SERVICE OVERVIEW

IT is pivotal to the success of every business. IT is relied upon to power mission critical applications, enable communications, and facilitate the distribution and storage of critical data throughout the enterprise.

We know that when a problem with your IT occurs, nothing is more frustrating than having to deal with someone who does not understand your problem, or who does not have the relevant information on hand to resolve the issue - especially in an emergency situation.

That's why we have built a service organisation that provides immediate access to the knowledge and expertise you need for rapid and accurate resolution of service issues, regardless of scope or severity.

All businesses have unique IT support requirements and hence we offer a complete portfolio of flexible and responsive support services to ensure the continued availability of our clients' critical IT systems. Although tailored to the individual needs of each client, our services are all founded on our **Dedicated / Managed Service Approach** and draw upon the expertise and resources of our entire service organisation. These comprise of:

Help Desk | 24x7 System Monitoring | Remote Problem Analysis and Resolution | On-Site Support and Emergency Response One Stop Shop' capability to supply all software/hardware if required | High Availability Internet Connectivity IT Consulting | Software Development

Help Desk
We provide support over the phone or via email. Our Help Desk service provides an instant response from highly trained support professionals whose priority is to deliver quality, timely and professional service. We have multi-skilled technical support specialists combined into a single team that provides true 24x7 support.

24x7 System Monitoring
We utilise best-of-breed technologies to proactively monitor the integrity, stability and availability of our clients' critical IT systems and networks. Our monitoring system produces a variety of alerts whenever a problem occurs, allowing proactive problem resolution - many issues can be resolved remotely without the client being aware or affected. You get peace of mind from knowing we are constantly monitoring your critical systems and networks, 24x7.

Remote Problem Analysis and Resolution
Our engineers are able to analyse and resolve over 99% of client issues remotely, ensuring continuity of service, increasing productivity, and reducing the need for costly on-site visits.

One Stop Shop' capability to supply all software/hardware if required
We can handle your IT procurement needs if required - many of our clients value the advantages of a 'One Stop Shop'. We have long-standing relationships with a wide range of hardware and software vendors and distributors. Our business model is service based and we view procurement as part of our service, rather than as a revenue stream. This means that we can also take care of your procurement and vendor management requirements as part of our fully managed services. Furthermore we can also get involved in your budget and procurement planning thereby optimising the IT assets requirements and maximising the benefits derived out of the same.

High Availability Internet Connectivity
We rely on multiple internet service providers to maintain the highest possible levels of availability and performance, guaranteeing uninterrupted connectivity service for our internal support infrastructure and our clients' systems and enabling us to provide highly reliable and cost-effective 24x7 support.

IT Consulting
To complement our IT infrastructure management and support services, we offer a broad range of technology and integration consulting services, helping clients to develop optimal IT infrastructures and networks to support their businesses.

Software Development
We undertake development of customized software on the **.net platform**. Our team of highly skilled and experienced developers specialise in developing feature-rich and mission-critical client/server and web based applications. The core team has rich domain exposure including Retail, Manufacturing, Engineering, Financial Services, IT/ITeS, Insurance and Healthcare. We work with each client on a personal level, through which they receive top of the line results and superior services. Some of the services offered are:

- Offshore Software Development
- Application Fine tuning
- Application Development
- Legacy code maintenance
- Database designing
- Web Designing