



ICG CORPORATE PROFILE

THE I-CONSULTING GROUP

Company Overview

The I-Consulting Group (ICG) is a professional firm specializing in IT Managed Services & Consulting Services, headquartered in Hong Kong with service coverage in **Hong Kong, Singapore and Shanghai**. In response to overwhelming demands from companies who are looking for a cost effective solutions to assist them to run IT Departments, ICG introduces an innovative service model that enables IT Performance to be Measurable, and Easy to Manage at an affordable rate. ICG's success stems from its passion for quality management.

ICG is the only IT Service Provider in Hong Kong who has attained International Quality Management Standard ISO9001:2008 and won the Quality Award 2009 for SMEs by Hong Kong Management Association. We deliver IT services based on Information Technology Infrastructure Library (ITIL®) best practice. All operations and sales professional in ICG are ITIL® qualified.

Company Statements

Values: ITILCS

- ✦ Innovation & creativity
- ✦ Teamwork
- ✦ Integrity
- ✦ Leadership
- ✦ Client First
- ✦ Superior Service Quality


Mission: To create real business value by

- 1) Delivering superior quality IT services at world class standard
- 2) Helping clients to overcome ever changing business challenges with strong IT knowledge, business experience and technology

Vision: The Best IT Outsourcing Provider in Asia

ICG Business Coverage

IT Outsourcing

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Managed Service | ✦ PC Management |
| | ✦ Server & Network Management |
| | ✦ Disaster Recovery Service |
| | ✦ Hosting Service |

IT Consulting Service

- ✦ IT Consultation & Implementation
- ✦ Business Continuity & Availability Planning
- ✦ IT Security
- ✦ Education & Training
- ✦ Hardware & Software Selection
- ✦ Web Development

Proprietary Technology

ITOSE™, the IT Outsourcing Server Engine, is a proprietary technology created and developed by ICG. ITOSE™ is a comprehensive and systematic communication tool designed exclusively for the company's IT Outsourcing clients. It is incorporated with the IT Outsourcing services of ICG and enables instant report of incidents to ensure that potential problems are solved in the timeliest manner. The system also maintains a comprehensive record of the service history so the performance evaluation can be done easily and efficiently.



Industry Events

The company regularly holds various client events to educate and share knowledge with the market about the most updated and advance IT development relevant to specific industries or sectors. The most successful event is the “**ICG IT Legal Forum**”, which comprises of a series of forum held annually specifically for the legal profession. The forum series received enormous support from the industry and attracted a large number of legal and IT professionals to attend. Some of the leading global law firms and IT vendors, such as Allen & Overy, DLA Piper and IBM, are our partners and sponsors of the event.

Other past events include workshops and seminars on How IT Can Help SMEs or specific industries such as Finance, Servicing, Education, Health Care, Insurance etc.

ICG's Clients

ICG serves multinational companies, local conglomerates as well as SMEs. It focuses on professional industries and has established especially strong expertise in legal, finance and service industries. Some of its clients include HSBC (HKSE: 005), Sirva Relocation (NYSE:SIR), MF Jebsen, Allied Pickfords, Aston Martin HK, MOCCA (HKSE:600), Asia Coal (HKSE:835), Hong Kong Golf Club, Orbis, Jebsen Insurance, Nameson Group, Nubrand Group, DLA Piper, Linklaters, Minter Ellison, Allen & Overy etc.

Business Partners

ICG has far-reaching relationships with major leading IT vendors. This provides ICG with the advantage of having reliable and fast sourcing of both hardware and software, enabling it to provide its clients with the best service possible. Some of ICG's business partners include, but certainly not limited to, IBM, HP, Cisco Systems, Microsoft, HKBN, PCCW, PACNET, AVAYA, POLYCOM, Citrix, Symantec etc.

Location

ICG is located in Central, the main business district in Hong Kong. This enables the company to have easy and fast access to some of its prominent clients who are also located in Central, the Central Business District.

Year of Establishment

January, 2003

Corporate Website

www.i-cg.com

Contact Information

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ICG AWARDS

Caring Company 2008-2010

organized by The Hong Kong Council of Social Service



HSBC Living Business Awards 2009

Certificate of Merit
organized by The Hongkong and Shanghai Banking Corporation Limited



2009 HKMA Quality Award - Special Award for SMEs

organized by The Hong Kong Management Association



ISO 9001:2008 Quality Management System

certified by BSI Management Systems



2007 Best SME's Award

organized by Hong Kong Chamber of Small and Medium Business Limited



2006 Hong Kong Awards for Industries

Innovation and Creativity Certificate of Merit
organized by Hong Kong Chamber of Commerce

