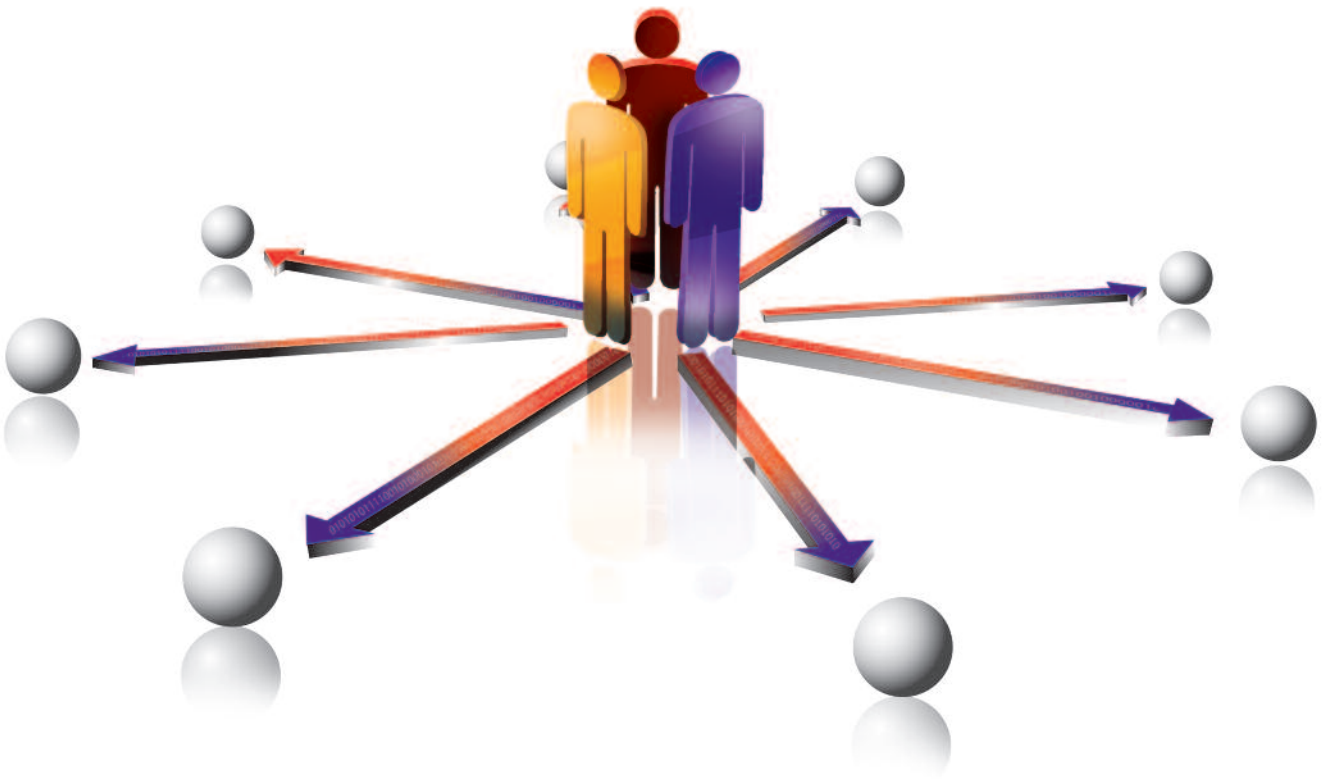


DISCOVER THE BENEFITS OF

# Technical Services



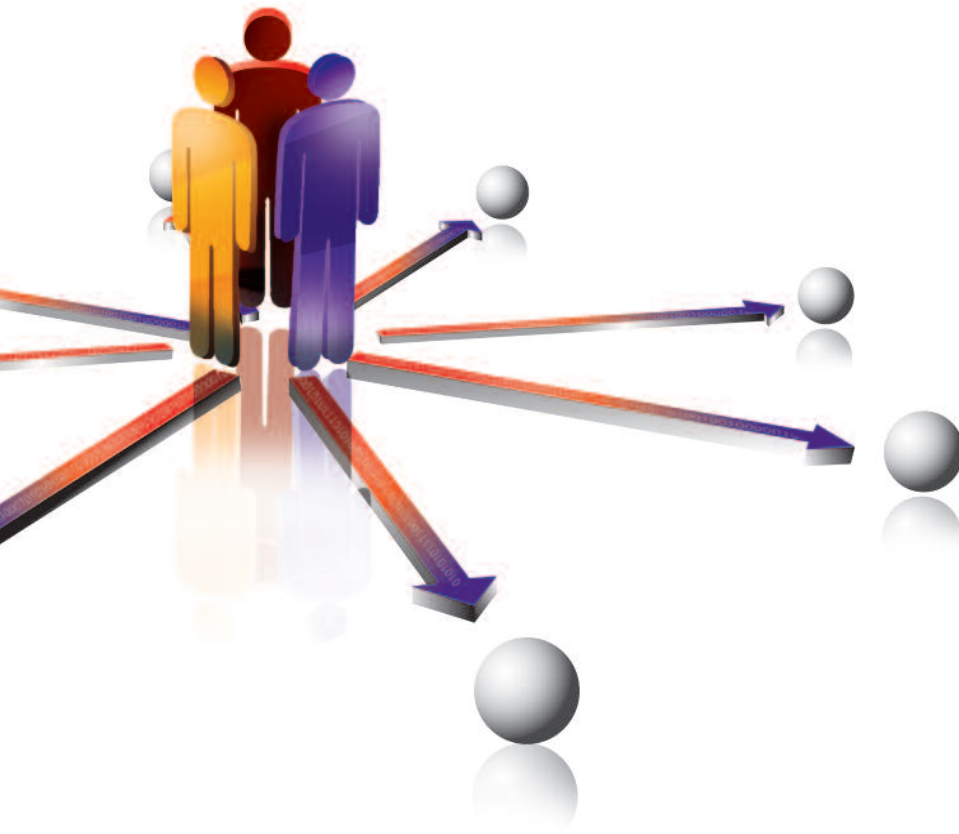
## TECHNICAL SERVICES

Call us on  
0844 880 6140

The pace of change in technology continues unrepentant. Hardware is more robust, software is easier to install and the surge of broadband in all of our lives has made accessing the Internet fast and cheap. However, with our need for faster, on-demand access to our information, networks are becoming increasingly large and complex. Whilst it may appear to be easy to install and configure your IT, our experience tells us that (very often) there are security issues and inefficient configurations - leading to low optimisation in certain areas and high risk to the business.

Our technical team has, over the years, developed a wide range of skills and gleaned invaluable experience that enables us to quickly identify such inefficiencies and risk areas and suggest improvements to strengthen a client's system. We ensure that your investment in technology is working as hard as it can so that you can get on with running your business.

And we've engaged some of the brightest sparks in the business to support us. With leading technology partners working alongside us you are in very safe hands.



## TECHNICAL SERVICES

# Optimise technology in your business...

### RESILIENCY OF YOUR BUSINESS CRITICAL APPLICATIONS AND DATA

Software and data availability on demand is key to the success of an organisation. If access is unavailable for any reason then workflow productivity is affected. Our technical services team can offer a review of existing backup and recovery systems as well as the design and implementation of new systems appropriate for your business needs. These will range from a well structured tape backup strategy through to failover servers with up to date data mirroring.

### SERVER VIRTUALISATION

Hardware virtualisation enables multiple operating systems to run on a single physical machine as virtual machines (VMs). With virtualisation you can consolidate workloads across multiple under-utilised server machines onto a smaller number of servers. Fewer physical servers can lead to reduced business cost through lower hardware, energy and management overhead. Your company will also benefit through a more efficient, dynamic IT infrastructure powering your business.

With this environment comes greater uptime. Virtualisation helps to minimise downtime lost to routine functions such as maintenance and backups as well as unanticipated power outages. Our virtualisation solution offers business continuity features with the ability to move a server from one physical machine to another in a matter of minutes. In a normal environment loss or failure of a physical server can cause many days of downtime whilst a company finds the skilled man power to manually configure and restore a server environment.

### HOSTED MANAGED SERVICE

Let us take the headache of IT management away from you altogether and allow you to concentrate on what you do best. Our hosted managed service, Ardent 24, offers proactive management of all of your core business solutions and operating systems from our secure UK-based data centre, delivering them back to your end user.

No server hardware or software is required as everything is delivered via our own server infrastructure in our hosting centre, accessed via broadband connectivity. No maintenance contracts are required either as everything from your ERP application to your Microsoft Office solution is kept up-to-date via Ardent 24. Helpdesk support, management and consultancy services are included in the monthly managed service price.

Aside from reducing IT costs you'll benefit from improved speed of access, greater security and reliability of system with less downtime incurred.



## TECHNICAL SERVICES

# Minimising risk in your business...

### SPAM AND VIRUS PROTECTION

The threat to an organisation's infrastructure is ever growing. Whilst the continuity of email is vital, viruses can cripple systems for days. Spam email forces the ineffective use of staff time and the distribution of illegal or inappropriate content poses legal and commercial risks.

Traditionally companies purchase software and install it locally on their own network, providing low upfront cost to the business. However, as new viruses are released, administration overheads increase as a result of continuously downloading updates for your software.

The MailController solution offers the highest level of protection against all spam and viruses. Sitting outside of your network, our solution screens all spam and viruses at internet level not at network level, so you are left without worry or disruption.

The intelligent anti-spam element is over 97% effective and the anti-virus system automatically quarantines any viruses detected. Through behavioural analysis, we can detect suspicious emails even before new viruses have been identified closing the window of exposure. The service requires little or no management at an extremely cost effective rate. Ultimately, this will save you an investment in time and money but also ensures your email and your business is never interrupted.

### WEB BROWSING VIRUS AND SPYWARE PROTECTION

Managing the secure and efficient usage of the web is vital to ensure that it is an effective business and communications tool. Web abuse in the workplace is all too common an issue and has become a serious concern for many business leaders. The high costs associated to lost productivity from staff misuse and the possible damage to reputation are just two examples of the real threats facing business.

WebController is an Internet level web security service designed to give immediate protection from all web threats and prevent unauthorised web usage. The solution provides you with everything you need to define and enforce all aspects of web security and usage policies.

### CONNECTIVITY

Although broadband is widely available from many sources at a reasonable price, business connection requires a greater service level and a technical understanding of the specific business systems and needs of each situation. Our experience of implementing such systems in conjunction with a number of specific business based connectivity offerings mean that we can provide the right solution for your business. Such solutions would include the necessary hardware, firewall configuration, infrastructure and network design as well as the Internet connection itself.

### INTERNET SECURITY

By partnering with a leading Internet security brand, we can offer a superior level of security normally only associated with Internet Service Providers but at a great value. The added benefit is that we can offer easy management of your Internet security, more appropriate to the small or medium sized business. Our services include the provision of a dedicated hardware firewall for the highest possible level of Internet protection as well as the ability to provide secure but flexible VPN (Virtual Private Network) solutions without the need for additional third party PC-based software. Such solutions include access to the network from individual PC's through to multiple site to site business VPN's.

### EMAIL SOLUTIONS

As a Microsoft Gold Partner we have the knowledge and experience to provide the full capabilities of the Microsoft Exchange product. We can provide a new email solution or we can expand and get the most out of your existing Exchange system.

Such systems can involve not only the standard email and MS Outlook solution but can also include such things as full integration to third party products such as CRM systems or an Intranet. It also covers secure access to email and calendars from the Internet, connectivity to the Exchange server from other devices such as PDAs or mobile phones and the automation of either transmission or receipt of emails.

## TECHNICAL SERVICES

# Technology designed for your business...

### NETWORK INFRASTRUCTURE; CONSTRUCTION, IMPLEMENTATION AND DESIGN

Modern IT networks involve far more than simple deployment of servers. Whether your business is on a single site or accesses multiple locations, the configuration of your network needs serious and appropriate consideration. Networks designed with a high level of initial consideration can avoid the all too common problems of bottlenecks, points of failure or under-utilised hardware. Our solutions can range from the addition of single peripheral devices such as managed switches through to full WAN (Wide Area Network) design and configuration.

### SERVER HARDWARE

As an advanced business partner of IBM we are able to specify, provide and implement a wide range of server solutions to suit any need and budget, from small file and print servers to complex data warehouse or blade technology servers. Because IBM has the unique benefit of its vast experience in the manufacture of both hardware and software for businesses large and small, it is able to design its servers using the technology required to give the highest possible level of performance and reliability.

### NETWORK DEVELOPMENT AND MANAGEMENT

The maintenance of servers and networks is becoming an ever more complex and detailed task. The knowledge and skill required to manage and maintain PC's, printers etc along with the support of network users is very different from that involved in the maintenance and management of business systems. And the business systems themselves require a multitude of skills to accommodate, for example, the Windows operating system, email servers, databases and ERP solutions.

We offer a service to assist your staff with the management of the network and its contents to ensure that the more specific or complex areas are given the appropriate levels of attention. These services can involve telephone and remote access assistance and /or regular maintenance or system development visits. Alternatively, we can offer a structured training/workshop service to develop your own skills in the areas where you are currently lacking.

### SERVICE OVERVIEW

RESILIENCY OF YOUR BUSINESS CRITICAL APPLICATIONS AND DATA

SERVER VIRTUALISATION

HOSTED MANAGED SERVICE

SPAM AND VIRUS PROTECTION

WEB BROWSING VIRUS AND SPYWARE PROTECTION

CONNECTIVITY

INTERNET SECURITY

EMAIL SOLUTIONS

NETWORK INFRASTRUCTURE; CONSTRUCTION, IMPLEMENTATION AND DESIGN

SERVER HARDWARE

NETWORK DEVELOPMENT AND MANAGEMENT





## TECHNICAL SERVICES

# Want to know more?

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