



ICC supports sustainable 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 nearly 50 years of experience providing Information and Communications Technology (ICT) services to the United Nations family and related organizations. Its mission is to provide trusted ICT services and digital business solutions, sharing its expertise and ICT ecosystems to generate economies of scale to benefit its over 60 Clients.



**62** UN Clients  
and International  
Organizations



**48** Years  
of Industry  
Experience



**40** Shared  
Services and Digital  
Solutions



**5** Strategic  
and Operational  
Locations

ICC 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 meet the needs of its Clients, including data protection measures and a cost-recovery governance model.

ICC offers state-of-the-art advisory services, information security, app-dev, data and analytics services, Enterprise Resources Planning (ERP) hosting, messaging, Unified Communications, network, infrastructure, application hosting, data hosting, monitoring and more. ICC offers cost savings, business efficiencies and volume discounts based on the scale of its engagements.

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

## Value Added Business Solutions

- UN and non-profit experience and expertise
- Collaborative business solutions on shared and cost recovery financial models
- Benchmarked and emerging technologies
- Organizational efficiencies leveraging established private sector partnerships
- Versatile and flexible scalable technology, programme and analytics implementation
- Ongoing support and workforce augmentation solutions
- Diplomatic privileges and immunities
- Participation in the Centre's governance
- Expedited procurement processes with MoUs.

## Strategic Partnerships



Women in Technology and  
Entrepreneurship in New York

<b>Client Services</b> <ul style="list-style-type: none"> <li>› Strategic and SME Advisory Services for software, infrastructure and platform support, standards, project management and more</li> <li>› IT Advisory Firm Services</li> <li>› Learning</li> <li>› Communications</li> <li>› App-Dev Services</li> <li>› Monitoring</li> <li>› Robotic Process Automation</li> </ul>	<b>Information Security</b> <ul style="list-style-type: none"> <li>› Governance and CISO Support</li> <li>› Threat Intelligence Network</li> <li>› Security Operations Centre (CSOC)</li> <li>› Security Incident Event Management (CSIEM)</li> <li>› Phishing and Vulnerability Management</li> <li>› Penetration Testing</li> <li>› Incident Response and Forensics</li> <li>› Infosec Awareness</li> <li>› PKI Services</li> </ul>	<b>Data and Analytics</b> <ul style="list-style-type: none"> <li>› Common Services</li> <li>› Advanced Analytics</li> <li>› Business Intelligence</li> <li>› Database Services</li> </ul>	<b>Software Services &amp; Cloud</b> <ul style="list-style-type: none"> <li>› AWS Management</li> <li>› Ms Office 365 Management</li> <li>› Ms Azure Management</li> <li>› Cloud Web Hosting</li> <li>› Ms Dynamics 365</li> <li>› ServiceNow Support</li> </ul>	<b>Infrastructure Services</b> <ul style="list-style-type: none"> <li>› Business Continuity &amp; Disaster Recovery Planning</li> <li>› Servers/Enterprise Server Support</li> <li>› Storage on Demand and Management</li> <li>› Enterprise Backup</li> <li>› Data Centre Consolidation</li> <li>› Network Services</li> <li>› Internet and Connectivity</li> <li>› OneICTBox</li> </ul>	<b>Platform Services</b> <ul style="list-style-type: none"> <li>› Enterprise Resource Planning (ERP)</li> <li>› Enterprise Web Applications, Hosting and Traffic, Analysis</li> <li>› Enterprise SharePoint (2013, 2016 and 2019)</li> <li>› Business Intelligence Platform Support</li> </ul>
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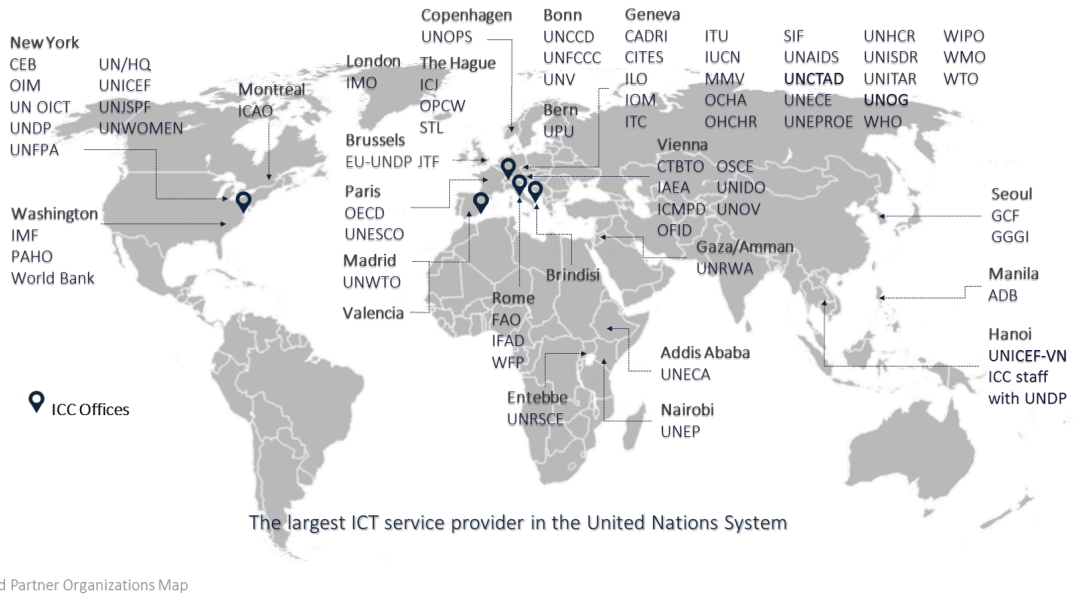
ICC services overview

Awards, Certifications and Best Practices

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), CSO50 information security award-winner 2017 and 2020.

“ UNHCR appreciates the support provided by ICC and views this partnership as strategic. **Douglas Greene, CIO, UNHCR** ”

“ With ICC’s data and analytics solutions, UNJSPF can transform the way it does business. The data visualization is wonderful - a picture really is worth a thousand words! **Miharu Goto Gill, Chief, Enterprise Solutions, UNJSPF** ”



“ We are pleased to renew our decade-long relationship with ICC and look forward to continuing to optimise the system with new technology and the most trusted service support. **Paul Raines, CISO, UNDP** ”

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 its services to Partners in various parts of the world and in various areas of ICT. Its data centres are in Switzerland, Spain and the US. For more information, please contact an ICC Business Relationship Manager at [business@unicc.org](mailto:business@unicc.org) or visit us at [www.unicc.org](http://www.unicc.org).