



Integrating the best technology to provide the perfect solution



# Our Values



Allan Wallis, Managing Director

- *We strive to build strong, long-term business relationships with our customers, suppliers and business partners.*
- *We believe in a customer-focused approach that delivers the best solution to our customers at the best value for money.*
- *We continually invest in our people, resources and infrastructure to ensure the level of service we offer is unsurpassed.*

Allan Wallis, Managing Director

*"Raven Computers has been our partner, our mentor and our technical guru. They have responded well to our demanding timescales, and have proved to be an exceptional partner."*

*John Jones, Head of Corporate IT Services, Barnsley Metropolitan Borough Council*

## Exceeding Customer Expectations



Raven Head Office, Bradford

***Established in 1982, Raven Computers is one of the UK's leading providers of Microsoft-based solutions and Internet technology. Our success is based on our exceptional skills base and commitment to selecting and integrating best-of-breed, cutting-edge technology.***

To complement our own expertise Raven has developed top-level relationships with the world's leading IT manufacturers, enabling us to specify, implement and support a wide range of innovative solutions for today's fast-changing business environment.

From complex roll-outs and client/server solutions to complete network installations, Raven's sizeable team of highly skilled consultants have many years experience in assisting customers to grow and develop their IT infrastructure.

Constantly striving to build strong, long-term business relationships with our customers, suppliers and business partners, we will ensure you derive maximum advantage from your IT investment both today and in the future.

### Quality People

The most valuable thing Raven can offer its customers is its people. By investing in some of the most experienced and highly qualified people in the industry, we are committed to ensuring that, together with world class technology, Raven continues to offer the best solution, every time.

At every stage in your project, from initial consultancy through to implementation, you'll be working with highly skilled, dynamic people who are committed to doing whatever it takes to make your project a success.

### Quality Standards

Since its foundation Raven has built a strong reputation for supplying solutions that through quality of service and expertise consistently exceed customer expectations. Raven was the first computer reseller in the UK to obtain BS5750 (now ISO 9002), the British Standard for quality control.



FM 12809 ISO 9002

In recognition of our technical skill-set and commercial expertise we have achieved top-level accreditations from the world's leading IT manufacturers.

**Our accreditations include:**



**Microsoft Certified Solution Provider Partner** - One of only a handful of Microsoft Certified Solution Provider Partners in the North, Raven has extensive experience of the Microsoft platform of products.

In recognition of excellence, partner status is Microsoft's highest accreditation and is extended only to existing Microsoft Solution Providers who have excelled in technical proficiency and sales achievement.



All our technical and sales staff meet ongoing Microsoft certification standards to ensure consistent, high-quality capabilities. Our large team of Microsoft Certified Systems Engineers have achieved the highest Microsoft qualification standard.



**Hewlett-Packard Connect Partner** - Raven has been a HP Authorized Reseller since 1982 and is also a member of the HP Connect Partner Programme which focuses on PCs, NetServers, Laptops and Networking. The Connect Partner accreditation is by invitation only and is extended only to resellers with proven expertise. As a special member of Hewlett-Packard's European Channel Information Group, Raven is often asked to input views and feedback to inform future HP strategy.

The HP NetServer family offers solutions to meet the needs of companies of all sizes. Choices range from entry-level servers ideal for small sites and workgroups with no IT support; to mid-range and high performance servers designed for demanding departments and entry-level enterprises; to powerful, scalable servers built to meet corporate data centre requirements for optimal reliability and uptime.



**Intel Authorized Solution Provider** - IASP status is awarded only to network resellers and product integrators who have shown top level commitment to providing exceptional customer support through unique technical expertise and complete solutions based on Intel products. Raven was among the first Intel Partners in the country to receive this accreditation.



**Compaq System Reseller and Compaq Preferred Education Partner** - System Reseller status is Compaq's highest partner accreditation, and has been developed to ensure that customers who purchase Compaq solutions receive the highest standard of technical and sales support.

We also work closely with Compaq as a Preferred Education Partner to offer a swift response to all education hardware requirements. From mobile devices through to servers, Raven can offer a number of benefits to our educational customers, from special pricing through to customised hardware specification and access to a dedicated Raven Compaq specialist.

# Building Business Relationships

**Cisco Premier Certified Partner** - As a provider of Internet solutions, working with Cisco, the worldwide leader in networking for the Internet, Raven offers reliable and cost effective end-to-end wide area networking solutions.



**Computer Associates Business Solution Provider** - Computer Associates is the world's leading business software company, delivering the end-to-end infrastructure to enable eBusiness through innovative technology, services and education.



Raven is skilled in deploying Computer Associates' award winning back-up, restore, anti-virus and management solutions on all major platforms.

**Pegasus Partner** - Pegasus is one of the leading suppliers of modular accounting software. Raven and Pegasus enjoy a close relationship first established in 1982. Raven was the first reseller in the UK to become Pegasus MPower accredited.



**Citrix Solutions Network Partner** - Raven has had a close relationship with Citrix since 1997 and is skilled in implementing and supporting thin-client technology.



**Wyse Winterm Authorised Gold Partner** - Raven is accredited to deploy the Wyse Winterm thin-client family, giving you the inherent security of a terminal environment with the application and performance capabilities of desktop PCs.



**Lucent Technologies Partner** - Raven has implemented Lucent Technologies Unified Messenger across the enterprise as well as in-house. Designed to integrate perfectly with Microsoft's email and collaboration platform, Unified Messenger stores all voice mail, fax and e-mail messages in Microsoft Outlook, ready to be accessed using PC or telephone.



**Omtool Premier Business Partner** - Omtools Fax Solutions have become the standard for enterprise-wide network faxing, offering the most complete native integration with Microsoft's email and collaboration solutions.





## Raven Solutions Portfolio

*At Raven we aim to build long-term, business relationships with our customers by creating and maintaining effective communication channels to keep clients continually up-to-date.*

### eCommerce

Raven has deployed e-business solutions in-house to benefit our customers, business partners and suppliers.

### Briefing & Workshop Programme

Raven regularly hosts free briefings and workshops in conjunction with our business partners, to keep organisations up-to-date and demonstrate the latest advancements in technology.



### **Raven Services**

*At Raven we offer a complete range of services to meet the needs of our clients- from consultancy and project management through to support and training to help you make the most of available technology.*





# Raven Solutions Portfolio

## Internet Solutions

As an established provider of Internet & eCommerce solutions, we offer a broad range of services from Internet and Intranet strategy consulting to application development and hosting services to help you do business with customers and suppliers quicker, smarter and more cost-effectively.

Because our Web servers incorporate the latest Microsoft technologies, Raven can offer you a wider range of services than the vast majority of Internet Service Providers, including the latest advances in WAP, site tracking, media and list technologies.

## eCommerce

Focusing on eCommerce and database driven Internet applications, Raven's Web specialists are skilled in developing powerful Microsoft-based solutions that enable businesses to exploit the Internet for business profit.

We recognise that as a mission critical solution, your eCommerce application must integrate with existing IT systems to increase efficiency and avoid error and duplication.

*"ECommerce isn't just about selling on the Internet, it's about creating an electronic community that embraces your customers, suppliers and business partners".*

*Allen Wallis, Managing Director*

## Internet Security

Our team of Virtual Private Network consultants will specify a fully functional VPN for your business, allowing you to share information across the Internet securely between your sites and with remote employees.

Raven will also specify firewall solutions to protect against hackers and Computer Associates' virus protection to guard your network.

## WAP

The Wireless Application Protocol (WAP) is an open, global specification that empowers mobile users with wireless devices such as mobile phones, smartphones, pagers and palm-top PCs to easily access and interact with information and services over the Internet.

Raven offers a comprehensive range of WAP Services to cater for this evolving medium, enabling fast access from any WAP-enabled wireless device.

*"By 2004, one third of all Europeans – more than 219 million consumers – will regularly use their mobile phones to access Internet services."*

*Forrester Research*

## Communications & Telecoms Solutions

Our consultants will advise the best communications strategy for your business and ensure you receive the best level of service, from initial planning through to completion.

## Messaging & Collaboration

At Raven we are skilled in managing and implementing business critical messaging systems based on Microsoft's email and collaboration platform.

Having successfully implemented hundreds of Microsoft Exchange projects for enterprises of all sizes, Raven is well placed to implement a solid, scalable messaging foundation on which to build your communications strategy.

## Unified Messaging & Computer Telephony Integration

Whilst increasing your communications capability, Raven offers telephony solutions that greatly reduce the cost of ownership of your network by removing the need for separate telephone and data communications systems, and the extra cost of circuits to service them. Raven's telephony solutions integrate perfectly with unified voice messaging technology such as Lucent Technologies Unified Messenger.

Designed to integrate perfectly with Microsoft Exchange, Unified Messenger enables access to all your voicemail, fax and emails via your telephone or Exchange Inbox.

## Network Faxing

Raven offers award winning mission critical network faxing solutions that give the tightest available integration with Microsoft Exchange and eliminate redundant and costly fax machines by bringing complete paperless fax messaging capabilities directly to the desktop.





## Networking & Internetworking Solutions

Raven specialises in building flexible, scalable IT infrastructures based on Microsoft technology. Whatever your local area or wide area networking requirements, by incorporating products from partners such as Cisco and the latest networking advancements such as broadband networking, Raven will provide you with the solution and management tools to ensure your network is secure, resilient and able to quickly accommodate growth.

### Network Management

Raven's Network Management solutions allow you to increase uptime, optimise your network bandwidth and monitor network usage and traffic over the Internet.

## Thin-Client Solutions

Specialists in thin-client technology, Raven has strategic alliances with Microsoft, Citrix and Wyse Technology and has implemented numerous thin-client systems including a sizeable consultancy and integration project for Barnsley Metropolitan Borough Council.

Raven's solution enabled the Council to re-use over 600 of their old, low specification PCs, giving a cost-effective centrally managed solution and a new lease of life to their network.

## Accounting Solutions

Raven offers a number of market leading modular business accounting solutions from Pegasus Software that integrate with the Microsoft platform and take full advantage of the latest Internet and Intranet technologies. As a member of the Pegasus Developer Programme, we have developed reporting, database and remote access solutions that integrate with the Pegasus product range and provide increased functionality.

## Raven Services

### Consultancy

Raven's consultants, some of the best in the industry, are dedicated to providing specialist advice and support across a spectrum of technology areas, at each stage of the project cycle.

### Project Management

Our Project Managers work closely with customers to ensure projects are implemented smoothly and delivered on time. Typically, a project schedule will be created with defined objectives, milestones and deliverables.

### Configuration and Installation

Raven offers comprehensive hardware & software configuration services to meet precise customer requirements. Whether an ad-hoc project or a large scale rollout across numerous sites, our installation services are performed by IT professionals who make it their business to know your business.

### Support

Raven offers a number of support options to keep your systems running smoothly and offer peace of mind. Our support packages are tailored to meet the exact need of each individual customer and include software and hardware maintenance, technical support, remote network support and a dedicated helpdesk service.

### Training

Raven offers a wide range of user-focused training courses that are created and delivered by highly qualified consultants with a wealth of experience, to help you make the most of your investment.



Raven's networking solution has enabled faster and more effective communication between MSF Motor Group's 10 franchises.

## Effective Communication

### successstory

#### Background

Northern-based Ford/Vauxhall multi-franchise car retailer MSF Motor Group was established in 1996, although its origins span back to the 1960s when Jan Fletcher OBE and family formed Fletcher Holdings.

The Group wanted to improve MSF's internal communications and growing pressure from fleet hire companies to do business with the Group via email meant an effective communications strategy needed to be quickly established. Ford's instruction to dealerships to utilise the new Ford extranet-based company-to-dealer system was also a factor driving the business to re-think its original network.

#### The Solution

Raven's solution involved linking the 10 franchises together and consolidating the 6 existing proprietary dealer management, target marketing and company-to-dealer systems all into one wide area network. This allows users to pull data easily from one system into another and share the same resources. Email & Internet access enable MSF to conduct business electronically, speeding up communications with both customers and suppliers.

After rigorous planning, network design and testing, Raven piloted the solution at Head Office in Wigan before implementing the solution across all 10 sites.

#### The Network

Raven linked the 10 sites together using leased lines, Cisco networking solutions and Microsoft technology to create a wide area network. Email servers were installed at each of the sites and Computer Associates' anti-virus solution was rolled out across the whole network. A voice-over IP solution will be a likely addition to the project, enabling the Group to use the current network infrastructure to run its telephone system, eliminating the need for an additional network.

#### The Benefits

*"As a Group, we now function and communicate more cohesively and effectively. We can utilise the new Ford company-to-dealer system and now also register our vehicles using an online registration system, saving us hours waiting in the Post Office."*

Alan Herten, IT Manager, MSF Motor Group



*"We originally chose Raven because they were recommended to us by Microsoft and offered a competitively priced solution. They have extensive Microsoft Platform experience and an experienced automotive sector Account Manager"*

Alan Herten, IT Manager, MSF Motor Group

When Barnsley Metropolitan Borough Council wanted to elevate education standards to attract new businesses into the area, it turned to Raven Computers to implement a sizeable new communications infrastructure.

## The Regeneration Game

success story

### Background

Barnsley Metropolitan Borough Council has been working with Raven Computers on an award-winning National Grid for Learning project which aims to attract the type of businesses that will kick-start then sustain the growth of the town. Believing that skills learnt at school should be easily transferred into the business environment, the Council wants the area's finest asset to be a potential work force that is second to none.

Launched by Tony Blair, the National Grid for Learning (NGfL) is a government initiative to provide learning to a connected community. A Local Government IT Excellence Award winner, Barnsley's NGfL project is a network infrastructure linking 107 schools, as well as libraries, community centres and children's centres.

### The Solution

Raven's solution enables pupils to connect to their school network from anywhere in the world via the Internet. The borough's 35,000 school children have been issued with an email address for use throughout their whole academic careers in Barnsley, right from nursery school through to secondary school. The project aims to ensure that pupils will encounter the same consistent desktop environment with every school move they make. A number of libraries have been added onto the network enabling pupils to continue working after school hours.

### The Network

A local area network was installed in each of the junior and high schools to accommodate hundreds of Hewlett-Packard PCs. Each PC is equipped with Microsoft software, Computer Associates Anti Virus as well as other applications appropriate to the curriculum needs of the school.

ISDN lines connect each school to a central resource which includes HP NetServers, to create a wide area network. This provides email and intranet resources, as well as giving access to the Internet, complete with sound and video. Web content is filtered and access to undesirable areas prevented. The distributed intranet content is stored on servers in individual schools and on a central HP NetServer acting as an intranet server with Microsoft software that facilitates the easy posting of documents onto the intranet.

HP NetServers were chosen as the Council wished to standardise its server provision and saw HP as a high quality, reliable brand that offered advanced management features and great value for money.

Cisco products support the backbone of Barnsley's NGfL wide area network, including firewall protection and access for home users via PSTN.



**BARNSELY**  
Metropolitan Borough Council

*Barnsley Metropolitan Borough Council's  
NGfL project is a  
Local Government IT Excellence Award Winner.*

### The Benefits

*"Promoting a totally new collaborative way of working, the new infrastructure allows pupils to share information over the Internet and benefit from the latest technology right from nursery age upwards".  
John Jones, Head of Corporate IT Services,  
Barnsley Metropolitan Borough Council*

On completion of the project, 1500 PC workstations will give each child access for one hour per week within school hours as well as additional access out of school hours.

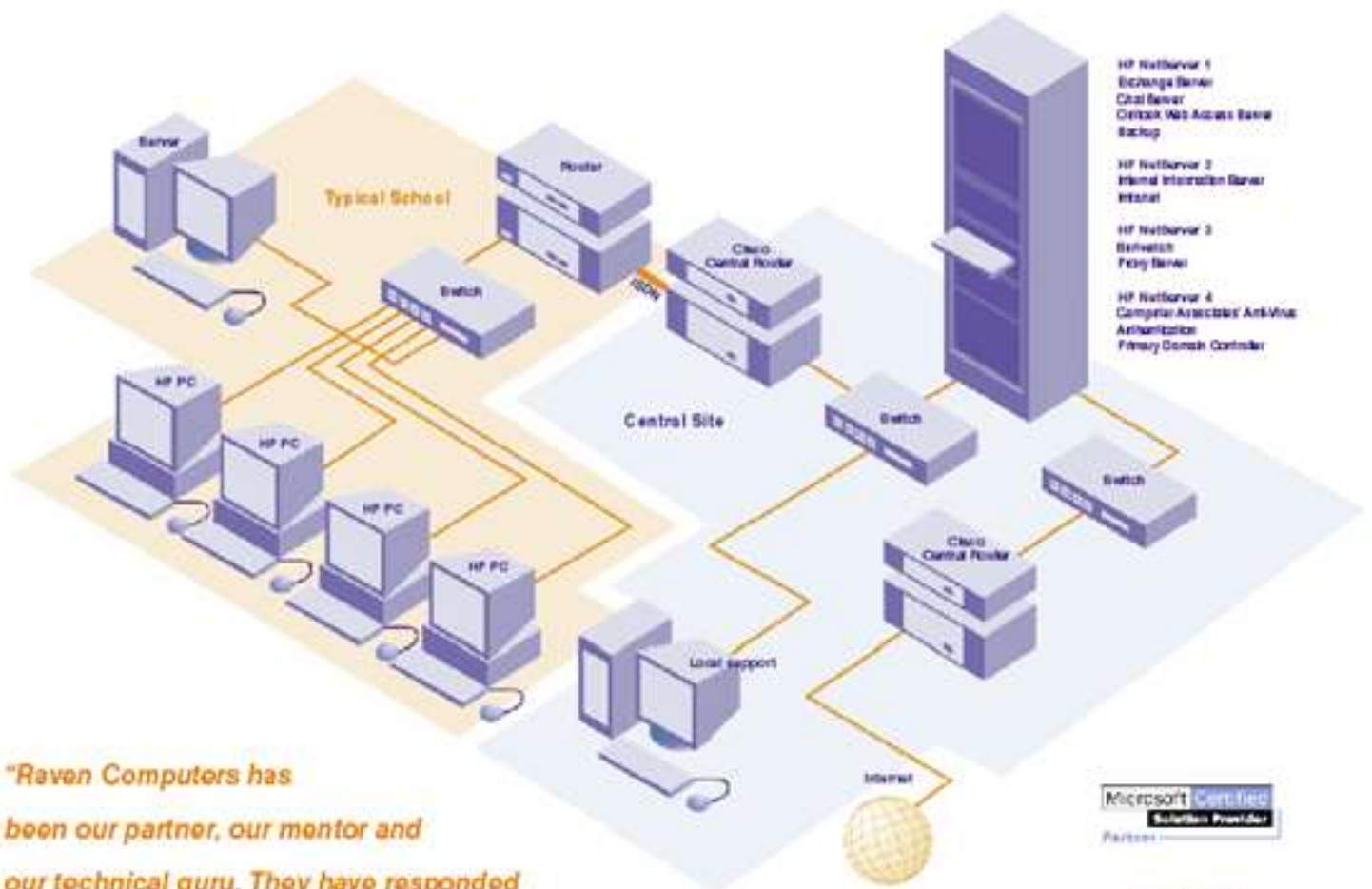
Special automated management features and low cost of ownership enables the Council's School Support Service to focus on enhancing the users' computing experience, rather than on time-consuming maintenance tasks.

### Raven's involvement

Raven has been heavily involved in the project management right from the outset, from concept through to planning, testing and installation.



## Barnsley's National Grid for Learning



*"Raven Computers has been our partner, our mentor and our technical guru. They have responded well to our demanding timescales, and have proved to be an exceptional partner."*

John Jones, Head of Corporate IT Services, Barnsley Metropolitan Borough Council





## Building on a firm background

success story



*"Harry Ramsden's works with Raven Computers because Raven has a great understanding of our needs as a company and where we want to be in the future."*

*Keith Myers, Deputy Finance and Systems Director, Harry Ramsden's PLC*



JOHN HOLDSWORTH  
& CO LTD

*"Raven's staff are friendly, the regular IT briefings very valuable, and their advice always sound. They proposed the most innovative, resilient and cost effective solution to our complete system upgrade."*

*David Llewellyn, IT Manager, John Holdsworth & Co. Ltd*

### **PULLMAX LIMITED**

*"Pullmax has worked with Raven Computers for over 10 years. Raven understand the commercial benefits that can be gained from current technology, and have helped us enormously in taking advantage of these. They are always looking at what is coming next, and keep us up to date with developments which may be useful."*

*David Griffith, Commercial Manager, Pullmax Limited*



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