



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.



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.



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.

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

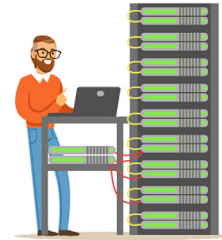
Disaster recovery takes backup to the next level, giving you a method by which you can restore an entire server either on-premise or in a cloud-based environment in complete outages. Make sure that should the worst happen, you do not lose access to your resources and can quickly and easily pick up business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