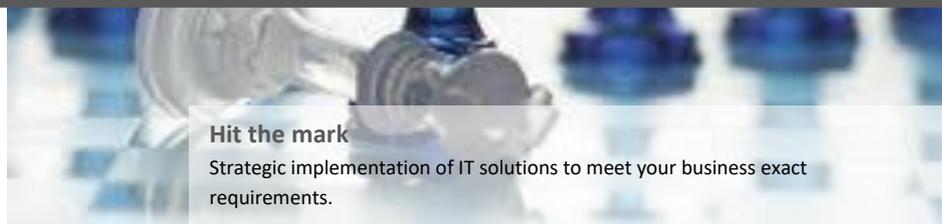


2019



Managed IT Services Guide



Hit the mark

Strategic implementation of IT solutions to meet your business exact requirements.

About Us

Founded in 2003, we believe the relationship between IT and business is imperative. Our vision at GSolutions is to provide our customers with a comprehensive range of IT Solutions. Our focus is on providing high-quality products and services that are designed to cater to our customers exact requirements. The different divisions within GSolutions have been carefully structured in terms of service offerings to allow us to achieve this vision. Our philosophy is to provide all our clients with service excellence, to take accountability and to always act with honesty and integrity.

What is IT Managed Services?

A managed IT service is an information technology (IT) task provided by a third-party contractor and delivered to a customer. ... In an effective managed services relationship, a customer benefits from predictable pricing and the ability to focus on core business concerns rather than IT management chores.

While you focus on your core business, we have the resources and software to help you deal with the management of your Servers, Workstations, Network, Security, Cloud and IT Services.

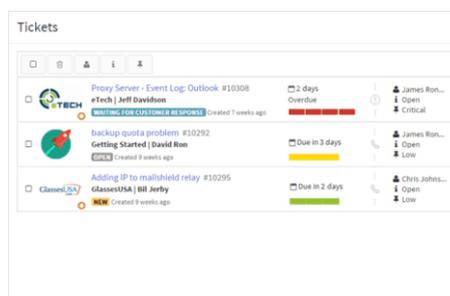
Systems

Systems are imperative to the successful delivery of IT Managed Services. This being said even the best systems are only as good as their implementation and operation. The two components of effective systems are “Remote Monitoring and Management” (RMM) and “Professional Services Automation” (PSA)



RMM

From a single console we monitor all your devices under agreement. Additional functionality includes: Patch Management, Remote Control, Security, Backups, Asset Management, custom scripting, reporting, integration with PSA and more...



PSA

Everything needs to happen for a reason. We manage SLA's. Issues, changes and requests through our helpdesk. Provide analytics to streamline and improve operations. Build and enhance knowledgebases to ensure continuity and more...

When we implemented our Systems we asked ourselves what do our customers want? The key factors we defined as outcomes were; accountability, transparency, efficiency, value, professionalism, accuracy, continuity and scalability.

Managed Support

No two customers are the same, which is why we offer tailored IT Managed Services. We have a few simple managed support services models that can be used independently or combined to create a flexible structure aimed at meeting our customers diverse requirements.

Pro-active service

Pro-active services reduce the number of issues customers experience through scheduled and planned maintenance of the relevant devices / systems. Pro-active customers receive discounts on support hours as well as preferential service over ad-hoc customers. Depending on the device we would cover facets such as performance, security, backup and resource monitoring, patch management, scheduled preventative maintenance, logging, license and asset management, and reporting.

Pro-active services are designed to provide a preventative layer to a business's IT infrastructure and systems. It does not include resolution of issues. Typically, this level of service would supplement an existing team or be paired with block hours to resolve any issues identified.

Fully Managed service

Our fully Managed services offer a fixed cost solution to your business's IT support and management requirements. It includes all the benefits of a pro-active service, along with unlimited remote, telephonic and onsite support. Additionally optimization of your existing environment such as security or performance are included.

The only additional costs incurred would relate to new infrastructure, new systems or changes outside of the scope of maintenance.

Resourcing

Managing IT resources can be challenging. Items such as skills development, continuity, diversified skills requirements. There are two resourcing options we offer: Managed and unmanaged. In either instance we ensure resources placed at our customers are a correct fit relative to the requirements.

For fully managed resources we provide a foundation for each resource including but not limited to our internal knowledgebase, PSA systems, integration with diversified intellectual property from our technical team and management, as well as reporting to ensure that the individual is fully productive. Arguably the area we add the most value to managed resources is through business continuity. If a managed resource is unavailable for any reason, we will arrange a replacement from the second day onwards.

Unmanaged resources also receive integration with our diversified intellectual property from our technical team and management, however to a more limited extent. Unmanaged resources would typically be applied to environments where existing IT management and department structures are already existing.

Ad-hoc / Block hour support

This predominantly applies to once-off projects, micro businesses and home users. This category applies to any maintenance or support outside of the scope of our pro-active and fully managed contracts.

These technical hours are conducted on either a planned or as quick a response as possible. Priority will be given to pro-active or fully managed services customers.

Block hours are where a fixed monthly allocation of hours is allocated to a customer. This would supplement a pro-active or fully managed service customer, however can also be committed to independently. Depending on the volume of hours required the hourly rate is discounted and priority is allocated to the customer in return for the commitment.

Managed Cloud

It is a common misconception that because services reside in the “cloud” they require no maintenance or enhancement. Cloud services continuously evolve as well as businesses requirements change. It is important for businesses manage their cloud services to remain effective and secure.

We provide managed cloud services in the following areas:

- Office 365
- Cloud Backup and DR
- Infrastructure as a service (IAAS)
- Azure and AWS
- Telephony (VOIP)
- Endpoint, Server and Network Security
- CCTV
- Wifi

How to move forward with your businesses IT?

The first step is always to gather information with regards to our customers requirements to allow us to make informed recommendations that deliver the desired outcomes. We offer a free basic assessment for your business. To arrange an assessment you can contact our Business Development team telephonically on +27 21 812 1500 or email sales@gsol.co.za.