the Gun Wharf, Chatham site. With an extensive volume of Category 7 copper and OM3 fibre optic cabling in this area, the attached case study highlights the specific details of this highly successful project.



# Fire and Security



Our extensive expertise is unrivalled in this field, through offering design, project management, installation and maintenance of a full range of products.



- ☑ Fire Detection
- ☑ CCTV
- ☑ Access Control
- ☑ Intruder Alarm Systems
- ☑ Disabled Refuge
- ☑ Gates and Barriers

## Security

Icom can offer a full range of systems that can be either standalone or fully integrated. These are tailored to simultaneously suit both your existing requirements and any future evolution you may have in mind.

Our recent work includes delivering full CCTV services to councils and other government bodies and many healthcare establishments. Our other security works within the private sector includes hospitality, retail, office, motor dealerships and leisure.

## Fire Detection

Icom can provide a professional solution to your business needs, either through maintaining an existing system or by installation of a new solution. Our engineers are fully trained and have much experience on many traditional and more modern systems.

We also offer a range of Redcare monitoring solutions which are ideal for fire alarms within commercial and unmanned properties. If your alarm is triggered – through arson or accident – an Alarm Receiving Centre is immediately alerted and will summon the appropriate emergency services, giving you peace of mind.



*We are most impressed with how Icom have dealt with our maintenance contract and 5th floor works for the last year so please pass on my thanks to all your staff and colleagues.*

Kathryn J Cooper FIH,  
Assistant Club Secretary





# Telecare Assisted Living



Telecare is a monitoring and rapid response service which helps people to continue to live safely at home and uses state-of-the-art technology to detect any accidents, medical incidents or hazards that may occur in the home.

## Range of Services:

- ☑ Fall detectors
- ☑ Occupancy sensors
- ☑ Personal alarms
- ☑ Smoke, carbon monoxide (CO) and flood detectors
- ☑ Monitoring of various health conditions
- ☑ The Guardian Panel to summon help or alert appointed persons if a sensor is activated

## The Telecare House







# Case Study – Retail



**Over the years, Icom have built and maintained successful partnerships with some of the world's leading brands, namely a large fashion retailer whose 'labels for less' concept has been nothing short of a resounding success story and one of the most revolutionary global computing brands of the 21st century.**

## **Leading Fashion Retailer**

Since beginning trading in 1994, this company is now the tenth largest fashion retailer in the UK and their rapid expansion has seen them handling an ever-increasing number of new store openings and existing store re-fits as they now continue to develop and refine their business model. Since 2002, our relationship with them has grown from supplier and installer of structured cabling, telephony services and 24/7 maintenance support to one of trusted IT infrastructure consultant, project management and communications partner.

## **New Build**

When this Tier 1 retailer decides to build a new store, Icom liaise effectively with the client and all contractors involved in the construction fit out and IT installation from the pre-construction stage through to handover to the client. Compliance checks are carried out, ensuring that all network and data cabling, mains power and IT equipment have been installed to standard store specifications.

## **Refresh Program**

As well as opening a host of new stores, our partner has undertaken a nationwide store modernisation program, changing the look of its existing stores and turning to Icom to project manage their IT and cabling requirements.

The deadlines involved are always aggressive; turnaround time limited to minimise interruption to trading. As testimony to how our partnership has developed and the level of trust they now place in our skills, for the past two years we have been working alongside them on a number of high profile projects, both in the UK and the rest of Europe.

## **Global Computing Brand**

A cultural icon of recent years, this industry-leading retailer of computing and consumer electronics has been an important client of the structured cabling division and one that, as a whole, the Icom group are extremely proud of. As the brand has expanded within the UK, their need for corporate and retail space has also grown and Icom have been preferential installer and structured cabling adviser for a number of these structured cabling projects, including both direct and contracted works. Icom have branched into other services, such as the supply of telephony peripherals, to UK and European corporate offices as a result of the continuing development of this ever-successful partnership.



## Case Study



### Dorchester Collection

Icom is extremely proud of working directly for the Dorchester Collection.

In 2010, we were contacted to supply and install, inclusive of project management, the network cabling for their new 45 Park Lane, London hotel.

Working with the main contractor, Kier, we installed 700 Category 6 outlets over the basement, mezzanine, ground, first and guest bedroom floors. We also supplied and installed all cabinets, voice and fibre optic cabling links internally within the new site and also via underground duct to their other Park Lane site, The Dorchester Hotel. All WIFI, DECT, TV coaxial and antennae cabling were installed, along with the associated units for these services.





# Case Study



Icom have worked with P&O since 2005, initially only supplying telecommunications equipment and peripherals.

**Over the years, we have progressively increased the services that we deliver to this client. These include:**

- ☑ Maintaining the wireless infrastructure installed within their warehouse in Dover
- ☑ Reactive service and maintenance of their entire Category 5e and fibre optic infrastructure

This contract was awarded for 17 sites across northern Europe including Dover, Calais, Ireland and Bilbao. The sites are designated as either primary or secondary, with specific response times associated.

With an increase in its service profile, Icom have supplied, installed and maintained the JVC CCTV system that is operation at the Dover Eastern Docks. The system consists of both static, pan, tilt and zoom cameras across seven different locations and we are fully compliant with all the security and health and safety requirements of undertaking work in these sensitive areas.

Icom have just completed a large Category 6 structured cabling project for voice, data and WIFI services, inclusive of fibre optic cabling links, for a world-leading brand but due to their non-disclosure agreement, we find ourselves being unable to shout about some of the great work we have recently achieved.



# Case Study



Land Securities is a FTSE 100 company and the largest Real Estate Investment Trust (REIT) in the UK. It owns and manages more than 2.7 million square metres of commercial property, from London offices to major shopping centres and out-of-town retail parks.

Icom have recently installed various security systems for Land Securities incorporating access control, door intercom and CCTV. The CCTV system comprised of four digital video recorders networks back to a security command centre and a total of 67 cameras were installed, including external, internal, PTZ and dome. Controls included joystick keyboards and a PC connection for review of footage.

The full system integration included linking the CCTC to the door intercom and access control systems. Intercom units were fitted to all external doors and linked to external car park entrances and loading bays. These were then linked to the access control system, allowing staff to control the doors remotely. Our experienced engineers fully commissioned the systems and provided extensive client training to ensure an efficient and fully operational system.





# Case Study



The relocation of the control room from Swale Borough Council to Medway Council Control Room.

The existing 82 cameras viewed at Swale Borough Council control room were displayed on a traditional CRT monitor wall, sectioned off into quad pictures. The design brief from the client was to transfer all cameras and telemetry control to the Medway Council control room. This was achieved by installing two BT 100Mb fibres with connecting RSL1000 units.

**The new Medway Council control room consisted of the following:**

-  4 x 52" JVC TFT monitors
-  Monitor wall
-  3 x 17" desk mounted monitors in swivel arms
-  1 x new bespoke control room desk with ergonomic operator chair
-  CCTV control equipment located in server room

**Swale Borough Council was quoted:**

“

*This project was completed on time and within budget. There was minimal downtime, this project was politically sensitive and (it) has been a complete success.*

”

Kent Police commented that relocating more of the smaller town centre CCTV control rooms to larger regional hubs would be, in their view, the way forward.



# Testimonial



“

*Firstly, sorry for the delay in writing to you to thank you and all at Icom for the tremendous efforts on the installation of the Mitel P3300 switch here at Chatsworth. The work from pre-order to full install was so quick and efficiently undertaken by you and your team as I knew it would be. The service provided matches the services we have had on 3 past occasions with our hotels over the past 12 years.*

*I know the Duke, Duchess and Management team were all impressed at what was achieved during the snow and a full close down due to the weather. They also think the system is just what was needed.*

*People that I had contact with during the period were, Jeff (of course!), Charles, Julie and yourself but I know there are a lot of people backing you up to be able to provide the service you do. Thank you to all of you.*

*Icom are now our preferred supplier for the Devonshire Group of enterprises going forward so I know that we will be working together again.*

*I am more than happy that we are used as a reference site for future customers, both for Icom and Mitel.*

*Thank you once again and I look forward to our ongoing relationship.*

”

R. Ian Hughes  
Group ICT  
Chatsworth and the Devonshire Group



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