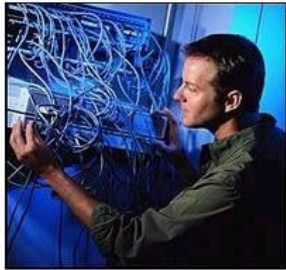


Providers of IT Solutions and Support



network implementation



IT support and maintenance



retail systems



software design



n-wss
ICT Services

n-wss Key Milestones

- Founded 1st May 2000 with two key objectives
 - a) Provide professional ICT services cost effectively
 - b) Provide opportunities to young local trainees looking for a career in IT.
- Achieved ISO 2001:9001 in 2004.
- Applied and achieved preferred software providers status to Gibraltar Government 2004.
- By 2005 n-wss were providing
 - IT hardware
 - IT software
 - IT support to small and medium size companies such as Baker Tilly, Redwood International, York Group (owns M&S, ELC, NEXT), Terminal Management Limited (existing Gibraltar Airport)
 - Software development
 - Websites and online functionality
 - Emergency services Digital radio consultancy services for Gibtelecom.

- Having gathered this wide experience, from 2006, n-wss rationalised its provision to focus on quality of service to the customer with a more specific support and maintenance provision to a smaller group of clients such as.
 - Grandwood (ex Onicle),
 - York Group
 - Gibraltar Health Authority as well as other smaller entities.
 - Dragados and VI Gib Engineering (Gibraltar Airport)
- The work undertaken includes installation and maintenance of
 - VPN networks between offices and datacentres
 - Maintaining datacentre servers.
 - Windows server installations.
 - Desktop support.
 - Network configuration, Internet connections
 - Support of Blackberry server and handhelds.
 - Data backup processes.
 - Cost effective provision of IBM servers during the upgrade of the GHA IT systems.
- In 2006 “n-wss” became “n-wss ICT Ltd” registering as a limited company.
- n-wss, having being supporting IT system in the retail sector and with the ever increasing overlap with retail systems, diversified into the provision and support of these increasingly complex systems. This requires IT expertise as well as an acute systems appreciation, and excellent customer service. We have a growing arm providing such systems with a proven software provider and IBM hardware, for which we are authorised support technicians. We have successfully implemented and maintain systems for Monsoon, Accessorize, Gibraltar Duty Free Shop, Peacocks, Beacon Press, NEXT and a new M&S venture in Marbella. We are now in the initial stages of an overhaul project for the Gibraltar Marks and Spencer store and back office.
- In 2007 n-wss became an IBM business partner and in 2010 after much perseverance and vetting we achieved the first step in providing an IBM warranty service status.
- In 2008 n-wss took part in the careers fair.
- In 2009 n-wss applied and achieved preferred hardware providers status to Gibraltar Government.
- At the end of our first decade we refocused even further in the provision of excellence of service not just at a technical level but a complete service with a human face, sharing responsibilities for the provision of IT services.
- Through 2010 we have been redeveloping our resources maintaining our high standards focusing on key clients and on the provision of products and proactive maintenance services in pure IT networks/systems as well as operational systems such as for the retail sector.

I have taken the liberty to enclose the following

- a) Draft brochure of our services due for release soon (but with a couple of errors to be corrected).
- b) Published articles produced by n-wss staff past and present.
- c) Original ISO certificate and 2008 re-certification.
- d) Letter from IBM confirming warranty status (I have blocked off specific details of the letter which are not relevant here)

For further information on our past clientele and all the services we have and can provide please see our website at www.n-wss.com

If you click on "Executive summary" on any page it will show a clickable index. If I can provide you with any further information on any particular aspect please feel free to ask.

We treat the confidentiality of our clients very seriously and hence do not pass on any information on our clients systems as case studies or any other form. You are of course free to approach them independently.

Ian Torrilla
Managing Director
n-wss ICT Ltd



www.n-wss.com