



# Services & Products Overview





# Products

- ✓ Email & Messaging
- ✓ Office Systems
- ✓ Networking
- ✓ Server installation & Setup
- ✓ Business Broadband
- ✓ Telephone Systems (VOIP)
- ✓ Professional Spam Filtering
- ✓ Website & Search Engine Optimization (SEO)
- ✓ Server & Desktop Virtualization





# Services

- ✓ Complete Managed IT Systems
- ✓ System Support & Maintenance
- ✓ Server Setup & Configuration
- ✓ Networking & Network Security
- ✓ Managed Cloud Systems
- ✓ Cloud Backup
- ✓ Office Relocation
- ✓ Remote Working





# Cloud Services

- ✓ Enterprise-Class Cloud Backup
- ✓ Hosted Cloud Exchange Email
- ✓ Microsoft Office 365
- ✓ Acronis Backup
- ✓ Antivirus
- ✓ Hosted SharePoint 2013
- ✓ Azure Cloud Servers

*(Please see datasheets with pricing)*





# Managed Services

- Fully Managed IT Infrastructure, Including:
  - ✓ Desktop/End-user Support (phone, email, remote & on-site)
  - ✓ Server Support (on-site & remote)
  - ✓ VoIP Telephony Systems (remote support)
  - ✓ Autotask<sup>®</sup> Support Ticketing System
  
- Various Levels of Support
  - ✓ Ad-hoc (pay monthly as you go)
  - ✓ Per Project
  - ✓ Contracted Support with Various Service Level Agreements (SLAs)
  - ✓ Retainer based SLAs





# Server Support

## Pre-sales & Installation

- ✓ On-site Installation (UK & Europe Wide)
- ✓ Custom Designed Server Builds
- ✓ Close Relationships with Major UK Software & Hardware Wholesalers
- ✓ Competitive, Near-to Wholesale Pricing
- ✓ No Mark-up on Operating System Software

## Post Installation

- ✓ Remote, Pro-active Monitoring
- ✓ Weekly & Monthly Detailed Reports
- ✓ Regular patching and fault remediation





# Server Systems

## Windows Servers

- ✓ Windows Server 2003, Windows Small Business Server 2003 (SBS)
- ✓ Windows Server 2008, Windows Server 2008 R2
- ✓ Windows Small Business Server 2011 (SBS)
- ✓ Windows Server 2012, Windows Server 2012 Essentials
- ✓ Microsoft Exchange (2003,2007,2010,2013)
- ✓ Microsoft SQL Server
- ✓ Microsoft SCOM, Monitoring Software
- ✓ Microsoft ISA Server/Forefront TMG

## Linux Servers

- ✓ Igaware Microsoft Replacements for Small Business Server, Exchange & Spam Filtering.
- ✓ Linux Print and File Servers





# Network Support

- Specialising in:

- ✓ VPN connectivity from Office-to-Office (Using Draytek, Cisco, HP routers & switches)
- ✓ Remote working (Remote Desktop & Published Applications through Citrix®)
- ✓ Blackberry, iPhone & iPad Email & Microsoft SharePoint® Connectivity
- ✓ Remote Connection to File Services (DFS, RFS, NAS)
- ✓ Active Monitoring of Network End-Points (SMS & Email Alerts)







# Virtualization

- Server Virtualization Expertise

- ✓ Reduce Server Sprawl
- ✓ Host Many Servers in a Single Physical Server
- ✓ Application Isolation
- ✓ Benefit from Microsoft Virtualization Licensing \*
- ✓ Implement VMWare & Citrix XenServer Free Hypervisors

- Desktop Virtualization (VDI)

- ✓ Google Apps
- ✓ Citrix XenApp
- ✓ VMWare Horizon View, Horizon Mirage & Horizon Workspace

[\\*http://www.microsoft.com/en-gb/licensing/about-licensing/virtualization.aspx](http://www.microsoft.com/en-gb/licensing/about-licensing/virtualization.aspx)





## Other Services

- ✓ Professional Spam Filtering
- ✓ Website & Search Engine Optimization (SEO)
- ✓ Office Relocation
- ✓ IT Governance





# Pricing

## ✓ Ad-hoc

- Remote Support (Telephone & Email) - £45 p.h. + VAT (per ½ hour)
- On-Site Support – from £70 p.h. + VAT (minimum of 1 hours)

## ✓ Project

- Per Project but based on £50 p.h./£375 per day to calculate estimated duration

## ✓ Contract

- Individually agreed between Wimbledon IT and client

## ✓ Price Promise

- We will beat any competitors' rates within the SLAs offered

