



Guardian365

Managed IT Support Services Suite

What will you get from us?

Award Winning Team

Deloitte Best Managed Company in 2015.
Ranked in the Top 3 globally for Best Managed Service Desk by the Service Desk Institute.
Ranked in the MSPmentor 2015 Top 50 Managed Service Providers in the EMEA.

Experience

IT Force has over 15 years of proven experience in delivering managed IT services and IT resourcing to both public and private sector clients. Our teams are made up of highly experienced and qualified IT and business professionals with exposure to a wide range of industry sectors.

Accreditations

We are strategically aligned to a number of key technology partners including Symantec, Microsoft, IBM, Citrix, Cisco and APC.

Best Practices - ITIL

The processes that we use internally and for our clients are aligned with ITIL principles, a cohesive set of best-practice guidelines drawn from public and private sectors internationally. ITIL advocates that IT services must be aligned to the needs of the business and underpin the core business processes. It provides guidance on how to use IT as a tool to facilitate business change, transformation and growth.

Vendor Neutral

We have established relationships with a multitude of suppliers and our vendor neutral status means that we will always strive to source and recommend the solution that best fits the requirements of the client.

Streamlining Business Processes

We work closely with clients to transform the way in which they run their businesses. Our knowledge of technology, including unified communications, IT mobility and cloud computing, helps us to identify how it can be applied to improve business processes while simultaneously reducing costs.

Jargon Free Conversations

We are plain speaking and we get straight to the point. We won't waste your time on jargon and sales pitches.

Industry Knowledge and Awareness

We keep abreast of what is happening in the industry, what the trends are in our vertical markets, as well as what is coming down the tracks. We stay informed as to how this will impact our clients and we ensure that they are kept informed. We look at how the needs of our client may change and alter in the future. This proactive approach enables us to consistently keep ahead of competitors and provide a strong market offering.

IT Force - About Us

IT Force has been delivering managed IT services to the public and private sector since 1999. We work with both IT managers and organisations with no IT function at all. Our managed services division has over 60 clients operating across a number of market sectors including retail, real estate, professional services, pharmaceutical, media, government,

financial, engineering and automotive.

We are certified by leading technology vendors such as Symantec, Microsoft, Fiberlink / IBM, Citrix, Cisco and APC.

Our IT contracting division provides functional outsourcing to the public and private sector.

We will find and recruit the very best people for contract and permanent position.



Making ICT an enabler, not a distraction.

Guardian365 is a fully integrated end-to-end managed IT services suite. It spans the entire ICT spectrum, incorporating everything from IT services and support to IT helpdesk and security.

Guardian365 lets you pick and choose the IT support solutions that your business needs, at that time. Businesses demand optimum performance levels at all times from the IT infrastructure and our services ensure that you achieve this.



Helpdesk Support

Our highly qualified service desk team deliver IT assistance and support to clients both remotely and on-site.



Remote Support

The service desk team use remote support to try to identify the cause of any reported issue and to determine the corrective actions required.

Resolving any issue via remote support results in a minimal amount of downtime for the client.



On-site Support

Engineers will visit a client site to provide hands-on support, either on a scheduled basis or as the need arises.



Out of Hours Coverage

We can provide out of hours coverage to businesses that need access to IT support outside of traditional working hours.

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Network Administration

We manage and configure the network hardware and operating systems that make up your local and wide area networks.

Network Administration

We manage and monitor network devices



including routers, switches, firewalls, wireless access points and communications links.

Device Configuration &

Management

This ensures that all changes that are made within your networks are carried out using a controlled and managed approach.

Wireless Access

This delivers network connectivity via wireless access points. It eliminates the need for cabled connectivity.

IP (Internet Protocol) Addressing

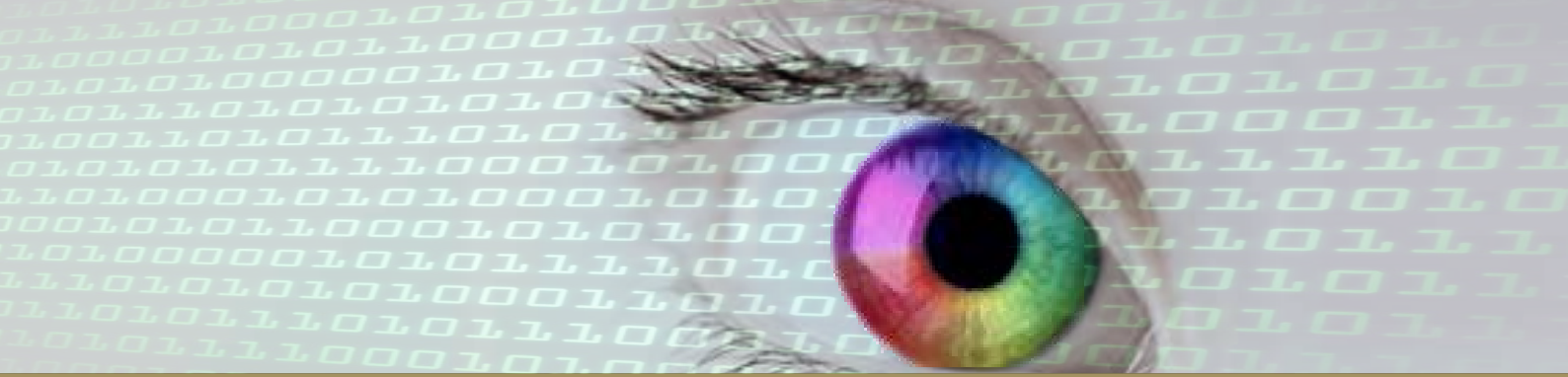
Every device in a computer network that uses IP for communication will require a unique identifier, known as an IP address.

DNS (Domain Name System) Record Management

DNS records or Zone files are used for mapping URLs, such as www.mycompany.com, to an IP address.

Redundancy & Failover

In the event of a major systems failure, an effective redundancy and failover setup drastically reduces the time it will take to get your IT systems functioning again.



System Management

We manage, configure and monitor the computer resources for the entire business.

CPU usage, memory usage, network performance and disk space.

Server Monitoring



We monitor the performance of servers within a company's IT infrastructure. Metrics monitored include CPU usage, memory usage, network performance and disk space. Potential problems are routinely identified and resolved before they escalate and affect business operations.

Effective server monitoring leads to increased server services and application availability.

Citrix Server Monitoring



We monitor specific Citrix services as well as underlying server platform metrics such as

File and Print Server Monitoring



We monitor the file and print servers on an automated basis to ensure that they are working effectively.

If they are not functioning properly it will limit user access to files stored on the network and to printing facilities.

Microsoft Exchange Services Monitoring



We monitor specific Exchange services as well as underlying server platform metrics.

Effective Exchange services monitoring leads to increased server services and application availability. It

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allows the fast detection of network outages, protocol failures and email server failures and delays.

On-Premise Backup Monitoring



We monitor the on-premise backup to identify any issues with backup routines.

If the backups are not being completed successfully the

company may not be able to restore data from the backup.

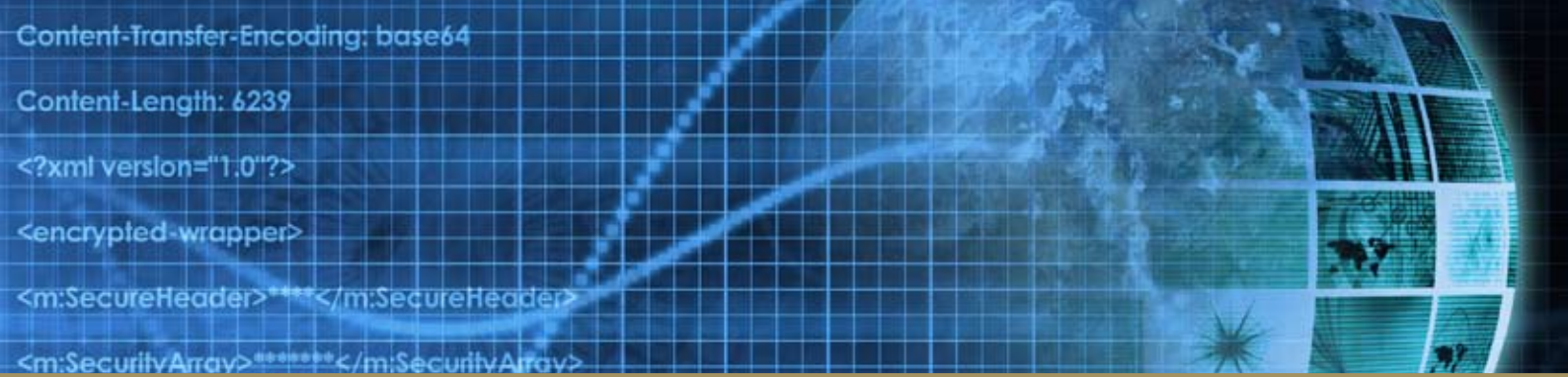
Security Patching



We remotely scan networks for gaps in security and apply patches to close these gaps.

Security patching helps to prevent costly damage to

software, loss of data, or identity theft.



Storage Management

We utilise technologies and processes to maximize and improve the performance of your data storage resources.

Email Archiving



Our cloud based email archiving solution helps businesses of all sizes to address the challenges brought about by the increasing volume of emails, such as storage

management, legal discovery and regulatory compliance.

It securely and safely archives all email in a private cloud, while providing on-demand access to all email communications at any time via multiple devices.

Data Backup - Online



Online data backup allows files and data to be stored away from the client's main site.

We ensure that client backups are fully automated, secure, reliable, and that the data can be retrieved quickly and easily.



Security

We deliver solutions that defend your IT infrastructure against unwanted attack. Such attacks may result in costly downtime for your business.

Antivirus Software



Our solution offers simple and effective protection against viruses and malware.

Available as a cloud-managed service, it can be set up in just minutes. Updates are delivered automatically, so you always have the latest security available.

Spam Filtering



Our spam filtering solution detects unsolicited and unwanted email using pre-defined criteria. It prevents these messages from being delivered.

Web Content Filtering



Our web content filtering program screens an incoming Web page to determine whether it should be displayed to the user.

Criteria can be established to block access to sites that are likely to include objectionable advertising, pornographic content, spyware, viruses, and other objectionable content.

Two Factor Authentication



Two Factor Authentication provides an extra layer of security to your network and applications. It requires not only a password and username but also

something that only the specific user has e.g. a smartcard, mobile phone / device or a behavioural profile.

Mobile Security

We work to ensure the confidentiality, integrity and availability of your data and IT services at all times.

Mobile Device Management



Mobile Device Management (MDM) software secures, monitors, manages and supports mobile devices deployed across various mobile operators, service

providers and enterprises.

By controlling and protecting the data and configuration settings for all mobile devices in the network, MDM software can reduce business risks and optimise the security of a mobile communications network whilst simultaneously minimising cost and downtime.

IT Mobility



IT mobility is a move towards employees working out of the office and using mobile devices and cloud services to perform business tasks. IT mobility

incorporates mobile workers, mobile devices and

corporate data.

Our managed mobile tablet solution enables your employees to access the business tools that they need when on the go. Our OpEx model option allows you to manage the costs while increasing productivity.

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Cloud Computing Services

Our cloud computing services enable clients to store and access data and programs over the Internet instead of via a computer hard drive.

Infrastructure as a Service (IaaS)



Our multi-tenant Infrastructure as a Service (IaaS) platform provides virtualised hardware, storage, networking, firewall and private connectivity offered together as

one service.

Combining these standard infrastructure service 'building blocks' provides a comprehensive solution for your requirements and allows you the flexibility of changing your configuration as your needs evolve.

Hosted Virtual Desktop (HVD)



Hosted virtual desktop (HVD) is a secure web-based solution that hosts all of your business software and information online allowing you to access it

anywhere from almost any device.

The hosted desktop exists as a session on a virtual machine on the IaaS provider's servers and all business software, files and emails are moved to the cloud.

Virtual Data Center (VDC)



The IT Force virtual data center (VDC) is the virtual equivalent of a real data centre. It delivers a 'self-managed' on-demand cloud computing service to clients, with

an Infrastructure as a Service (IaaS) delivery model.

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Software as a Service (SaaS)



Software as a service (or SaaS) is a way of delivering applications over the Internet—as a service.

Instead of installing and maintaining software, you simply access it via the Internet, freeing yourself from complex software and hardware management.



Business Continuity & Disaster Recovery

Our solutions will help your business to minimise potential risks and to recover operations in the event of a disaster or crisis.

Data Backup

Data Backup will protect your business's critical data against loss.



When supported by a well designed and tested disaster recovery solution, backing up your data effectively will help to

ensure that you will be able to recover and restore your data following a disaster.

Disaster Recovery Gap Analysis



The starting point for many disaster recovery plans is a gap analysis. Our Disaster Recovery Gap Analysis will evaluate how

prepared your business is to handle a disaster or crisis that affects access to the IT infrastructure.

Managed Disaster Recovery



Our Managed Disaster Recovery solution delivers a well designed, tested and maintained disaster recovery plan that is focused on restoring access to IT systems

and critical business applications, in a timely manner, in the event of a disaster or crisis affecting access to the IT infrastructure.

Workplace Recovery for Business Continuity



If the occurrence of a disaster or crisis affects access to your business premises, our Workplace Recovery for Business Continuity will give

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you immediate access to an alternative office space and tested access to your critical business applications. We can also incorporate mobile / remote workers into the plan.

Managed Colocation



Our Managed Colocation service is especially beneficial to any business that does not have the necessary expertise to specify, build, manage and maintain an

offsite data center.

Our specialist engineers will look after the entire lifecycle of your servers, from specification to implementation in our data center, and ongoing maintenance.



Professional Services

We deliver a range of services that are designed to help you to get the most out of your IT infrastructure.

ICT Assessment



The ICT assessment will deliver a clear picture of where you are with your IT infrastructure. It will help to identify the direction that is needed to ensure that your IT environment is aligned to support you in achieving your business goals.

Procurement



Our procurement team will source and purchase IT equipment on your behalf. You can order a specific item, or you can tell us what you need

and we can source the most suitable product for you.

The IT Force procurement team and our service desk engineers work closely together to ensure that the items requested, or required, are specified correctly.

Third Party Vendor Management



IT Force will liaise directly with third party hardware suppliers to ensure proper warranty, support and maintenance for the client.

We will endeavour to ensure that full advantage is taken of OEM warranties on any new equipment. This will also involve liaising with other vendors who may already be supporting existing equipment.

We act as the single point of contact for any maintenance and support requirements, and all incidents are subject to the same ticketing

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procedures.

Third Party Upgrade Management



We offer support and assistance to any third party that wishes to add, move or modify any new, or existing and otherwise operational software or hardware.

Software Asset Management



Software Asset Management allows for the effective management and control of software assets.

The Software Asset Management service offered by IT Force is completely independent and it will help you to control costs, remain compliant and optimise your software investments.



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