MANAGED IT SERVICES: OUTSOURCE YOUR IT TO OUR TEAM OF EXPERTS

SYSCOM
PLC
Driven by service

IT Support

- ◇ End user support
- ◇ 24/7 remote monitoring
- ◇ Managed anti-virus
- ◇ Patch management
- ◇ Windows server support
- ◇ Hardware maintenance

IT Consultancy

- ◇ Network & hardware diagnostics
- ◇ System health check
- ◇ IT Audit
- ◇ Business process improvement
- ◇ Strategy & planning
- ◇ Business continuity planning

IT Security

- ◇ Firewall solutions
- ◇ Managed anti-virus
- ◇ Hosted email security
- ◇ Security & vulnerability assessment

Backup & Disaster Recovery

- ◇ On-site backup solutions
- ◇ Cloud backup solutions
- ◇ Disaster recovery

Cloud Hosting

- ◇ Cloud backup
- ◇ Cloud migration
- ◇ Microsoft Azure

Hardware Support

- ◇ New IT hardware
- ◇ Refurbished IT hardware
- ◇ Hardware disposal
- ◇ Hardware leasing

Managed Microsoft 365

- ◇ Set up
- ◇ Management of licences
- ◇ User support
- ◇ Email support
- ◇ Cloud storage

Managed Print

- ◇ Analysing printing requirements
- ◇ Printer supplies
- ◇ Proactive printer monitoring
- ◇ Printer support

Advanced technical support from a team of expert IT engineers

An IT system no longer just supports your business, it will enable your entire business to operate effectively. In times when your IT system lets you down, it's important to know that you have the right support in place to recover it.

Whether you already have an in-house IT support team or you want to completely outsource your IT maintenance, Syscom can tailor a solution to ensure that you're never without your critical devices and business applications.

We offer a helpful and friendly help-desk service for our customers in their time of need. We have a team of highly-experienced certified experts who will take the time to listen to your problem, query or concern, diagnose any issues and then find an appropriate solution.

We can assist you on-site or by remote methods depending on which is the best option for you and the scale of the problem.

End User Support

◇   Scalable & tailored to your business

◇   Technical & professional support

◇   Desktop end user support

Whether you're looking for support alongside your own IT team, or you need a fully-managed outsourced service, our end-user support can be tailored to suit your business. By providing end user support remotely, we can deliver fast, efficient and cost-effective solutions. Our dedicated IT support teams provide the trusted, technical and professional support your end users need.

We provide desktop support to end users with issues or needing help with their desktop activities. We maintain and support end users which require help in such activities as gaining access to the business system or to perhaps interact with certain company system.

24/7 Remote Monitoring

◇   Proactive remote monitoring

◇   Detect issues before they occur

◇   Reduce threats

With proactive remote monitoring we're able to detect and prevent potential issues before they impact your systems. Using daily backup notifications and network infrastructure monitoring methods, issues are detected and addressed by our team of engineers before they present a threat to your business. By ensuring the safety of your entire IT infrastructure you can work without disruptions, maximise performance and reduce costs.

Hardware Maintenance

◇   Improve longevity of equipment

◇   Identify faults & issues

◇   Cost savings

Preserve your hardware to keep your devices and equipment at their optimum potential. Improve longevity through the regular monitoring and preventative maintenance of IT hardware to be able to identify faults and issues before they arise, helping to extend the life of your assets. Maintaining hardware not only extends the life of your equipment, but also provides cost savings year on year due to less equipment being needed.

Managed Anti-Virus

We provide managed anti-virus solutions, managing the installation across your business devices and the up keep of the system itself. We ensure complete 365 days a year protection from viruses, malware and other malicious software that pose a threat to your business. We also ensure regular scans and updates which are planned around your business to minimise the disruption to your users in the process.

Anti-virus and anti-spyware software is a must for businesses, especially when dealing with a mobile workforce. We can help you to prevent all known and emerging threats including viruses, rootkits, worms, spyware and malware.

◇ Anti-Virus and Anti-Spyware

◇ Host-Based Intrusion Prevention System

◇ Two-Way Firewall

◇ Botnet Protection

◇ Web Control

◇ Cross-Platform Protection

◇ Anti-Phishing

Backup & Disaster Recovery

◇ On premise or cloud

◇ Safeguard business data

◇ Fast & effective recovery

Disaster recovery takes backup to the next level, giving you a method by which you can restore an entire server either on-premise or in a cloud-based environment in complete outages. Make sure that should the worst happen, you do not lose access to your resources and can quickly and easily pick up business where you left off.

At Syscom can take complete ownership of your disaster recovery from plan to implementation and testing, for total peace of mind. Safeguard your business from disaster by putting the right planning in place for such instances.

Patch Management

◇ Improve software performance

◇ Improve user productivity

◇ Fix vulnerabilities

Improve the usability and performance of your system through Patch Management. We fix security vulnerabilities and other bugs to ensure the improved usability of business software, this helps to improve user efficiency when using the system ultimately resulting in improved productivity and profit.
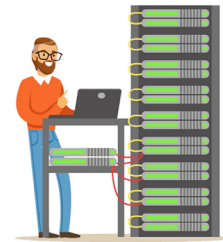
Windows Server Support

◇ Dedicated support engineer

◇ 24/7 monitoring

At Syscom, we can take over the complete management and monitoring of your servers. You will be assigned your own support engineer who will be your point of contact and who will get to know your business and your staff.

Our support is very much proactive, we will keep all systems up to date and any non-vital reboots will be performed out of office hours to minimise disruption to you and your staff. All this means you can relax knowing that your servers are being monitored 24 hours a day, seven days a week.

IT Project Management and Consultancy

Whether you're starting an infrastructure from scratch and looking to invest heavily in your systems, you have an existing infrastructure which needs to be reassessed, updated or restructured or you're looking to shift all of your needs to an external partner to relieve the burden, we can find and tailor a solution to fit your business' individual needs.

We understand that each business is different and therefore no two IT systems are the same. Our strategy and planning service offers business IT solutions tailored to your industry to help you gain advantage in the marketplace.

Our IT consultancy services include:

◇ Network & hardware diagnostics

◇ IT system health checks

◇ Evaluation of your IT infrastructure

◇ Business process improvement

◇ Strategy and planning

◇ System architecture and design

◇ Business continuity planning

◇ Cloud migration
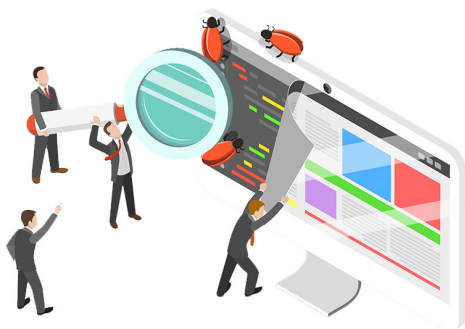
Network & Hardware Diagnostics

If your network is running slow, has problems and your business applications don't work, we can evaluate your IT systems with our diagnostic tests and find out what needs to change, improve and be done to resolve your issues.

System Health Check

Be able to discover how your current IT systems could be improved in order for you to make better use and improve processes throughout. Syscom identify costs savings you could possibly make across your IT technology, giving you a better understanding of how to reduce your IT overheads in places you might have not considered.

We check:

◇ Security

◇ Hardware

◇ Software

◇ Business Continuity/Disaster Recovery

IT Audit

The day to day operations of a business can sometimes take up more time than expected, which ultimately leads to other areas of the business not receiving the focus they deserve. This can result in new and alternative technology being missed which may better suit your business needs overtime, effectively stunting business growth and potential.

Our IT Audit doesn't just focus on the obvious, we ensure we provide your business with a complete overview of all IT and how this currently fits with your businesses goals and objectives moving forward. We provide insight into potential opportunities and benefits that your business could capitalise on to ensure growth and maximise efficiency across all your IT. While also allowing you to gain an insight into the potentials risks which may be affecting your business which may need addressing in order for you to optimise your system effectively.

Business Continuity Planning

Being able to know exactly what to do and when to do it in the event of a disaster is a vital piece of information essential to a business's continuity. This involves creating preventative systems to ensure the recovery of business data in the event of a data loss or threats to the company. We ensure that your business can continue with the day to day operations even during the disaster recovery process.

Business Process Improvement

We analyse your processes to see how they can be improved and adapted to provide your business with potential cost or time savings. We ensure an improvement in accuracy and procedure design to guarantee you get the most effective and efficient adaptations made to your processes. Make your business more productive and efficient with our dedicated team of consultants which provide tailored solutions based on your industry and scale.

Strategy & Planning

We evaluate your business needs and current network infrastructure, we take that knowledge to propose two or more detailed network diagrams, the existing network compared with identical networks with changes made alongside the strategy of implementation explaining the benefits of the proposed plan of action

Protect your business and your data with managed IT security solutions

Syscom's security solutions protect your business from ransomware, encrypted threats and zero-day attacks, and can be customised to meet the needs of a specific security or business objectives.

Networking and security are tightly bound together in modern IT ecosystems. Syscom has years of expertise in managing both. Our consultants and industry partners have a range of tools and techniques that will protect your sensitive company information as it flows across your local area network and beyond. We can provide next-generation switching technologies to maintain application performance along with network services that let you access those applications securely from anywhere.

Simplify your security infrastructure with our bespoke security services, specifically configured for your network, ensuring that monitoring and protection are in effect immediately and checked continuously.

We manage your technology, networks and infrastructure, enabling you to better manage your budgets and people.

Managed Anti-Virus

◇ Host-Based Intrusion Prevention System

◇ Two-Way Firewall

◇ Botnet Protection

◇ Web Control

◇ Cross-Platform Protection

◇ Anti-Phishing

We provide managed anti-virus solutions, ensuring the management of the installation across your business devices and the up keep of the system itself. We ensure complete 365 days a year protection from viruses, malware and other malicious software that pose a threat to your business. We also ensure regular scans and updates which are planned around your business to minimise the disruption to your users in the process.

By using anti-virus and anti-spyware software, you can protect your servers and end-points from malicious software entering your network. This is a must for businesses, especially when dealing with a mobile workforce. We can help you to prevent all known and emerging threats including viruses, rootkits, worms, spyware and malware. Anti-virus can also filter and scan incoming emails for spam, malicious attachments and other content with native support for Microsoft Outlook.

Firewall Solutions

◇ 24/7 protection

◇ Keep business data secure

◇ Detect, analyse & protect

Our firewall services deliver round the clock protection and security alongside device health monitoring and fixes. Capitalise on optimised firewall management and boost your firewall protection with 24/7 security to ensure your business data is kept safe and secure. We ensure the fast and effective detection, analysis and protection against increasing threats throughout the business world with ever growing support from new technology.

Endpoint Detection Response

◇ Real-Time Active Root Cause Analysis

◇ Rapid & Responsive Hyper-Automation

◇ Timeline Visualisations

◇ Detects & Flag Fileless Attacks

Endpoint Detection Response (EDR) is a multifaceted solution capable of elevating your cyber-security to the next level. Endpoint Detection Response uses machine learning and automation to monitor software and endpoint agents. and respond to issues before they become serious problems.

With full coverage of campaign intel, EDR can kill, quarantine, and roll back the attack, whilst also empowering the end-user on how to improve safeguarding their devices in the future.

Hosted Email Security

◇ Increase spam detection

◇ Limit amount of malicious emails

◇ Scalable & cost effective

Email security is vital to ensure business data and communications are kept secure and safe from external and internal threats alike. Allow your business to capitalise on end-to-end hosted email security to increase detection rates across incoming emails to ensure you only receive what you were meant to. Significantly reduce the risk and amount of malicious emails coming into your network through advanced hosted security options which detect and block malicious attacks. Benefit from limitless and scalable security solutions which grow with your business, enabling you to stay protected every step of the way.

Security and Vulnerability Assessment

◇ Identify vulnerabilities throughout IT systems

◇ Provide severity levels for risks identified

At Syscom, we provide a systematic assessment to be able to identify security weaknesses within a given company or business whether it be a single site or multiple locations. We ensure that all systems are vigorously checked to evaluate if the system is susceptible to any threats or vulnerabilities and provide severity levels for each point identified to outline the risks involved. We not only outline the key areas in your IT infrastructure which need attention, but also provide recommendations and mitigation to enable you to understand how these security risks can be reduced and eliminated from your current IT systems.

Ensure the protection of your critical data with a backup solution from Syscom

Protect your business data using our backup and disaster recovery services.

Regardless of the industry you're in, you no doubt have valuable information that you cannot afford to lose. It's important that you opt for a safe backup for your important files. Prevent the loss of your vital data, safeguard your records, comply with GDPR guidelines and retrieve lost files should the worst happen.

Many businesses overlook backup and disaster recovery, however, if the worst should happen, you need to ensure that your business data is safe and can be recovered quickly to continue normal business operations.

Syscom offers assistance in the backup and recovery of your systems should they become unavailable, fully managed and supported by our team of experts.
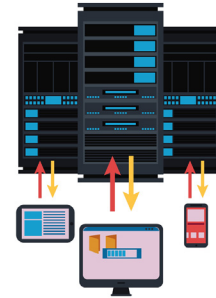
Onsite Backup Solutions

◇ Multiple onsite backup/recovery options

◇ Regular backups

◇ Data secured on premises

We provide onsite backup solutions which provide secure cover and control to businesses through keeping your data on site at all times. We ensure that regular backups of your company data are taken and stored in a secure location within your business premises which not only provides piece of mind but also ensures you always have physical access.

Syscom provide scalable backup solutions for all sized businesses, meaning that your solution can grow with your business.

Cloud Backup Solutions

◇ Data secure from fire, flood or natural disasters

◇ Fully managed options available

◇ Real-time store and access

Keep your data secure in the cloud, giving you further piece of mind that your data is totally safe and secure from the risk of fire, flooding or natural disasters which may affect the security of on premise backups. Cloud based back up means your business data is always accessible to ensure the speedy recovery and to reduce overall downtime should a disaster happen.

At Syscom, we provide Cloud backup solutions that are highly scalable meaning that all sized businesses can be catered for. Backups are taken in real-time meaning you have peace of mind that if the worst were to happen, your data is still secured right up until the last minute.

Disaster Recovery

◇ Complete end-to-end disaster recovery plan

◇ Planning & testing

◇ Recover your data with ease

Disaster recovery takes backup to the next level, giving you a method by which you can restore an entire server either on-premise or in a cloud-based environment in complete outages. Make sure that should the worst happen, you do not lose access to your resources and can quickly and easily pick up business where you left off. We can take complete ownership of your disaster recovery from plan to implementation and testing, for total peace of mind. Safeguard your business from disaster by putting the right planning in place for such instances.

Hosted environments and hardware removal

Cloud computing is the delivery of computing services - servers, storage, databases, networking, software, analytics, intelligence and more - over the Internet ("the cloud") to offer faster innovation, flexible resources, and economies of scale.

Syscom offers a range of cloud and hosted IT solutions, all of which are scalable, resilient and cost-effective. Our certified IT experts will provide services that are tailored to your needs.

You typically pay only for cloud services which you use, helping lower your operating costs, run your infrastructure more efficiently and scale as your business needs change. By entrusting Syscom to take care of all of your IT hosting and infrastructure needs, you will have more time to devote towards other aspects of your business.

Cloud Migration

At Syscom, we help businesses move their storage to the cloud. We make sure you get better value for your time by transferring all business data needed to the cloud while also ensuring a minimisation in the risk of migration with minimal disruption to daily business activities in the process. Take advantage of new technology by creating a seamless storage environment in the cloud which is continually adapting to provide businesses with better capabilities.

Microsoft Partner | Silver Small and Midmarket Cloud Solutions

Microsoft Azure

◇ Faster and easier to scale your infrastructure

◇ Azure Security Center gives you a centralised view of all Azure resources and their security status

Azure provides an ever-expanding array of products and services designed to meet all your needs through one convenient, easy to manage platform.

As a Microsoft Small Business Specialist and Cloud Solution Provider, we offer Microsoft Azure which allows you to build, manage and deploy applications on a massive, global network using a range of tools and frameworks. Azure lets you add cloud capabilities to your existing network through its platform as a service (PaaS) model, or entrust Microsoft with all of your computing and network needs with Infrastructure as a Service (IaaS).

Our team of Microsoft Certified Technology Experts will help design and build your system.

Cloud Backup

Our managed cloud backup service is a fully managed solution which ensures the reliable backing up of business-critical data without having the associated costs that come with regular backups that some traditional methods utilise.

Maintain peace of mind knowing your data is safe and secure in the cloud and that you have a suitable access location for data recovery at any time.

Prevent downtime and keep your critical systems running with hardware support from Syscom

Your business can't tolerate downtime - you need proactive service and support from people who know your hardware products best.

Syscom has been providing IT hardware support services to medium and large enterprise companies in the UK and Europe for over 40 years.

We understand that when your hardware fails, it can have an immediate impact on workflow, operations and profitability. Our knowledgeable staff always work to minimise disruption and respond quickly to fix any hardware issues.

Syscom hardware support offers:

◇ Remote problem diagnosis and support

◇ 4-hour onsite response

◇ Replacement parts and materials included

◇ Firmware updates for selected products

◇ Escalation management

◇ Access to electronic support information and services

Benefits of a single vendor

If your company uses hardware from a variety of suppliers, you will be aware of the difficulty of managing numerous ticket systems, response times and levels of service.

Using a single vendor to manage all your hardware issues, warranties and extended support will save you time, money and reduce disruption to a minimum.
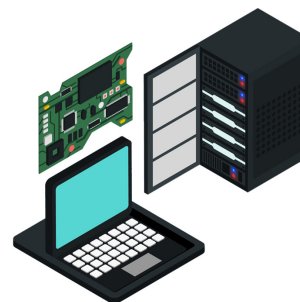
New IT Hardware

◇ 3 - 5 year warranty available

◇ HP, Dell and Cisco Equipment - low prices

We supply new IT hardware including desktops, laptops, servers, storage and networking complete with warranty. Capitalise on new IT hardware and rest assured that your hardware installations will run quickly, efficiently and provide longevity.

We can supply our customers with hardware from world-class hardware manufacturers, who we have long standing relationships with. We offer all kinds of parts and systems from a range of vendors such as HP, Dell and Cisco at low prices.

Refurbished IT Hardware

◇ All equipment tested to meet factory standard

◇ Reduce IT budget

◇ 3-5 Year warranty available

Syscom can also offer a range of refurbished IT hardware. Using refurbished high-end IT equipment has the benefit of saving your IT budget. All our refurbished IT hardware gets strictly tested to meet original factory standards. We can offer a 3- or 5-year warranty, which gives practically the same lifespan as new device.

Hardware Disposal

◇ Environmentally friendly

◇ Documentation and certification provided

◇ Simple & hassle free

We ensure the safe disposal of all IT hardware items. We separate and recycle all electronic components and raw materials that would usually go to waste in the disassembly process. This includes motherboards, power supplies, graphics cards, memory RAM and hard-drives.

Hardware Leasing

◇ Smart financing options

◇ Make better use of budgets

Taking advantage of leased IT equipment can be of benefit to businesses in many ways. Firstly, the option to lease equipment makes way for an initial cost reduction in the amount of financial support needed on a month to month basis in order to source IT hardware. Smart financing options make the cost of owning IT hardware a more manageable cost, breaking down the cost of the equipment itself into practical monthly payments.

Leasing your IT hardware from Syscom also provides you the additional benefit of having the option to capitalise on support for the IT hardware being leased. This means we will maintain and repair your equipment, whenever you need us to.
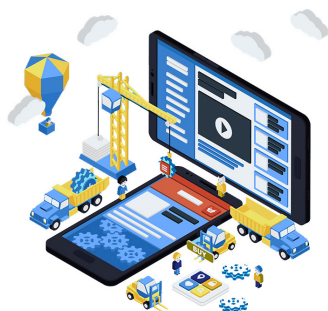
Set up and support of Microsoft 365

We can help you be more productive with Microsoft 365. We have already helped thousands of customers take advantage of this powerful business software to supercharge their productivity and transform the way their teams work.

Take advantage of Microsoft 365 capabilities and empower your staff with the tools they need to help propel your business forward, whether they are in the office or working from home.

Microsoft 365 is a fully collaborative suite which is compatible with other products such as Microsoft Dynamics 365 to create an easy to use end-to-end experience. Get more done with Microsoft 365 – anytime, anywhere.

Set up and training of Microsoft 365

◇ Set up

◇ Management of licences

◇ Take full advantage of all features

Syscom offer Managed Microsoft 365 - including set up, management of licenses, email support and back up, plus help and training on Microsoft 365 apps if required.

We can help you to improve productivity and offer your customers a better service by taking advantage of the capabilities within Microsoft 365.

75%

of businesses said they experienced significant **operational impacts** from email-borne attacks.

Source: Cisco Cybersecurity Report

Email Support

Email

Be able to work efficiently with email, calendar, contacts, tasks and much more. We ensure the correct set up of users across your business and ensure their accounts are always working how they should be.

Email Security

Be able to block internal/external threats to your email accounts and protect your business from threats such as malware, spam, targeted phishing and ransomware. All kept safe and secure through encryption and data loss prevention.

Outsource your print management

Managed print services gives businesses control of printing, which helps to save on cost, improve environmental impact and security of confidential documents. Save time, money and improve productivity by closely monitoring print usage and reducing wastage.

We provide printers and photocopiers through managed print services to businesses to help with the day to day operations of running a business, although some offices may be 'paperless' the need for printing will always be a consideration and necessary.
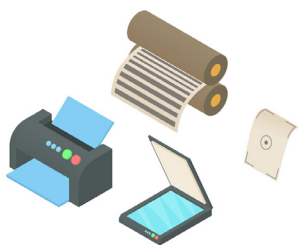
Analysing Printing Requirements

◇ Identify current needs

◇ Propose equipment needed

We initially identify your needs and requirements based around current and existing set ups within your business. This helps us to understand which equipment would be needed to address current issues which have been identified and to also make improvements throughout to increase productivity, efficiency and reduce overall costings.

Printer Supplies

◇ Only pay for what you print

◇ Free replacement parts

◇ Reduce unexpected costs

Printing supplies are provided with a contract, meaning you get ink/toner, replacement parts and other consumables free of additional charge. You will receive no charge for parts being replaced during servicing or when being repaired which helps to reduce additional and unexpected costs in the process. Only pay for what you print.

Proactive Printer Monitoring

◇ Track & monitor print usage

◇ Remote maintenance monitoring

◇ Reduce down time

Capitalise on an automated system which ensures the consistent monitoring of toner supplies and machine maintenance.

We make sure you never run out of important consumables, which means you will never be stuck and can't print. We also ensure proactive monitoring of all equipment so that issues can be identified before they become a problem, which not only decreases the likelihood of the equipment going wrong in future but also improves productivity through less downtime.
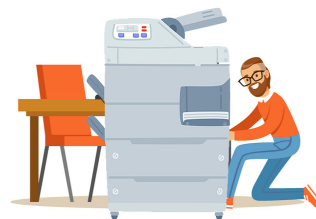
Printer Support

◇ Training & documentation provided

◇ Telephone & email support

We make sure that all end users are fully capable and comfortable with using new equipment and systems to ensure that your business can get the most out of its investment. We provide end user training to all of your staff along with documentation to help them along the way in case they forget anything.

In addition to this, we are always available to help and support our customers with telephone and email support being provided under the agreement.