iCAM

MANAGED SERVICES

In addition to iCAM products, we also provide a range of support services to help customers manage their public internet access. Our flexible services can help public libraries achieve significant efficiencies and service improvements, and our partnership approach means we will always work with customers to ensure any solution suits their individual requirements.

Hosting Services

By hosting the server-side components of our iCAM products in-house, we can reduce pressures on IT departments by taking responsibility for all hardware configuration, software updates, system upgrades and component failures.

Moreover, by utilising the existing hardware in the Insight Media data centre, customers can eliminate the need to upgrade or purchase new infrastructure equipment.

Our hosted services solution has been designed with the appreciation that the requirements and infrastructure of each environment are unique, and we offer flexibility to cater for the needs of most organisations.

Key to the success of our hosted solution is the ability to delegate responsibility for server components to Insight Media without any loss of core iCAM functionality or staff control. iCAM systems can still be implemented with the same level of integration with existing servers, allowing the same degree of Library Management System (LMS) or enrolment database integration as with an internally managed implementation.

Key Features

- Reduce load on existing network and server hardware
- Offload responsibility for hardware failures and system upgrades
- Avoid the expense of additional network and server hardware
- No loss of core iCAM functionality

Public PC Refresh

We can assist with preparation, configuration and deployment of new Peoples Network public and staff computers. Depending on individual requirements, we can update iCAM applications, build multiple new images with the latest software versions, and manage hardware replacements and onsite rollout schedules. We can also provide regular refreshes and updates to image(s) as required.

Each new build / image creation process is based on the customer's software and configuration requirements for both the public PCs and staff computers where the iCAM Workstation Administration Applications are installed. The new images can be created for existing or new hardware platforms as appropriate. The image creation process uses the customer's relevant hardware or, for customers acquiring new hardware, equipment can be delivered directly to Insight Media for imaging prior to deployment.

A project includes image preparation and final build, a pilot site implementation, thorough testing, fine-tune and sign-off before rollout to all sites. The process of pre-imaging PCs or re-imaging computers on site is agreed and built into the deployment schedule.

Key Features

- PC image preparation
- Image creation and rebuild service
- Customised for each library service
- Supports various hardware platforms
- Pilot site implementation
- Customer PC rollout service
- Potential costs and efficiency savings

Peoples Network Services

We work with customers to review network requirements and improvements and in some cases replace their existing Peoples Network (PN) with a new PN environment.

The rollout of a new PN build and image would generally coincide with a hardware / system unit refresh. The creation of a customer's new build / image includes all the relevant software for both the staff and public computers where the iCAM Workstation Administration applications are installed.

One of the key benefits of the iCAM implementation is that it doesn't require a Windows Domain or Active Directory and in cases where other technologies have been deployed it has achieved substantial cost savings. The solution still needs to communicate with the LMS but, with the exception of filtering, there is no requirement for any other on-site servers.

We can also deliver PC updates and hosting services and additional functionality and services including filtering, critical updates, anti-virus and enhanced support.

Key Features

- Peoples Network PC refresh service
- Peoples Network environment review and replacement option
- Public network integrity assured
- LMS integration and authentication
- Potential costs and efficiency savings