



Managed Services

Concorde Informatics Managed Services Overview



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Every organisation now relies heavily on their I.T. system to operate effectively, yet delivering I.T. services is not usually the main focus of their business. Every company wants the latest I.T. systems to give them commercial advantage yet many IT departments are struggling to deliver the complete set of services that their organisation is demanding.

Concorde Informatics provides managed service solutions to all your I.T. issues. For a low, fixed monthly fee, you receive the latest technology installed by highly trained consultants and controlled via our Operations Centre 24 x 7. With real-time information available via our reporting portal, you control your environment whilst dramatically extending its capabilities.

Our Managed Services:

- **Managed Firewall/VPN Services**
- **WAN Monitoring and Management**
- **Data Backup and Replication**
- **Network and Server: Monitoring and Management**
- **Data Centre Environment Monitoring**
- **Hosted Exchange**
- **Email Archiving**
- **Data Centre Hosting Services**
- **Managed Internet Connections**
- **Virtual Servers**

Managed Firewall Service:

Concorde Informatics is a leading Managed Service Security Provider and has over 100 firewalls under our management. Our Certified Security Administrators can remotely and securely manage and monitor your Firewalls taking care of all security policies and services for your network. Our services include:

- Policy administration
- Security and VPN settings
- Content filtering
- Upgrading and maintaining your firewall
- Updating gateway Anti-Virus, Anti-Spyware and Intrusion Prevention Services

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Getting IT right first time

WAN Monitoring and Management:

Our Managed Network Services are designed for companies that have internal IT staff that manage the Local Area Network, but do not employ the skills necessary to manage and maintain the Wide Area Networks, or the connections between a main office and all the remote sites. Concorde Informatics can provide:

- Completely managed network devices
- Managed IP services
- Remote access monitoring
- Network security

Data Backup and Replication:

The Managed Storage System is a cost effective alternative to traditional backup methods, replacing conventional and unreliable tape based systems with a fully automated solution, based on disk technology. Incorporating Hierarchical Storage Management, a fully configured Data Silo plus installation and training, Managed Storage System gives organisations true data management, scalability, Business Continuity features.

- No manual intervention
- Single file restoration
- Baremetal recovery
- No tapes required
- Incremental backup - or Snap Shot
- Continuous data Replication

Network and Server: Monitoring and Management:

A cost-effective means of ensuring that you have all the information that you require to maintain an effective server infrastructure. For a low fixed monthly fee, the service gives you full knowledge of how your systems are performing now, with reporting and control coordinated through our advanced helpdesk system.

- Integrated problem ticketing
- Server, network, application and hardware monitoring
- Threat analysis
- Capacity planning.
- Managed LAN/ Wireless LAN
- Managed Network Devices
- Remote access monitoring

Data Centre/ Computer Room Environment Monitoring:

Concorde Informatics uses its skills in Managed Services and network and Server monitoring to bring you Data Centre and Computer Room Monitoring, we specialize in the use of IP and Web technologies to monitor and manage critical support systems. Our quality solutions can include, IP-based camera surveillance, access security, UPS and power distribution monitoring, and environmental computer room monitoring devices.

When we receive an alarm from an Access Control or Environmental system, an alarm signal is instantly transmitted to Concorde Informatics network control centre where our trained personnel respond immediately by actioning the alarm, advising & dispatching if required authorised personnel to response to the alarm condition.



Our Services include:

- Real-time alarms 24/7
- Automated contact via SMS, e-mail, pager, PDA
- Support contact 24/7 via landline for all critical alerts
- Audit Reports every week
- Incident Reports for every critical alarm
- Installation plans for every room monitored
- Unique client portal
- Real-time and historical charting for all sensors

Our Monitoring covers:

- Heat
- Smoke
- Water
- Intruder
- Humidity
- CCTV

Hosted Exchange:

Concorde Informatics delivers MS Exchange, the worlds leading messaging system, as a hosted application, an approach that provides IT infrastructure, operations and services to companies of all sizes, from two person operations to companies with thousands of users. The hosted service approach transforms email from software and hardware that an organisation must purchase and maintain into a pay-as-you-go service. The value we bring is in our experience and expertise in the design and operation of Microsoft Exchange and related systems, and in managing and supporting your user accounts.

- No capital investment
- Future proof
- Fixed mailbox sizes
- Optional Email archiving service
- Blackberry Enterprise Server

Email Archiving:

Email storage costs are eating away at corporate IT budgets. In fact, it's estimated that the costs of storage are now five times that of the hardware and software combined. Systems such as Microsoft Exchange were designed as a messaging and collaboration tool not a storage system. Yet many users are using the filing cabinet features of email as a storage system for all their documents. This has resulted in many companies' mail databases becoming huge and unwieldy.

- Meets industry and government legislation
- Seamlessly integrates with business email and OWA
- Eliminate .pst headaches and improve performance



Data Centre Hosting Services:

Concorde Informatics provides comprehensive hosting services ensuring that your service is available, accessible and secure 24/7. With our experienced hosting specialists we are able to provide you with a service that fully caters to your requirements, be that for Co-location Hosting, fully Managed Hosting, a Private Hosting Suites or Concorde Informatics Managed Hosted Application Service.

- Efficient virtual environment
- Complete managed service
- Totally secure
- Fully customisable

Concorde MIS: Managed Internet Connectivity:

The ever-changing world of business demands a fast and reliable Internet connection to support and maximise your online business strategy. Today, Broadband is increasingly becoming the business preference to facilitate everyday Internet requirements such as e-mail, Virtual Private Networks and web browsing.

However there are many other cost effective and reliable ways to communicate. Concorde offer a range of Internet access solutions to suit a diverse range of business requirements.

- ADSL
- ADSL 2+
- SDSL
- Private Leased Lines
- IP-VPN's
- MPLS
- 21CN

Our solutions seamlessly integrate with your existing network and can be used to upgrade and enhance an existing solution or may be implemented as a new one. Whether you require a low-speed dial-up or ISDN back-up connection, Broadband or leased line connectivity, Concorde Informatics can offer you a secure, resilient and managed service in line with your business needs.

Managed Virtual Servers:

Managed Virtual Server service gives you a powerful server platform of your own but at a fraction of the usual operating cost. Systems are fully monitored and managed in our UK data centres, thus eliminating the need for additional technology staff and costs.

- Rapid implementation
- Low costs
- Remote administration
- Automatic failover
- Highly scalable

LEARN MORE

For more information on how Concorde Informatics will help you with your IT requirements please call 01484 405405 or contact us online today.



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