

Transition and Audit

Services included in this module

- > Transition deliverables
- > Transition plan and schedule
- > Transition plan and schedule: major tasks/events
- > Financial management summary and forecast
- > Services definition
- > Operational readiness assessment
- > Communication events and strategies
- > Training and handover strategies
- > Service transfer to support
- > Risk management
- > Lan/wan audit, report, and documentation
- > Security audit, report, and documentation
- > Telephony audit, report, and documentation
- > Wireless audit, report, and documentation
- > Administration audit, report, and documentation

Core Monitoring Services

Monitoring devices and component failures in a wide range of complex networks and infrastructures, alerting our NOC and customers of potential problems before they have a significant impact on your business. Monitoring can save you from the time, inconvenience and costs of a call out. This service is designed for organisations that require instant notification of device failures, but do not have an in house monitoring system or 24hr staffing.

Devices included in this service

Switches, Routers, Firewalls, Load Balancers, Access Points, Wireless Controllers, Servers (Virtual and Physical), and Storage.

Services included in this module

- > Monitoring device up/down (including device components, e.g. PSU, CPU, RAM, HDD)
- > Incident resolution
- > Event correlation (device, time, syslogs)
- > Incident notification
- > Problem resolution
- > Device-level and component-level reporting
- > Quarterly service review
- > Web-accessible portal

Core Management Services

Managing devices from a hardware and software perspective, this service maintains all the necessary components to ensure all your firmware, software, MS server applications (e.g. Exchange, SQL) and operating system features are running optimally, as well as allowing adds, moves and changes to be included in the service offering. This service includes applying security patches to microsoft and other operating systems. This module is designed for organisations that have little or no in house IT Expertise in infrastructure or operating systems.

Devices included in this service

Switches, routers, firewalls, load balancers, access points, wireless controllers, servers (virtual/physical), and storage (excludes: desktops, laptops, tablets and mobile devices).

Services included in this module

- > Server applications performance monitoring and management
- > Infrastructure monitoring and management
- > IMAC's (installs, moves, adds, changes, including applying patches)
- > Release management
- > Problem management
- > Configuration management
- > Storage capacity management
- > iSCSI & fibre channel switch management
- > FAS, DAS, NAS & SAN performance monitoring and management
- > Virtualisation capacity management
- > Virtualisation performance monitoring and management
- > Review/assess field notices
- > Advanced diagnostics
- > Change management

Desktop Management Services

Managing devices from a hardware and software perspective, this service maintains all the necessary components to ensure all your firmware, software, desktop applications (e.g. Excel, Word, Outlook) and operating system features are running optimally, as well as allowing adds, moves and changes to be included in the service offering. This service includes microsoft and non-microsoft applications and operating systems. This module is designed for organisations that have little or no in house IT expertise or resources in desktop support.

Devices included in this service

Desktops, laptops, virtual desktops, tablets, and mobile devices.

Services included in this module

- > Desktop applications support
- > IMAC's (installs, moves, adds, changes, including applying patches)
- > Release management
- > Proactive problem management
- > Advanced diagnostics
- > Reactive problem management
- > Change management
- > Problem control process
- > Error control process

Anti-virus & Anti-malware Management Services

Managing devices from a security perspective, this service maintains all the necessary components to ensure all your antivirus, anti-malware, and security bug patching, is providing the maximum level of security in your infrastructure. This module is designed for organisations that have little or no in house expertise in security management.

Devices included in this service

Servers, desktops, laptops, virtual desktops.

Services included in this module

- > Anti-virus subscription, updates, and management
- > Anti-malware subscription, updates, and management
- > Operating system and applications security patching
- > Security IMAC's (e.g. Access rule changes)
- > Advanced diagnostics
- > Reactive problem management
- > Change management