ZiAAS
TECHNOLOGY SOLUTIONS

Managed Services: IT Support from ZiAAS explained

Fully integrated support packages or one-off projects;
ZiAAS has an IT solution for your business

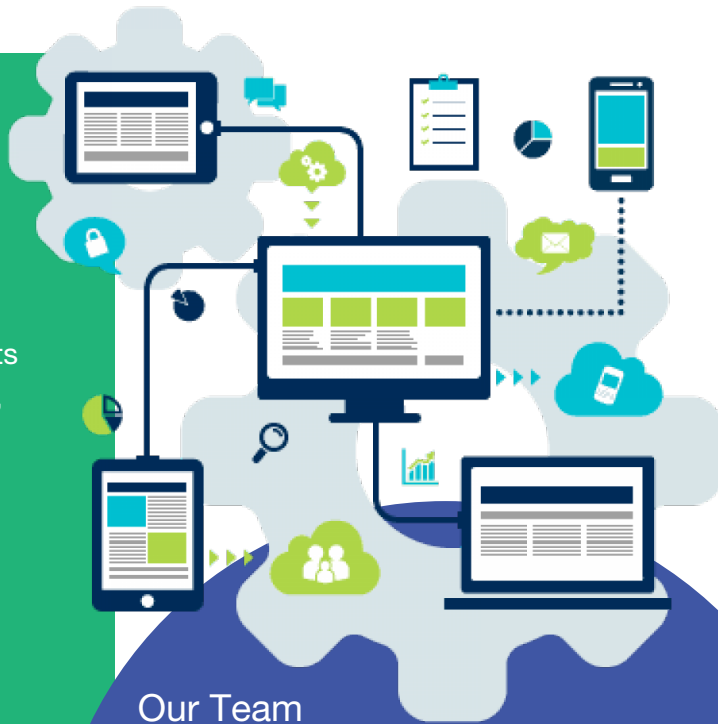| Managed Services | Cloud Services | Professional Services | Software & Hardware |

Flexible, Fast, Tailored Service

ZiAAS helps businesses from diverse industry sectors optimize their efficiency through cost effective IT strategies and solutions. Our flexible IT support and on-going account management deliver products and services quickly, designed to fit your business requirements perfectly.

Vital Customer Care

At ZiAAS we want our clients to have an exceptional experience. It is of the utmost importance to us that our clients feel they are always top of our agenda, because they are. We ensure you will maximize the benefits of our recommendations by providing the most suitable, cost effect solutions for you. This way we hope you to return to us and bring your business partners and associates with you.

Why just manage your IT, when your IT can be managed?

ZiAAS manage your day to day services, providing long-term advice regarding any of your IT-related business issues. In fact, we can oversee all of your collective IT requirements. From fully integrated IT support packages to one-off assignments, we identify any recurring problems and isolate the core issues. Whatever your business needs, we are there for you when you need us.

Our Team

We are proud of our specialized and pro-active team here at ZiAAS. The support crew are experienced in Information Technology focusing on infrastructure, programming, networking and software & hardware support. Our trained and professionally qualified team has the experience to root out issues before they appear or affect your business.

UBIQUITI NETWORKS · Lenovo · hp · DELL · SAMSUNG · Apple · Microsoft Partner (Silver Small and Midmarket Cloud Solutions) · Windows · Office 365 · G Suite · amazon web services · Acronis · Synology · Microsoft Azure · F⊖RTINET

Leave out the Jargon

Taking out a ZiAAS Support package means

✓ Having an affordable IT department on hand

✓ Fewer daily issues & less costly downtime

✓ Professional assistance from a local IT support team to manage your networks

✓ No hidden costs with a fixed price maintenance contract

⚠ MALWARE DETECTED!

How Our Support Works

? Issues

@ Email our support line

📱 Call our support line

≡ We raise a ticket for your issue

📱 Technicians will respond, usually resolving your issue remotely. You'll receive an email confirming receipt of the issue raised

🏠 If not, a visit to your premises will be arranged (depending on the package you have)

How does the ZiAAS IT Support Service work?

All the benefits of having an in-house IT team without the high personnel costs. Unlimited 'problem solving' support (remotely, by phone or on-site when necessary), pro-active system monitoring and a quarterly comprehensive check of your entire infrastructure.

We provide 24 hour support on top of business hours with no limitation on services. We provide one package of all our services for small and large companies.

Hardware & Software Suppliers

We will work with all your vendors on maintenance and upgrades, also help procure any new software or hardware requirements. Through our extensive list of reconsigned suppliers we will ensure that you get the best deal.

Dedicated Monitoring & Maintenance

Our monitoring systems instantly flags any issues on your network, servers or internet connectivity. This allows us to remedy the problem before any impact to your business.

Unlimited Support

Using our secure remote access software we can connect to your computer and fix problems for you, or for a simple solution, just tell you what to do over the phone. Whether it's a simple solution or a more complex one, we can sort it for you as part of the service.

Dedicated System Review

It is hard work keeping up with the constant upgrades and replacements in software technology. It is important for your systems to keep up to speed, so we keep an eye on them for you and tell you when it's time for a refresh. If there is something that could help your business processes or improve on your current solution, we will also advise you right away.

On-Site Support

If you should need our help, we can be on-site for as long as you need. Think of us as your very own in-house IT Department – on call.
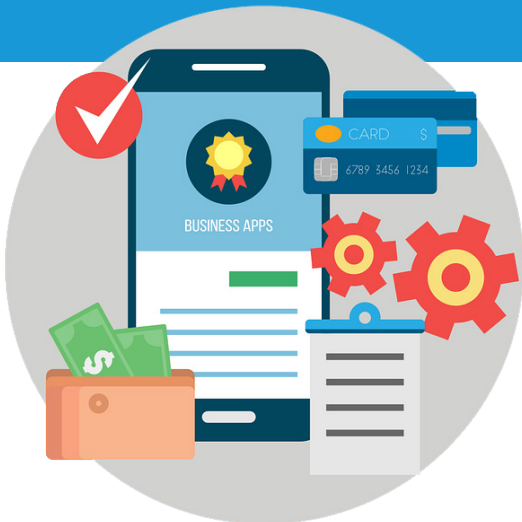
Quarterly On-Site Health Check

A quarterly visit to your centre of business to health check your entire network (hardware & software) and deal with any unreported issues. A full report will be provided which will include any recommendations or further action to be taken.

## Annual Service Report & On-Site Review Meeting

It is important to us that you are able to provide feedback too and discuss any requirements with us. A good time to do this would be at our annual full report presentation to your management team. The report will cover the previous 12 months of support activity and this is where we can raise awareness of common issues and make beneficial recommendations.

Time Bank

Pre-paid support hours – only pay for the time you use. If your business doesn't need a full support service contract, when an IT issue occurs, you can use Time Bank.

This will give you access to support from our professional IT team to use, as and when you need them. All the help you need, just a phone call away. Whether it be for urgent assistance, a one off project or a larger scale plan - the choice is yours.
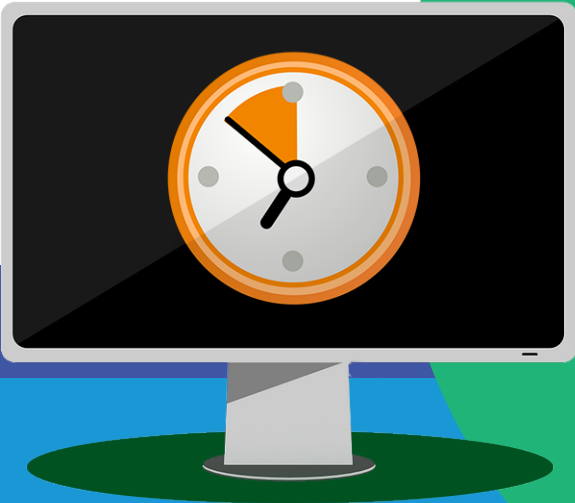
Time Bank covers you for configuration, administration, support, reviews and health checks for all major vendors including: Microsoft, Apple, Google, Amazon and the following systems:

- Hardware & Software
- Work Stations
- Servers
- Email
- Network
- Connectivity
- Identity
- Cloud Platforms
- System Intrusion

Case Study

The Situation

This medium sized company was riddled with IT issues that was impacting productivity. They had two servers which had run out of storage space, both servers were thought to be backed up daily to a USB hard drive. Computers and Office versions varied, and documents had to be copied to their computers when working offline. There was no encryption or centralised malware protection on any devices. Mailbox limits were set to 2GB per person with no anti-spam or phishing protection.

The Proposal

ZiAAS proposed a four-phase approach starting with upgrading their underlining network. Next, emails were migrated from the server to Office 365 with a 100GB mailbox, and with minimal interruption to the business and staff. Next all workstations were upgraded to Windows 10 and encrypted, and malware protected enabled. This left the company documents which were migrated to Microsoft Teams, where they became accessible remotely and from mobile devices.

The Solution

The company is now serverless, with business continuity and no more worries about hardware failure or maintenance. It has the added benefit of reclaimed office space previously held by the servers. Staff can now take advantage of increased mailbox storage, centralized data remotely accessible with version history and automated backups offsite.

Additional Services

1. Hardware & Software

ZiAAS's procurement team can search for the most suitable products at best price, from the best vendor, so you can spend time on doing what you do best. We will also liaise with vendors from procurement, right through to installation and hand over.

2. Microsoft Office 365

At ZiAAS, we help businesses migrate to Office 365, support as well as provide innovative solutions that work with Office 365. We will help you choose the right Office 365 components for your business, employ the best strategies to integrate them in your company network, and give plenty of support to your team during transition to cloud productivity.

3. Desktop Deployment

ZiAAS's service offers a bespoke plan to ensure a solid, cost-effective deployment. A modern desktop provides IT departments with a level of control, manageability and security to work efficiently while also improving overall productivity.

4. Business Transformation

Our Business Transformation services help organisations manage the challenges of today's complex technology marketplace along with any changes to business priorities. We work collaboratively to develop practical solutions so that your IT department can respond quickly to customer demands across many different scenarios while also providing a stable service.

5. Internet Services

In the same way that it pays dividends to find a better internet provider for your home, we provide internet based services for your business. From reviewing the best options from multiple vendors to procurement, we ensure the most advantageous transition when your term ends.

6. Domain & DNS management

Purchase and manage all your domains, DNS and certificates through our dedicated secure ZiAAS portal.

7. VOIP

We purchase and manage a VOIP platform through our dedicated ZiAAS VOIP portal, with the added benefit of our dedicated support and migration team. Our fully managed porting service will help with the seamless transition of all of your numbers with no downtime.

8.Multi-site Network Management & Support

These days, working remotely or having team members in multiple locations is the norm. We can keep all your staff connected to all of your systems, from all of your sites with remote connectivity to optimise performance and security. So no matter where you are connecting from, your experience is the same.

For the best IT solutions for your business, when you need it…