

IT & COMMUNICATION MANAGED SERVICES



Services

- Ticket, email and on-call support
- Remote troubleshooting and fixing
- System monitoring and reporting
- Level 2/3 server and application support (5X7 & 24X7)

Certificates

CCNP, CCNA, CCIE, MCSE, MCSA, CEH, Security+, CISA, CISM

Processes

Applying international standards: ISO 27001, ISO9001:2000, TL9000, CMMi L5, ITIL

Service Offerings



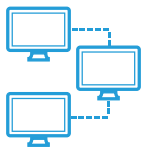
Servers Administration & IT Support

- Microsoft servers (Windows Server, SQL Server, Exchange, SharePoint, Lync, SCOM, SCCM, etc.)
- Manage PCs, servers, mobile devices, network devices
- Support end-users on operating system and application issues
- Platforms: Windows, Linux, Mac OS, iOS, Android
- Account management, data backup, software patches upgrade, performance tuning, storage allocation, system maintenance
- Backup system
- System Center Configuration Manager



Cloud Administration

- Amazon AWS, Windows Azure
- Establishment the infrastructure
- Monitoring & troubleshooting
- Management & maintenance
- Migration
- Virtualization: VMWare, vSphere, Proxmox, Virtual Box and Docker



Data Networking

- Network monitoring & troubleshooting
- Network management
- Design, setup, support and troubleshoot network infrastructure system (LAN, WAN including secured WIFI service)
- VPN, remote access and private link
- Maintain and monitor systems for high availability, reliability

Service Offerings



Phone, Video & Collaboration

- Setup, upgrade, maintenance & management PBX system, both legacy & IP systems
- Video conference system
- On-premise & cloud-based solutions



IT Security

- Network monitoring including firewall, network devices, servers & applications
- Firewall system
- Antivirus
- Data protection
- IDS, IPS
- Using product/solution from Fortinet, Cisco ASA, Linux dwall

