



ICC supports sustainable human development with ICT service delivery to UN programmes, funds and entities. Photo credits from left: UNDP/Debebe, UN/Tobin, ICC/Diana

# International Computing Centre

The International Computing Centre (ICC) has 45 years of experience providing Information and Communications Technology (ICT) services to United Nations programmes, funds and entities. Its mission is to provide ICT services to the United Nations family, maximise the sharing of infrastructure, systems and skills and generate economies of scale to benefit its over 40 Clients, including 38 Partner Organizations (those with membership or representation in ICC's Management Committee), as well as other United Nations or related not-for-profit entities.

The organization has a strategic view of ICT support for United Nations goals and results, with expertise and complex knowledge about their ICT environments. As a United Nations entity, ICC is uniquely positioned to understand and meet the needs of its Clients.

ICC provides digital business services to United Nations entities, including software-as-a-service, platform-as-a-service, infrastructure-as-a-service, advisory and professional services and training. ICC hosts over 15 Enterprise Resources Planning (ERP) systems, 9 Enterprise Communications Services (ECS), 13 Microsoft SharePoint platforms. In addition, it offers state-of-the-art network, infrastructure, application, IP telephony, and/or data hosting services for many of its Partners.

ICC offers cost savings, business efficiencies, and volume discounts based on the scale of its engagements. ICC operates on a full cost recovery basis, with surplus funds being refunded at the end of projects or initiatives.

Clients can focus on core business activities by leveraging ICC's services, built upon industry best practices, standards and documented business processes subject to a Continuous Process Improvement cycle.

## VALUE ADDED BUSINESS SOLUTIONS

- United Nations experience and expertise
- Competitive costs and value for money
- Participation in the Centre's governance
- Transparent cost structures
- Benchmarks against other providers
- Strategic advisory services
- Cloud assessments, migration and support

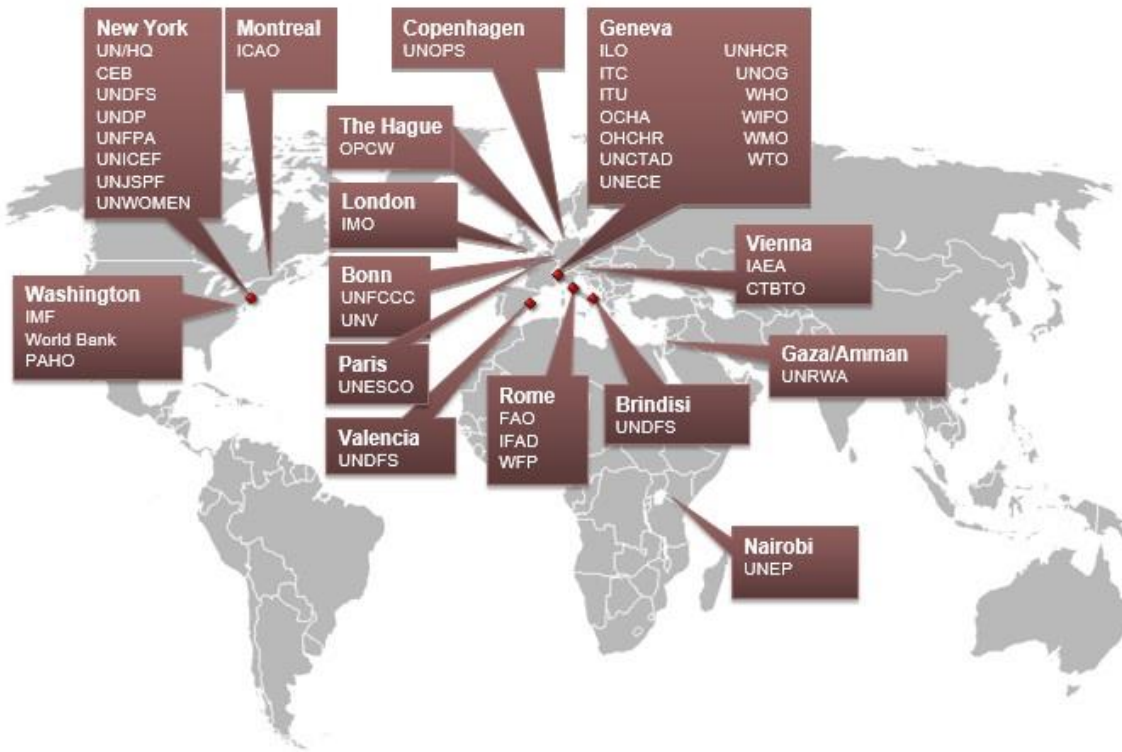
## OPERATIONAL EXCELLENCE

- Best quality ICT services
- Skilled and versatile technical staff
- ICC data centres under UN jurisdiction
- Information security
- High performance and availability
- Business Continuity/Disaster Recovery
- 24/7 support and monitoring
- Service Desk with SLAs

## BEST PRACTICES AND CERTIFICATIONS

- COBIT 5 (governance and IT management)
- ISO/IEC 27001:2013 (information security)
- ISO/IEC 20000 (service management)
- ITIL V3 (service management)
- ISAE 3402 (audit)
- PRINCE2 (project management)
- Risk management





## ICC'S ADVANTAGE

ICC is the core shared service provider for the United Nations system, providing agile, cost-effective, UN-audit compliant high value ICT services. ICC is highly competitive with today's technology marketplace, often building synergies with industry partners as well as with its Partner Organizations.

Over forty UN programmes, funds and entities participate in the efficiencies of ICC services, from Enterprise Resource Planning, SharePoint and infrastructure hosting to Business Intelligence, Unified Communications, cloud computing, and advisory services.

ICC's Clients and Partner Organizations today, leveraging the largest ICT service provider in the United Nations family

## ICC'S TRUSTED SERVICES

<ul style="list-style-type: none"> <li>• Unified Communications</li> <li>• Identity and Secure Access Management</li> <li>• Workspace Management</li> </ul> <p><b>Software-as-a-Service</b></p> 	<ul style="list-style-type: none"> <li>• Web Application Platform</li> <li>• Database and Middleware</li> <li>• Business Intelligence</li> <li>• Enterprise Resource Planning</li> <li>• Directory, Resources and Domain Platform</li> </ul> <p><b>Platform-as-a-Service</b></p> 	<ul style="list-style-type: none"> <li>• Managed Computing Infrastructure</li> <li>• Managed Networking Infrastructure</li> <li>• Monitoring</li> </ul> <p><b>Infrastructure-as-a-Service</b></p> 	<ul style="list-style-type: none"> <li>• Software Management and Integration</li> <li>• Platform Management and Integration</li> <li>• Infrastructure Management and Integration</li> </ul> <p><b>Public Cloud Management and Integration</b></p> 	<ul style="list-style-type: none"> <li>• Subject Matter Consulting</li> <li>• Strategic Consulting</li> <li>• Access to IT Advisory Services</li> <li>• Training</li> <li>• Professional Services</li> </ul> <p><b>Consulting, Advisory, and Training Services</b></p> 
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ICC is located in Geneva, Switzerland, Valencia, Spain and New York, USA (pictured above) as well as Rome and Brindisi, Italy

### ABOUT ICC

ICC is the leading provider of Information and Communications Technology (ICT) services within the United Nations family. Over the last four decades, ICC has been continually expanding the services it is providing to its Partners in various parts of the world, and in various areas of ICT. Its data centres are in Switzerland, Spain and the U.S. For more information, please contact an ICC Client Account Manager at [business@unicc.org](mailto:business@unicc.org) or visit us at: [www.unicc.org](http://www.unicc.org).

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