



Managed ICT Services & Solutions

A large, light gray, stylized letter 'A' composed of several geometric shapes, serving as a background for the main title.

Managed ICT Services

A product description by Adept

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Product Overview

The continued health and maintenance of ICT infrastructure is of paramount importance to any organisation. ICT is typically the second-largest budget item in a business, making it a vital investment to protect.

Managed Services is the ideal automation solution with which to achieve maximum results in looking after ICT hardware and software. Apart from the advantages inherent in a service dedicated exclusively to ensuring infrastructure health, there are also significant cost savings associated with allowing a Managed Services provider to handle such operations. Additionally, having all tech-based resources fully available at all times means there is no lost productivity due to ICT-related downtime.

Our Managed Services portfolio caters for a variety of situations, from elementary monitoring needs to advanced proactive preventative measures. Backed by industry-leading capabilities and with support from an experienced and highly knowledgeable service team, clients are assured of a first-rate service provision to their full benefit.

ICT Support Services

All tiers of support service are available to all clients in the Desktop and Server products. The differences are only encountered in billing and Service-Level Agreements. A higher ICT Support tier includes all the features of lower tiers. The ability to monitor the majority of IP-connected devices in an automated manner is an invaluable time and resource saver.

Managed Antivirus Services

It has become best practise to standardise an organisation with a security solution incorporating antivirus, anti-malware, network scanning, content control, anti-phishing and firewall elements. Bridging the services provided by these into a single streamlined and automated process gives the highest possible protection against potential threats. In addition, the process includes company-wide deployment and reporting of the latest updates to ensure up-to-date and complete security.

Patch Management Services

Outdated software can be highly vulnerable and may be a threat to data. With Patch Management, the task of ascertaining the availability and deployment of software updates is centrally monitored and controlled. This allows for a reduced observational element as well as a reduction in bandwidth requirement - only a single download instance is required per patch or update.

Printer & Network Services

Office automation should include preventative maintenance and inventory management. All network-attached devices can be monitored remotely for health and resource management, such as switches, wireless access points and routers. The ability to pre-empt device requirements and solutions is an invaluable tool in preventing both time lost by individuals as well as device downtime.

Desktop-level Service Features

ICT Support ^A	Proactive ICT Support	Managed ICT Support	Managed Antivirus ^B	Patch Management ^B
Light Monitoring Polling of computer info and system performance, monthly summary report	Monitoring Advanced polling of computer info and system performance, monthly summary report		Antivirus License & Standardisation Using best-practice framework across the entire network	MS Patches Windows 8 and 10
Asset Gathering Information on hardware, warranties, licenses and installed software, monthly report			Integrated Deployment Includes AV profile configuration, removal and cleanup of prior AV software, installation and initial AV scan	3rd Party Patches For pre-defined Windows-based software, including Adobe products, Internet browsers, Java and multimedia products
Systray Icon Agent connection status, Adept contact details, support ticket logging ^C			AV Monitoring & Updates Online status, scheduled scan status and results, security and update alerts; provisioning of onsite update server to ensure all AV software and definition files are kept updated	Monitoring Patch summaries and overviews of approved and non-approved patches
Remote Assistance Remote resolution of printer spool errors, email client issues and non-running services problems	Remote Assistance Remote resolution of printer spool errors, email client issues, non-running services problems and MS Server support queries		Reporting Monthly threat report (custom reports based on client requirements may also be quoted upon)	Reporting Monthly summary report via email
		Proactive Support Preventative maintenance and remediation on existing services, service optimisation; includes 1 hour monthly labour time	Billable Services Threat analysis, item restoration, additional cleanup via remote access, ad-hoc reporting, customisation of individual profile configuration settings	Billable Services Onsite, remote and after-hours support, travel, project management, end-user Helpdesk support, configuration changes, remote troubleshooting, redeployment, ad-hoc reporting
Billable Services Remote and onsite support, priority support, hardware changes and upgrades		Billable Services Remote and onsite support, priority support, hardware changes and upgrades, additional hours		

A Forms part of Managed Antivirus and/or Patch Management services; not available as a standalone service

B Included in Proactive and Managed ICT Support services; also available as a standalone service

C Services via support tickets are billable

Server-level Service Features

Proactive ICT Support	Managed ICT Support	Managed Antivirus ^D	Patch Management ^D
Monitoring Advanced polling of server info and system performance, monthly summary report		Antivirus License & Standardisation Using best-practice framework across the entire network	MS Patches Windows Server 2008 and 2012
Asset Gathering Information on hardware, warranties, licenses and installed software, monthly report		Integrated Deployment Includes AV profile configuration, removal and cleanup of prior AV software, installation and initial AV scan	3rd Party Patches For various Windows-based software, including Adobe products, Internet browsers, Java and multimedia products
Systray Icon Agent connection status, Adept contact details, support ticket logging ^E		AV Monitoring & Updates Online status, scheduled scan status and results, security and update alerts; provisioning of onsite update server to ensure all AV software and definition files are kept updated	Monitoring Patch summaries and overviews of approved and non-approved patches
Remote Assistance Remote resolution of non-running services problems and MS Server support queries		Reporting Monthly threat report (custom reports based on client requirements may also be quoted upon)	Reporting Monthly summary report via email
Proactive Support Preventative maintenance on existing services	Proactive Support Preventative maintenance and remediation on existing services, service optimisation; includes 5 hours monthly labour time	Billable Services Threat analysis, item restoration, additional cleanup via remote access, ad-hoc reporting, customisation of individual profile configuration settings	Billable Services Onsite, remote and after-hours support, travel, project management, end-user Helpdesk support, configuration changes, remote troubleshooting, redeployment, ad-hoc reporting
Billable Services Remote and onsite support, priority support, hardware changes and upgrades	Billable Services Remote and onsite support, priority support, hardware changes and upgrades, additional hours		

^D Included in Proactive and Managed ICT Support services; also available as a standalone service

^E Services via support tickets are billable

Printer & Network Service Features

Proactive Printer & Network Support	Managed Printer & Network Support
Monitoring Advanced polling of printers and network-attached devices	
Asset Gathering Information on hardware and warranties, retrieved via SNMP (where available)	
	Remote Assistance Remote resolution of non-running services problems and MS Server support queries
Proactive Support Early warning on system health concerns	Managed Support Includes 1 hour monthly labour time
Billable Services Remote and onsite support, priority support, hardware changes and upgrades	Billable Services Remote and onsite support, priority support, hardware changes and upgrades, additional hours

Company Profile

Adept Internet was launched in January 1996 in Stellenbosch, and is today one of the oldest independent Service Providers in South Africa. To be Adept is to be proficient and expertly accomplished. This is what we strive for and have achieved in all our services.

We cater for a vast variety of service needs. Our client base is broad and diverse, with customers based across the country. To them, we offer superlative services and products that we ourselves have complete confidence in, at all levels of information technology.

Many of our solutions are tailor-made, in order to perfectly suit each client's individual requirements. We thus ensure that our approach is personal and conforms to exactly what is needed in order to be successful.