



Services and support offered

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The only Support You will Ever need:

You have come to an innovative and service driven IT Services and **Computer** Sales Company that is passionate about customer service and make no mistake we are here to make your **computer** problems less if not disappear. We can apply the latest technologies to offer our clients custom business solutions that are effective,efficient,productive and in line with their business.

We take care of all your **computers** and their worries.

We are committed to the success of your business by ensuring that we deliver only the best solutions and always available to offer support on a daily,weekly,monthly basis or on a pay per use basis.

We offer affordable **IT Support** for Small and medium business in Gauteng.

Why do we need ongoing IT Support?

Some computer or network problems can be prevent before they even occur ,that means that you will save money and time. Our IT Support Technicians will provide you with reliable and quality IT Support to ensure that your business does not come to a stand still due to computer problems.

If your business uses **computers** or any form of **computer** technology then you need ongoing IT Support / computer Support as you will never know when computer problems will start. i.e. computer has a virus ,data corruption or data loss or your computer has crashed. We at ITSaSpresents your company computer head aches.

Our IT Support Technicians respond quickly to resolve your problem computer or It problems and You will be helped by qualified IT Support Technicians who knows what they are doing.

ITSaS practices a pro-active approach to maintain the overall health of each PC and server in your company. Our support plans ensure that servers and PCø are functioning properly, protected, and secure against technology threats and disasters.

Our certified engineers can also help maintain, manage, upgrade or migrate your critical business applications like Active Directory, Exchange Server, SharePoint Server, Small Business Server (SBS), DHCP and DNS, File Server, Anti-Virus Server, WSUS Server, Backup Execution and Management, Database Management, and Linux Server Management.

Below is a matrix of our desktop and server management plans:

Services	
CPU, Memory, Disk, Resource Monitoring	✓
Asset Inventory (Software and Hardware)	✓
Microsoft / 3rd Party Application Monitoring*	✓
Network Device Monitoring	✓
E-Mail Based Instant Alerting	✓
Monthly Standard Reports	✓
Anti-Virus Management	✓
Disk Defragmentation	✓
Temporary File Cleanup	✓
Security Patch Management	✓
Windows Security Administration**	✓
Windows Event Log Monitoring	✓
User Account Administration	✓
Scheduled Server Reboots	✓
Customer Service Portal (Trouble Tickets)	✓
Software License Management	✓
File Server Management	✓
Active Directory Management	✓
Anti-Virus / WSUS / ISA Server Management	✓
Exchange / Sharepoint / SBS Administration	✓
Database Management (SQL, Oracle, mySQL)	✓
Backup Execution and Monitoring	✓
Linux Server Management	✓
Server Documentation	✓
Dedicated Technical Account Manager	✓
Detailed Infrastructure Monthly Reports	✓
24x7x365 Support	✓

Why you should consider using our IT Support / Computer Support

Here are a 15 reasons why you should use our **IT Support / Computer** services

1. Our **IT Support / Computer Support** Response times are from 20 min to 2 hours
2. Our **IT Support / Computer Support** Technicians are experienced in the Microsoft and Linux Environments
3. Our **IT Support / Computer Support** call out fees and labour are affordable if still not the cheapest.
4. Backup are done on a Daily, Weekly and monthly Basis
5. Our **IT Support / Computer Support contract** gives you free Website design and maintenance
6. Software Updates are done on a daily, weekly and monthly basis.

7. Our **IT Support / Computer Support** Response Times are Guaranteed
8. Our **IT Support/ Computer Support** Contracts comes with free anti-virus for all the computers covered by the contract.
9. Our **IT Support/ Computer Support** contract gives you free deliveries on all hardware and software purchases plus a discount.
10. Our **IT Support/ Computer Support** will simply make your computer problems disappear.
11. **IT Support / Computer Support** contracts are from 2 months to 12 months or month to month.
12. We offer **IT Support/ Computer Support** on Linux and Windows environment
13. Remote **IT Support/ Computer Support** instant.
14. We Offer Pro Active **IT Support/ Computer Support**
15. SmartIT Monitor is a tool we use to improve our service delivery for our **IT Support/ Computer Support** clients

If you want complete assessment of your IT Environment calls on

We have tailor made **IT Support / Computer Support** packages to fit your budget. Contact Us Today and find out more.

Our IT Support / Computer Support Services is Guaranteed you don't have to pay the same bill for the same thing.

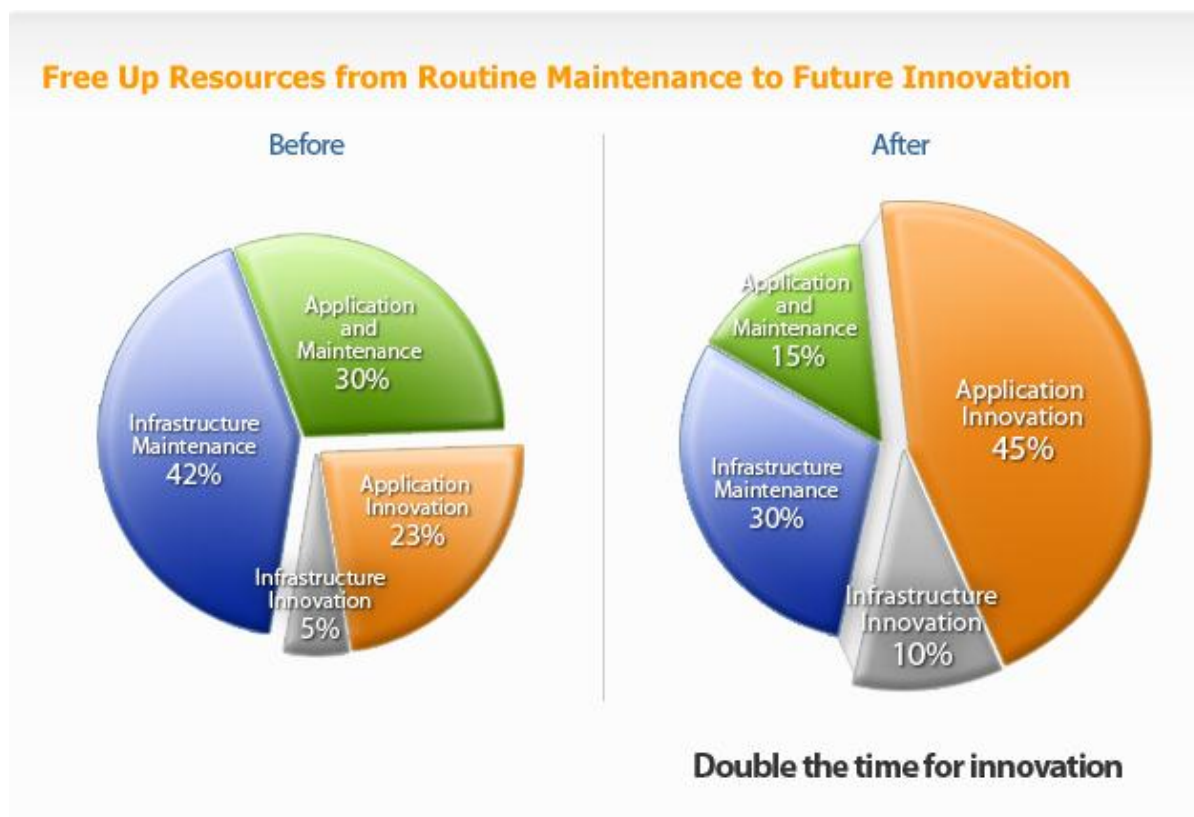
Through out the years we have learned to deliver the best Computer Support , IT Support and IT Solutions at affordable prices.

More valuable information about us:

At ITSaS, we pride ourselves at being at the forefront of efficient and reliable services. We have therefore spent a great deal of time researching/ testing and using different system and integrating various systems.

One of our greatest accomplishments thus far has been the introduction of Virtualization using VMware ESX(i).

Virtualization dramatically improves the efficiency and availability of resources and applications in your organization. Internal resources are underutilized under the old %one server, one application+model and IT admins spend too much time managing servers rather than innovating. An automated data enter, built on a VMware virtualization platform, lets you respond to market dynamics faster and more efficiently than ever before



VMware vSphere delivers resources, applications- even servers- when and where they are needed. VMware customers typically save 50-70% on overall IT costs by consolidating their resource pools and delivering highly available machines with VMware vSphere.

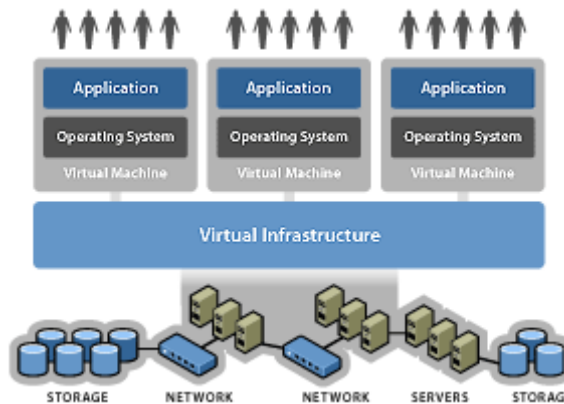
- Run multiple operating systems on a single computer including Windows, Linux and more.
- Let your Mac run Windows creating a virtual PC environment for all your Windows applications.
- Reduce capital costs by increasing energy efficiency and requiring less hardware and increasing your server to admin ratio
- Ensure your enterprise applications perform with the highest availability and performance
- Build up business continuity through improved disaster recovery solutions and deliver high availability throughout the data enter
- Improve enterprise desktop management & control with faster deployment of desktops and fewer support calls due to application conflicts

Why Your Company Should Be Virtualized

Virtualizing your IT infrastructure lets you reduce IT costs while increasing the efficiency, utilization, and flexibility of your existing assets. Around the world, companies of every size benefit from VMware virtualization. Thousands of organizations- including all of the Fortune 100- use VMware virtualization solutions. See how virtualizing 100% of your IT infrastructure will benefit your organization.

Top 5 Reasons to Adopt Virtualization Software

1. **Get more out of your existing resources:** Pool common infrastructure resources and break the legacy one application to one server model with server consolidation.
2. **Reduce data enter costs by reducing your physical infrastructure and improving your server to admin ratio:** Fewer servers and related IT hardware means reduced real estate and reduced power and cooling requirements. Better management tools let you improve your server to admin ratio so personnel requirements are reduced as well.



3. **Increase availability of hardware and applications for improved business continuity:** Securely backup and migrate entire virtual environments with no interruption in service. Eliminate planned downtime and recover immediately from unplanned issues.
4. **Gain operational flexibility:** Respond to market changes with dynamic resource management, faster server provisioning and improved desktop and application deployment.
5. **Improve desktop manageability and security:** Deploy, manage and monitor secure desktop environments that users can access locally or remotely, with or without a network connection, on almost any standard desktop, laptop or tablet PC.

So what are we saying?

We can consolidate your servers in your data centre and you will immediately save on:

- Energy
- Space
- Time



Setting up a firewall and securing your organisation

Another great service/ product we have up our sleeves is the installation of a reliable, feature rich and *free* firewall!

Free? The firewall is based on the FreeBSD operating system which in itself is free and requires no yearly license fees. We also use another plug-in to help protect you from intrusions which are on the Internet. A secure and stable IDS (Intrusion Detection System) can be customized to stop malicious viruses from using up all your Internet bandwidth, which will save you money.

We can even set up this firewall to run on your virtualised server. No more dedicated machines.



Servers

If you do not have existing servers, we will gladly supply you a server at a cost which is affordable to you.

We typically use DELL servers, which are very reliable and very efficient.

Networks

One of our specialities is the installation, maintenance and fault finding of you network equipment.

We use technologies such as SNMP to see if a server is running low on disk space, has occasional disconnects from the network and if your QoS has been set up correctly.

QoS is typically used in organizations where you have different priorities on network traffic. A typical example is the prioritisation of VoIP (Voice over IP) traffic over file copying operations.



