

## IT Managed Services

### Offering



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## Executive Summary

Enterprise Solutions have been an IT service provider for 25 years and we welcome the opportunity to work with clients to ensure IT improves business processes. As an extension of our clients IT department, we always remain mindful of their business needs and any advances in the IT industry that should be considered to ensure a secure, stable, and efficient business. The main aim is to ensure IT is available when required and that it enhances work style requirements. The main areas of importance fall largely under the following categories:

1. **Compliance;** Industry or regional regulations and requirements
2. **Security;** IT security and threat prevention
3. **Availability;** Stable environment with disaster recovery & business continuity considered
4. **Mobility;** remote access and flexible work styles supported
5. **Reliability;** a future proofed back-end infrastructure.

Our goal is to serve as your technology partner with a focus on providing solutions rather than repairs. We use a consultative approach to evaluate your business and technology needs and then advise on the best solutions for your current and future needs. Enterprise Solutions can save your organisation time and money through better use of appropriate technologies.



## Enterprise Solutions' IT Managed Services

The Enterprise Solutions' IT Managed Services provide affordable proactive IT management and support to growing businesses. Utilising our unique framework for providing the service, Enterprise Solutions, include range of proactive services to keep clients' IT systems up and running with both users and the business remaining productive.

### Standard Features Include:

- ✔ Asset & Inventory Tracking
- ✔ Remote Monitoring & Management  
Remote Monitoring | Proactive Maintenance | Remote Support | Patch Management
- ✔ Management & Status Reporting
- ✔ Quarterly Business Reviews
- ✔ IT Support (Various Levels)

### Complimentary Features Include:

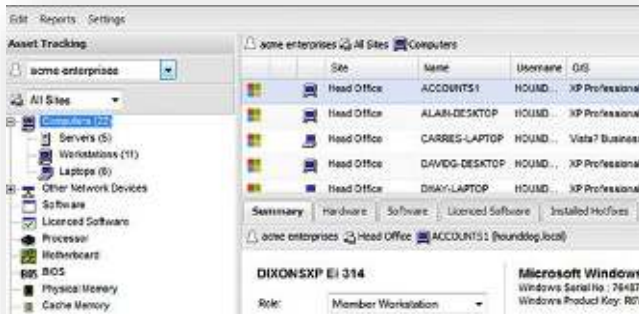
- ✔ Managed Antivirus
- ✔ Managed Online Backup
- ✔ Hardware Support
- ✔ Professional Services & Consultancy
- ✔ Enterprise Class Cyber Security

The IT managed services components are described below.



## Asset & Inventory Tracking

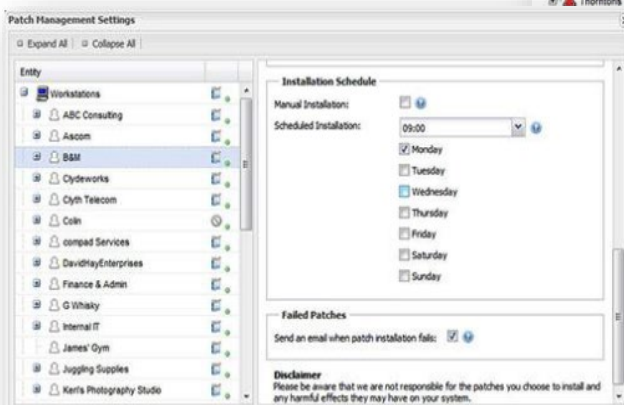
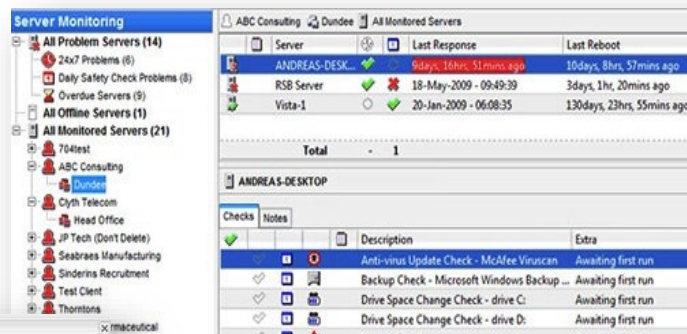
IT assets are an important element of any business. Contemporary organisations usually have a mix of servers, workstations, mobile devices, and software. Enterprise Solutions' IT managed service



tracks and audits your IT assets. This enables us to spot new workstations and other assets, access detailed hardware and software information, and provide inventory and asset tracking reports.

## Remote Monitoring & Management

At the heart of our IT managed service is remote monitoring & management (RMM). RMM comprises a number of features, namely remote monitoring, proactive maintenance, remote support, and patch management. Our remote monitoring includes server, workstation, and SNMP & network monitoring and alerting. Alerts (email and/or SMS) automatically generate support tickets in our professional services automation (PSA) system, ensuring



that all alerts are tracked. The ability to create and customise automated tasks enables proactive maintenance of your IT systems. For example, we can dynamically clear event log files, defragment disk partitions or create bespoke maintenance tasks. Similarly,



our proactive maintenance extends to patch management. Our service scans your network automatically or on demand and provides the ability to effectively install and manage patches on all machines, across different operating systems and products. Patch deployment can be automatic, manual, or a mixture of both methods. If a technical issue should arise, our technicians can quickly and securely gain remote control of the effected device (whether attended or unattended), resulting in fast and seamless issue resolution. Our RMM service efficiently, reliably and comprehensively alleviates many of the core day-to-day IT issues and tasks, giving your valued staff more time to focus on the areas that are important to your business.

### Management & Status Reporting

Reporting is a key component of a managed IT service, as it provides the customer and service provider with important information on how the service is performing and on the overall health of the customer’s IT systems. From spotting trends in system performance to presenting ‘health-check’ results, our reports offer a transparent and concise insight into the status of your IT environment. By providing data on key metrics, our reports help to identify opportunities to improve the availability or performance of your IT systems, resulting in improved outcomes for your business. Our reports are typically produced in two formats - a high-level executive summary (ideal for a snapshot of your IT environment) and a more detailed report (great for deep dive analysis). Our reports are automatically dispatched on a monthly basis and are also available on customer request.



### Quarterly Business Reviews

In the modern business environment, with so much work done remotely and behind the scenes, the quarterly business review (QBR) is a great opportunity for the Enterprise Solutions team to get some face-to-face time with you, the customer. The purpose of the QBR is to look at the status of your

QBR



business and how we are helping you to achieve your business goals. The session will include a review of the preceding quarter. For example, what happened in the last quarter? What were the successes and issues? How did your IT systems perform? Importantly, the QBR also looks forward to the next quarter. For example, you may identify areas of your business that are about to change and we will discuss how we will jointly work to achieve those goals in the future. The QBR is a great forum for discussing any aspect of the managed IT service and serves to strengthen the mutual relationship between our organisation and yours.

### IT Support (Various Levels)

Every organisation encounters IT issues, with some issues being more complex and/or serious than others. Enterprise Solutions provides expert IT technical support to our managed IT services customers. We provide varying levels of support depending on your organisation’s specific requirements. For example, if you have internal IT skills you may only require ‘3<sup>rd</sup> Level’ support (i.e. Enterprise Solutions is an escalation point). Conversely, if you have no internal IT skills, we can take care of all your IT support needs. The Enterprise Solutions manned helpdesk is open from 8am – 6pm, Monday to Friday (excluding public holidays) and we also provide an out of hours’ technical support service. Our IT support service is tailored to meet your organisation’s specific requirements and can always be amended if your needs change in the future.



IT  
Support



## Managed Antivirus

The threat of cybercrime is very real. To mitigate this threat, all servers and workstations within an organisation should run enterprise-class antivirus software. The Enterprise Solutions managed antivirus service combines best-in-class protection against malware and viruses. With excellent

Scan Type	Start Date	End Date	Errors	Threat Count	Trace Count
Quick scan	09-Sep-2011	09-Sep-2011	4	1	3
Threat				Number of Traces	
EDCAR (v)				3	
Active prot...	09-Sep-2011	09-Sep-2011	0	1	1
Active prot...	09-Sep-2011	09-Sep-2011	0	1	0
Active prot...	09-Sep-2011	09-Sep-2011	0	1	0
Active prot...	09-Sep-2011	09-Sep-2011	0	1	0
Active prot...	09-Sep-2011	09-Sep-2011	0	1	1

performance and low system overhead, our service delivers robust and reliable protection for your Microsoft Windows systems. Delivered as a remote service, we manage your organisation’s antivirus. This includes initial installation, regular updates, policy configuration, scan scheduling, and reporting. The Enterprise Solutions managed antivirus service helps to improve

IT security within your organisation. Furthermore, as it is a managed service, you no longer have the burden of maintaining a critical IT component. Rather, our managed antivirus service will ensure that your IT systems are always protected against the ever increasing threat of cybercrime.

## Managed Online Backup

Every organisation needs backup. Typically, it is a thankless job and one that doesn’t add any competitive advantage. Many organisations would gladly give up their backup chores if they knew it could be handled safely and affordably by someone else. Enterprise Solutions provide a managed online backup service that relieves

Protected source ID	Number of files	Total size of selected files
Files and folders	44	1.59 MB
System state of System state	2252	13.3 GB
Deduplicated source ID		
MySQL of 127.0 KB		

organisations of the burden of installing and maintaining backup systems. Our online backup service natively supports Windows, Linux and OSX systems and industry leading platforms such as Exchange, SQL Server, SharePoint, Hyper-V and VMware. With online backup your data is checked daily for changes at block level (256KB). Newly changed data is encrypted, compressed, grouped and transmitted. This process significantly reduces bandwidth consumption and produces backup and





restore speeds of up to 5GB/min. Online backup is available as a 'pay as you grow' model, meaning that you only pay for what you use. Also, because it is a managed service, we monitor the backup jobs and take remedial action when required.

### Subscription Management

More and more IT services are cloud based. Whether you require software as a service, Cloud infrastructure or on-line security and back-up they all come with subscriptions. Subscription management is required to ensure you realize your entitlements and pay for the correct licenses. Cloud consumption needs to be monitored to avoid expensive growth and fluctuating staff numbers may influence the quantity of licenses required. This service is managed by Enterprise Solutions subscription team as part of the IT Managed Service.



### Hardware Support

Outside of cloudbased services, organisations still operate and maintain many and varied IT devices. For example, most organisations have a combination of servers, workstations, printers, storage and network devices. Since its inception, Enterprise Solutions has amassed considerable experience and expertise in maintaining, repairing and replacing IT hardware. As an accredited reseller and partner of HP, Dell and Lenovo, we have back-to-back and direct line access for parts and technical support with all our suppliers. Our hardware support service can be tailored to meet the exacting needs of your organisation.

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## Professional Services & Consultancy

From time to time, organisations require IT assistance that falls outside the boundary of managed services and support. For example, an organisation may require assistance with IT project work, new software installations, system upgrades, holiday cover or IT strategy development and implementation. Enterprise Solutions offers a range of professional services and consultancy to cater for such requirements. Services can be purchased on a time and materials (T&M) or fixed price basis. Our rates vary in accordance with the level of expertise required and the duration of the engagement. All additions, changes and/or moves required will be covered by our professional services team. Furthermore, our managed services customers enjoy preferential pricing.



## Summary

Enterprise Solutions' IT Managed Services Support sets itself apart due to its transparent support model which encompasses an expert, tiered, team that works closely together to support your technology needs. Our Teams' structure ensures quality assurance and accountability which translate into increased up time and an enhanced end user experience. It is a comprehensive and fully configurable service offering, that provides reactive and proactive support for your IT infrastructure and applications. By applying regular maintenance tasks, we will be able to reduce the likelihood and frequency of IT related failures and issues from unforeseen downtime. The monitoring solution we put in place also provides all the information we need to make meaningful suggestions and helps to ensure we know of issues as early as possible. Enterprise Solutions' support model is designed to provide improved user experience, Strategic IT planning in a cost-effective way.

