

Syscom Technologies - On Demand Services



On Demand Managed Services

Network Managed Services

- Network Management
- Problem Isolation/Remediation
- Lifecycle Asset Management
- Appliance only- agentless
- Backup Management
- Patch Management
- Virtual Office (no VPN required)
- Power Management
- Executive Reporting

Networking Security Services

- Fully Hosted – 3 SOC's
- 50+ Security Services On Demand
- Intrusion Detection & Defense
- Vulnerability Defense- Phishing & Pharming
- System Defense- Policy Compliance
- Secure Networks- Managed VPN/WAN
- System Auditing
- PCI Compliance Certification

E-mail Hosting & Filter/ WEB Filtering

- Anti Virus, Spam Filtering
- Encrypted e-mail, e-mail Archiving
- Web-based customer control panel
- Statistical reporting/ filter analysis
- Spam DB update every 10 minutes
- Hosted Exchange/ POP options
- Hosted SharePoint

Managed Backup/ Disaster Recovery

- Fully Managed
- Eliminated need for manual tape backups
- E-mail, Print, Database servers
- Automatic Remote laptop backup
- Price per Gb- pay as you go

Field Services

Break/Fix Maintenance & Installation

- Nationwide Onsite Service
- Over 40,000 Service Technicians
- Complete Range of Hardware supported
- 4 hour response, Next Biz Day, or Depot
- Network/Server/Desktop installs
- O/S Installs, setup, testing, burn-in
- Training on new equipment

Asset Recovery/ Recycling/ Trade In

- Disassembling products and reselling used parts back into the marketplace
- ISO 9001:2000
- Environmental and Privacy compliant disposal services - <3% Land filled
- Certified Data Purging

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Edge Services

Help Desk Support for End Users

- Desktop & Laptop
- OS and Application Support
- Network Connectivity
- PC Security & Backup
- Phone & Chat support
- Unlimited calls
- Remote control
- User scheduled calls

Fully Hosted VOIP telephony

- All the features of a premise PBX-extension dialing, voice mail (find me and voice mail to e-mail), auto attendant, ring groups and music hold
- Line features such as caller ID and name, forwarding
- No programming and no staging, just plug and play done remotely.

Content Management for Digital Signage

- Control multiple displays from the convenience of the Internet
- Manage your media library of images, videos and Flash animations
- Create a pre-approval content review process
- User Training & Support
- Creative design

On Demand Professional Services

- Proof of concept engagements
- Server consolidations and virtualization assessment
- Server data collection
- Workload Assessment
- Capacity Planning
- Health Check- Improved the efficiency and quality by checking the health of your infrastructure
- Messaging & Collaboration- Enhance your business information for messaging and collaboration.
- Optimization & Migration- Complete IT migration projects on time and budget while maintaining productivity and improving operational efficiency.
- Project Management- Protect all of your project goals and objectives while adhering to classic project constraints.
- Mobile Device Management- Lower your cost of the middle user by automating the verification of users and alignment with departments.

Pro Services

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