



# Cure your compliance headache

**Compliance vs. cost  
savings** - Why not  
have both?

- **Flexible hosting & managed mobile services**
- **Delivering efficiency through compliance**
- **Number one Public Sector reseller**





Ian Jackson, Managing Director

**business download**  
the IT services bulletin from Imerja

Welcome to Business Download, the twice-yearly IT bulletin from Imerja.

If you thought regulatory bodies didn't have much clout to enforce compliance, recent news of the record £2.27m fine against Zurich Insurance for data loss is certainly a wake up call. With a mandate to investigate security breaches and the ability to impose significant financial penalties on those at fault, organisations such as the FSA and ICO remain focused on ensuring information security does not take a backseat as organisations continue to rationalise. In the face of a tightening regulatory landscape, compliance vs. cost is often a difficult balance. Our lead article suggests how compliance can be achieved on a budget.

Information security is core to our business. To demonstrate that we practise what we preach, Imerja is undertaking formal ISO27001 assessment across the business, with full certification expected by the end of the year. As a quality assured IT service provider to ISO9001, information security is foremost in everything we do; however, formal certification to the ISO standard will ensure our business is externally recognised for our adherence to information security standards and best practice. In addition, our recent partnership with business consultants Parkinson Howe compliments our technical expertise so we can assist and guide our customers through this essential process.

Cloud computing and SaaS may be regarded as buzzwords, but out-tasking specific IT operations is nothing new. Imerja's hosting services are among several innovative services that provide an ideal platform for organisations to reduce operational expenditure, improve service delivery and help achieve compliance. Selected services are introduced on pages four and five.

We report on results of our annual customer satisfaction survey, which has again identified trust, commitment, innovation and technical excellence as key qualities we bring to a working partnership. Thank you to everyone who responded - your feedback and comments will ensure we continue to provide our clients with a valuable service.

I am pleased to welcome two guest writers to this edition; Rod Matthews and Nick Hill. Both offer views on compliance within the public sector. I am sure you will find their comments and views of interest.

I hope you enjoy this edition of Business Download. As always, your views are welcome so please email, blog or tweet your comments for my attention.



Ian Jackson  
ian.jackson@imerja.com

imerjing NEWS

# Award wins help boost Imerja into Year Seven



Over the past six months, Imerja has continued to receive both industry and business award recognition that has helped to underpin our position as a leading service provider, and boost confidence amongst our customers.

In April, we received Check Point's EndPoint EMEA Partner of the Year Award at CPX2010. Since then, we have been awarded the MicroScope ACEs Public Sector Reseller of the Year Award and Crain's Manchester Business Best Places to Work Award. We were also highly commended in the regional Bolton and Bury Business of the Year Awards in the Innovation and Design category.

Following on from Ian Jackson's regional IoD award win for Corporate Social Responsibility, we are delighted to report that he has been shortlisted for this year's National IoD Awards in the category for Environmental Leadership.

With our reputation for innovation, technical excellence and commitment to delivering a service that sets us apart from our competitors, we are passionate about our continued growth and success, and are delighted to have received this public recognition.

## Survey results cap successful year

Now into our seventh year of trading, we have enjoyed sustained year on year growth, averaging 45 per cent per annum. We have experienced similar trends in terms of new customers, average deal size and profitability. This is down to the close working and long term relationships we have with our customers, with whom we are constantly developing new products and services to meet their changing requirements.

In response to the latest customer survey conducted in July 2010, over 95 per cent of respondents agreed that Imerja makes a positive contribution to their own business; with similar numbers stating they are very satisfied with the technical expertise received and Imerja's account management approach.

This gives us confidence that our technical and commercial functions are working efficiently for our customers, and with the recent strengthening of our management structure, and a rapidly growing operations team, we will continue to work hard to try and get those percentages up even further!



# Compliance vs. cost savings

## Why not have both?



**Mark Evans,**  
Marketing and  
Communications  
Director, considers  
how organisations  
can strive to achieve  
cost-effective  
compliance.



**Widespread IT budgets across the public sector, and the continued slump in British business following the recession, has left many organisations struggling to cope with the challenge of trying to do more with less. This combined with the evolving regulatory landscape and the confusion of interpreting legislative requirements has resulted in little consideration of the financial investment and resource required for businesses to address compliance standards.**

Retailers in the UK are now facing an impending 30th September deadline for Payment Card Industry (PCI) Compliance. However, a recent independent study by Redshift Research revealed that one in three affected UK companies still do not have a complete understanding of PCI requirements, and only 11 per cent indicated they were fully compliant. In the current global economic climate, some commentators suggest that it is unrealistic to expect all business to be compliant but worryingly this denies the responsibility for information protection and the potential risks. Last year, the retail sector concentrated on trading through the recession, but as growth returns, the focus on PCI must now resurface.

Perhaps most vulnerable are government and public sector

organisations, which face the challenge of improving service delivery and security while demonstrating value for money and efficiency. With the Government's reported £95 million cut in public sector IT spending, reducing costs is now the main focus. Consequently, information security could be put at risk, with organisations falling behind in areas of compliance.

Now is a time for organisations across all sectors to be considering outsourcing their IT requirements to help achieve compliance and, in turn, realise cost savings and efficiencies.

Organisations may need to take a broader view on the traditional outsourcing model, selecting a service partner that will not only be accountable for their IT systems, but also provide expert advice on

compliance and service development around relevant standards. Such a model is becoming increasingly pertinent to IT departments across the public sector, as it means other agendas to reduce cost and improve efficiency can be delivered effectively within a compliant environment.

Whilst the approach may not be appropriate in all areas of IT, outsourcing of selected IT services and business processes is a powerful business improvement practice, capable of delivering impressive cost savings and operational benefits. At the same time, by outsourcing security processes where service providers must be compliant, they can bring about a major transformation of business, technology and security risk profiles.



## CoCo Nuts: clearing up compliance confusion



**Rod Matthews**  
Director of  
Corporate Services  
of London Borough  
of Barnet Council,  
discusses the  
challenges facing  
Local Government.

**Local Government has something of a chequered history when it comes to applying, trusting and not being bamboozled by standards and compliance schemes. Two of the better known compliance schemes are the Government Connect and NHS Codes of Connection (CoCo), both of which have strengths but also present challenges.**

A CoCo should equally be about both enabling and safeguarding, and needs to be a living entity which proactively captures threats and opportunities. The most important factors are that an organisation's compliance is unequivocal and provides value to the business.

Thus far, the various sectors of Government have not arrived at a coordinated and unambiguous position on how any one CoCo can sit with others, and how monitoring can be 'in the round'. Past attempts at CoCos and Government 'furnished' products or services have not been accepted as all-sector standards, and some have been difficult to achieve within local contracts and their products.

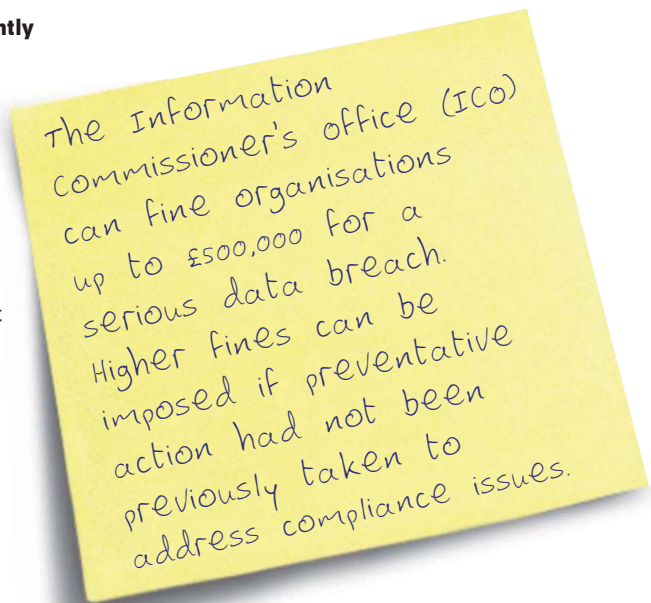
There are good reasons why Government should not deliver its compliance. After all, who guards the guards? It would be interesting to see industry working together to shape the enterprise architecture and compliance schemes for Local Authorities through technology agnostic standard CoCos and pan-industry self-testing for both the various products and their implementation. This industry led approach happens successfully in America, with for example, the approach to Open Identity and the Federal Bridge.

In conclusion, if compliance were more embedded in the products and their providers, commissioners could buy their compliance from the market in a cohesive living package. With Industry backing on design and compliance, the Local Authority can focus on making people's lives better.

# Cure the compliance headache with new services from Imerja

**Organisations of all sizes and sectors are constantly challenged with a barrage of new compliance requirements, from ISO27001 to PCI.**

No longer are these simply a list of recommendations; many are legal requirements, and, with budget cuts affecting all sectors organisations may struggle to achieve such high expectations with the resources available. However, with tougher crackdowns on data loss and increased fines from the ICO, it is more important than ever for organisations to see compliance not as a 'box ticking' exercise but as a guide to keeping information secure and a catalyst for driving savings elsewhere across the business. To support this, we have developed a range of innovative services that help organisations meet compliance requirements and deliver cost efficiencies through smarter working and outsourcing.



## Hosting

**Imerja's state-of-the-art purpose built hosting suite facilities have been developed around ISO27001 and PCI standards, offering customers peace of mind that their data is held securely and in line with key compliance requirements.**

We have a core set of hosting service levels to meet customer requirements, and with hosting centres in the North and South of the UK, the service can be delivered around specific location requirements.

**Colocation Hosting** is Imerja's entry level of service, providing a compliant platform for infrastructure in a highly resilient and secure environment.

With dual internet feeds, high availability and in-built redundancy measures such as back-up power and environmental controls designed to meet PCI standards, disaster recovery is enhanced by locating mission-critical equipment in a secure environment off your company premises.

By outsourcing network traffic to a co-location environment with greater bandwidth capacity, internal network and web access speeds will improve considerably.

**Complex Hosting** is for organisations that need more than just a remote environment to host equipment. Tailored to suit your business, enhanced benefits include data back-up and recovery, load balancing and clustering to ensure continuous high performance and availability of service.

If an organisation requires a truly customised service, then Imerja's **Bespoke Hosting** solution may be the answer – whatever the needs and requirements are, we can completely customise the service. For instance, central government customers are typical of the type of clients who require a restricted environment to comply with highly prescriptive compliance standards. Imerja provides a bespoke service which is compliant, scalable and secure, regardless of the size or complexity of the organisation's infrastructure.

Alongside development of our hosting services, we have established a **comprehensive managed service capability**, helping our customers improve business efficiencies and realise cost savings, including hosting 'hot standby' disaster recovery solutions and providing single help desk support services for all data and voice support calls.



## Telecoms

**Business telecoms are now part of the IT manager's wider responsibility, and this increasingly includes the transfer of data over mobile. Indeed, the consumption of mobile data surpassed that of voice for the first time last year, and is expected to double every year for the next five years.**

Organisations are more and more aware that with mobility comes risk, and that compliance is just as important for the mobile workforce as for office bound employees. With this in mind, we have developed a set of competitive tariff and service packages available for business telecoms including mobile. Whether you just want to make sure your mobile contracts are as cost efficient as possible or you need a completely controlled secure mobile environment for corporate access, Imerja has a range of services tailored to suit your needs.

Our mobile minutes packages are for organisations who want to make cost savings and find the best available tariffs for their business mobile estate. Imerja will analyse existing mobile inventory and call charges to ensure we provide a solution that provides best value for your business. With our own billing platform, we can provide bespoke billing with regular analysis and review. Working with the UK's main network providers, we offer competitive tariffs for our customers regardless of voice and data usage profile. This service can also be applied to your fixed line business communications, and we can provide a full fixed and mobile provision package which can realise further cost efficiencies.

Imerja's **managed mobile services** help organisations deploy mobile services quickly and efficiently, while minimising initial high costs of infrastructure and setup. We can manage corporate handsets and secure access to corporate information on private handsets, with the same level of security and compliance in place. Monitored and managed from our 24x7 ISOC service centre, Imerja provides you with a single point of contact that can assist with the procurement and support of your entire mobile estate, while giving you peace of mind that your business communications are fully protected around the clock.

Our **enterprise mobile services** are fully customised mobile environments for organisations that rely as much on their mobile phones as their PC or laptop. We have developed enterprise mobile solutions that will enable employees to access a secure environment within their handset and be granted access to internal files. Businesses can access their own private App Store that contains bespoke applications for users to download and use within their secure environment, ensuring the information accessed is kept secure at all times.



As well as offering managed and enterprise mobile services, Imerja is both a dealer and a reseller of mobile minutes for enterprise, offering competitive tariffs and flexible billing.

## m|four services suite

Imerja's **m|four services suite** is a flexible and scalable support service framework that can further assist with compliance and reducing costs.

The modular nature of the m|four suite means that customers can define the service level they require for each element of their IT infrastructure, and flex the service around standard modules, on a granular basis and as their needs change, to incorporate new areas of IT and communications.

**m|four** comprises four service components which can be applied to any element of your IT infrastructure:

- **maintenance and support**
- **monitoring**
- **management**
- **managed service desk**



Managed services are underpinned by Imerja's own ServiceAlert™ monitoring and management solution, which delivers a SLA backed response to alerts. Located within Imerja's own premises and on the same sites as the hosting centres, the 24x7 Service Desk provides further confidence that there will always be someone available to assist if needed.

We provide a range of standard cover hours and Service Level Agreements defined and delivered from our ISO accredited 24x7 operations centres.

**For further details please email [mfour@imerja.com](mailto:mfour@imerja.com) or call us on 0844 225 2888**

# Best practice in compliance PSF survey results revealed

**Nick Hill**  
Public Networks  
Director, looks at  
the findings of  
the Best Practice  
in Compliance  
survey



**Public Sector Forums (PSF) is a special interest group for public sector workers to discuss issues that impact on them collectively. The PSF recently conducted an anonymous members' survey, 'Best Practice in Compliance', to explore perceptions on compliance. Nick Hill, Director of Public Networks, the organisation that manages PSF, discusses the findings.**

Like many businesses, local authorities are being asked to reduce operational expenses while meeting the challenge of security compliance with measures such as the new GCSX Code of Connection (CoCo). The prospect of heavy fines for data loss ensures information security remains a high priority; but limited budgets and stretched resources makes it a challenge to achieve and maintain high compliance standards.

Our survey focused on issues around implementing security compliance standards, with respondents responsible for at least one compliance area, including CoCo, PCI and ISO27000.

Two thirds of respondents indicated they implemented compliance requirements separately for each standard, and a similar proportion handle compliance as and when required, demonstrating many still implement compliance on an ad hoc basis rather than as a core part of business operations.

When asked what the barriers to achieving compliance standards were, the biggest issue was lack of guidance on how to implement controls, followed by the lack of human and financial resource. However, 65 per cent agreed that compliance adds value in the long term.

"When Government spending is being cut, compliance with CoCo needs to be reined back so it's appropriate to business needs."

"The game has changed. It's no longer a case of security getting in the way of doing business."

deemed mandatory. 70 per cent of respondents indicated they addressed the minimum requirements to meet the initial standard, so many now face the challenge

"Information Security is not just a technological solution... management, process and culture change come well before."

of having more to implement with decreased budgets. Another concern was lack of user knowledge and awareness; and, with only one in four reporting a Data Loss

Prevention solution in place it seems the potential for data loss remains a significant threat.

Additional comments indicated a preference for one consistent standard to be implemented rather than several different flavours of compliance. ISO guidelines are perceived as being more 'user friendly' than the prescriptive nature of PCI and CoCo. Many also felt information security is a wider business issue that should be owned at board level not within IT departments.

As authorities assess their information security, they need to consider solutions that improve their posture, meet a number of information security mandates, and at the same time reduce costs. As GCSX aims to promote sharing of information, so too should be the drive to share best practise procedures.

"Our biggest problem is the lack of standards."

## Comply with Imerja Consultancy Services

**Imerja can help strengthen your organisation's security position while reducing business risk and operational cost.**

Having fulfilled the role of Technical Design Authority on Government Connect for three years and programme managed the interface with the Department for Work and Pensions, we are ideally positioned to assist local authorities in meeting GC infrastructure compliance regulations. Combined with our experience in PCI we can identify gaps and implement security solutions that satisfy compliance requirements.

IMERJA IS ISO9001 CERTIFIED AND ALL SERVICES ARE DELIVERED IN LINE WITH ISO27001 STANDARDS.

# Imerja deals an ACE

## What makes Imerja #1 in the Public Sector?

In May, we were delighted to win Public Sector Reseller of the Year Award at the MicroScope ACES awards, against some very established competition, which was welcome recognition of the work we do within the sector.

The award was based in part on the votes cast by customers, demonstrating that Imerja is a respected and valued partner, after building and fostering strong relationships over the years based on trust and delivering technical excellence. Given the very competitive nature of the market in this current climate, award recognition of our work in this area has further strengthened our credibility with public sector organisations, and we look forward to continuing to expand our loyal customer base across this important sector.



**ACES**

**WINNER**

**2010**

be the interface between the GC project and DWP (where it now resides). As a result, we have an in-depth understanding of objectives and challenges that need to be overcome to effect secure communication between local and central government. This knowledge has led to Imerja working on infrastructure compliance and security with several local authorities who recognise the relevant experience and expertise the company has within the government space.

**Maintaining healthy partnerships.** We have been working with healthcare customers since we were established. Chelsea & Westminster Hospital Trust was one of our first customers, and we continue to be a trusted partner with the Trust today. Imerja's first five-year deal was secured last year with Lancashire Healthcare (in partnership with Virgin Media Business), providing a range of IT services and a managed service desk for 24x7 monitoring and maintenance of networks. This was followed by a further five-year deal with St Helens Council, and a number of three-year contracts including Knowsley MBC and Warrington BC.

**Focused on working with our customers, not simply for them.** Imerja values its long-standing public sector customer relationships and invests heavily in building and reinforcing these, focusing on good communication to help ensure we continue to understand and meet customer expectations, and deliver excellence. The fact that we have enjoyed 100% customer retention since we were founded is a testament to the strong relationships we hold with our customers.

## What has made Imerja so successful in the public sector? Here's what we think...

**Founded by public sector experts.** When Imerja was established in 2004, the founder members each brought a wealth of experience of working in the public sector both as customers and suppliers, combining expert knowledge and established relationships within the sector. Our customers span a variety of verticals including central and local government, healthcare, education and not for profit organisations.

**Connecting with government clients.** Imerja was engaged by the Government Connect (GC) Programme as the initial Technical Design Authority and subsequently as programme manager to

## What our customers say about us...

"We are delighted with the professional approach Imerja has applied in all its work for the council, and in its constant adaptability and willingness to work with us rather than for us."

Head of ICT  
Knowsley Metropolitan Borough Council

"Imerja demonstrated a thorough understanding of the council's ICT requirements, and worked closely with us to design and implement a solution that has improved performance and reduced our operational costs."

Head of IT  
London Borough of Redbridge Borough Council

"We see Imerja as a trusted partner to help us maintain forward momentum in the development of our customers' IT infrastructure – which is critical in supporting the drive towards realising the national agenda for modernisation and providing value for money."

Technical Director  
Sussex Health Informatics Service

"The service and support we receive from Imerja is consistently excellent, and the commitment to getting the job done, whatever challenges arise, is never in doubt."

Director of IT  
Chelsea & Westminster Healthcare NHS Trust

# Imerja takes a look under the LeNSE

**As a network operator to over 70 higher and further education institutions, LeNSE needed to ensure that the network was secure, compliant and free from external threats.**



LeNSE (Learning Network South East) is one of the largest education Regional Network Operators in the UK, and is owned by the nine leading higher education institutions in the South East of England. The primary purpose of the LeNSE network is to provide access to the national JANET network for over 70 higher and further education institutions across the central South of England.

With sensitive data on students and educational matters held by its clients, LeNSE needed to ensure that the service they provided was secure, compliant and resistant to external threats. As a high-quality and high-bandwidth Regional Area Network, LeNSE was keen to offer a value added security service to its clients by introducing an annual penetration test for all public IP addresses on the network. While automated tests could be used to conduct the bulk of the testing, LeNSE required manual investigations of the tests to eliminate false positive findings and to correctly categorise any risks discovered.

**Mike Byrne**, CEO at LeNSE, commented on the project:

“LeNSE has been a customer of Imerja for a number of years and both we and our individual clients appreciate the importance of Imerja’s services and the professionalism of its staff. We look forward to further years of support and assistance in this specialist area.”

Imerja was awarded a three-year contract to provide LeNSE with the penetration test service. Imerja tailored its unified threat assessment (UTA) service to meet the exact requirements of LeNSE and its clients. The service follows industry best practice and delivers a robust and thorough assessment of each LeNSE client’s vulnerability to internet-based security threats. These are captured in a detailed report of findings, categorised by priority which are clearly identified as a major or minor threat. An assessment of the client’s overall exposure and risk to internet threats is also given.

With the results of the penetration tests, each client is able to understand instantly its own level of exposure to security threats from the internet. Armed with this information, it is able to set departmental priorities, determine budget as appropriate, schedule resources and address the risks to ensure the institute does not face embarrassment or financial damages through inappropriate or illegal use. In addition, each institute is also able to demonstrate compliance with governing body regulations.

## Imerjing Customers...

In addition to the customers highlighted in the case studies, Imerja is delighted to welcome a number of new customers, including: **Caerphilly County Borough Council**, providing support services over three years for their firewall infrastructure; **Essex County Council**, working on a virtual firewall project using the latest Check Point VSX technology; and **London Metropolitan University**, providing firewall infrastructure solution.

## Imerja is key to DWP

**When the leaders of DWP’s The Key innovation project required a flexible and secure hosting service to support their fledgling web-based application they took advantage of their relationship with Imerja to leverage capacity in their existing infrastructure to host the cross-government application aimed at capturing and developing innovation.**

“In selecting the platform to host the application we had to be innovative ourselves,” commented Damien Kennedy Innovation Manager and project lead within DWP.

“Imerja had the capacity and was also able to scale the project to offer a platform for innovation in the management of our carbon footprint.”

Building on the existing DWPAgility project and in ensuring existing assets were exploited and costs minimised, Imerja is able to provide secure hosting and technical services for the joint DWP and BIS funded project.

**DWP** Department for Work and Pensions

## With the recent ICO fines increase and IT spending cuts prevalent, compliancy and cost can be a double-edge sword for most organisations. What areas of compliancy affect your business, and how are they being addressed?



**Peter Fagan**  
Director at Beacon IT Security

### *Mr Micawber Tries His Hand*

I'm not a great fan of Dickens, possibly as a result of my name.

However, there's something I find very enduring about the statement made by one of his characters, one Wilkins Micawber:

"Annual income twenty pounds, annual expenditure nineteen pounds nineteen and six, result happiness. Annual income twenty pounds, annual expenditure twenty pounds nought and six, result misery."

For the sake of argument, we'll take £20 as representing a typical Local Government IT budget.

Without doubt, the introduction of GCSX brought about a shift for most Local Authorities, as indeed it was intended to do. Many Authorities were forced

to address security issues which until that time had been accepted as 'too expensive', but without any real analysis of what acceptance meant. For most, money was thrown at the problem, and in a few cases, that actually worked, at least in cases where the planned actions were actually undertaken.

Now, re-assessments are looming against a revised CoCo, in which a number of aspects have been made mandatory having previously been recommendations, and compliance may start looking like a decision, and not a requirement.

The original, underlying purpose of the CoCo was to bring about an understanding and ownership of risks, as a basis for decisions on security spend. So own the risk. Get a view of what 'not spending' means. Understand the issue. Because adopting the other Micawber maxim - "something will turn up", simply isn't a defensible position.



**Scott Woodhead**  
Founder and Managing Director at online outdoors retailer, Loving Outdoors

In any sector, but particularly the online retail sector, it is of paramount importance that websites adhere strictly to security standards. Online shoppers need to feel reassured that they are making safe and secure purchases if the sector is going to continue to flourish. The main challenges are guaranteeing the security of customers' card data and warding off threats to the business in the form of fraudulent payments.

The online arena has developed significantly over the last two years alone, and it can be difficult for companies to keep up with the pace of change and ensure that they always remain compliant.

On 30th September 2010, the Payment Card Industry Data Security Standard (PCI DSS) will come into effect in the UK. PCI DSS is one of the most prescriptive data protection standards ever developed. As a pass/fail regulation, organisations must pass each and every one of the 214 requirements to be certified as PCI compliant.

Loving Outdoors is compliant to PCI DSS, but only 11 per cent of UK businesses currently meet this required level. The retail sector must act quickly to develop and adopt strict compliance strategies and to avoid the potentially huge fines for non-compliance.

Now that such measures are being forced upon the industry, it will certainly change the dynamics at which businesses can function. Although this is a further barrier to entry for small businesses, the most important factor is protecting the customer online as without them none of us would be here in the first place.



**Simon Taylor**  
Security Risk Consultant at business security consultancy, Parkinson Howe

At a time when there is increased recognition across all industry sectors for the need for improved information assurance, governance and security, many organisations are looking for ways to ease the burden of complying with multiple requirements from different regulatory sources.

ISO/IEC 27001:2005 is the international standard specification for an information security management system (ISMS). The key premise of the standard is that firstly, controls must be appropriate and proportionate

to an organisation's requirements for confidentiality, integrity and availability, and secondly, control selection decisions must be based on risk assessment and treatment and also must fulfil legal, regulatory and contractual obligations.

This message of proportionality is one that organisations with tight budgets will be pleased to hear. If implemented and operated correctly, an ISO 27001 ISMS can help organisations to comply with requirements from other sources plus reduce overall cost of compliance, improve internal security efficiency and external assurance.

# SOCITM 2010

The SOCITM annual conference is upon us once again, and we are delighted to be exhibiting at the event which is being held at the Brighton Hilton Metropole Hotel on 10th – 12th October.

With the public sector facing the biggest cuts in living memory, as well as new demands around transparency and openness, the conference is a key calendar date

for public sector IT professionals who want to tackle the challenge head on. We will be demonstrating a range of services that help deliver compliance as well as drive efficiencies in the public sector, including DLP technology and other cost saving solutions from Check Point.

Come and visit Imerja at stand 15 to find out more.

**socitm2010**  
brighton 10-12 october

## Penyem makes progress with medical centre

One year on since we first agreed to fund a full time medical professional for Penyem Village in Gambia, we are delighted to report that the service has been a resounding



success to the villagers and people from neighbouring settlements. To further support healthcare for the village, in addition to continuing our support for the full time position, we have made a further contribution to help improve the infrastructure of the medical centre building, including the installation of a more permanent roof, tiling of the floors, a sink and tap with running water, and electricity supply within the centre. The roof will also include the installation of solar panels so that medical staff can continue to work into the evening, since currently they have to stop providing care once there is no more daylight. To read more about the Northampton Trustee Fund and the work they do with Penyem Village, visit [www.northamptonf.blogspot.com](http://www.northamptonf.blogspot.com)

## Imerja scores with Wigan AFC

We are delighted to continue to be a corporate sponsor for Premier League side Wigan Athletic in the 2010/11 football season.

Along with the usual corporate hospitality and business to business opportunities, Imerja is the official player sponsor for number 10 midfielder Charles N'Zogbia, and has also secured a permanent advertising hoarding below the main score board. Despite a shaky start to the season, a top four finish this season would see the Imerja brand broadcast across Europe!



## Appointments

There have been several new appointments in recent months to support expansion in the operational, financial and sales teams.

**Matt Howarth, Matt Smith, Anthony Grime** and **Graham Noel** all join the team of ISOC Support Engineers in further developing the 24x7 operations centres.

**Katie Palmer** joins as Finance Assistant to help strengthen the financial function of the business, and **Fayzul Wadiwala** joins as New Business Development Manager underpinning the planned growth in the sales team for this year. In what has been a challenging year for the industry, Imerja continues to strengthen its team in line with its long term strategy for sustainable growth.



(Clockwise from top left)  
Matt Howarth, Matt Smith, Anthony Grime, Fayzul Wadiwala, Katie Palmer, Graham Noel.



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Bolton BL6 6HG

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