IT Managed Solutions

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IT Managed Solution

Andrews Duffy understands the challenges that your company faces in terms of the constant evolving needs of Information Technology, productivity of staff and cloud based solutions to interact with your customers.

We allow for you to grow your IT solution by matching our expertise to your requirements without the cost factor that these overheads bring. We remove the need for you to focus resources on keeping IT operations functional and your organisation abreast with the constant changes with Information Technology and Cyber Security.

Information Technology is a core enabler of business processes.
It is not cost effective for your business to employ IT staff and a gap can exist to ensure a trusted expertise of IT for your organisation to manage the IT function.

We understand the need for continuous engagement with organisations to provide IT Managed Services, Patch Management, Desktop & Server Support, IT Oversight, Risk Mitigation, Cloud Based Services and efficient use of resources.

Prevention is better than cure: we are not waiting for problems, we are doing all we can to reduce the chance of anything going wrong in the first place.

By fixing the problem at its source, we can stop the symptom from returning. This enables us to provide you with consistently high levels of service, low levels of risk and, ultimately, enhance the productivity of your IT systems.

Cloud Based Services

Cloud computing makes IT not just cheaper, but also faster, easier, more flexible and more effective – wherever you are.

Cloud computing brings increased productivity to your business, increasing competitiveness, reducing costs, greater flexibility and maximise the resources you currently manage,

We use a range of software, including Microsoft Office 365 and Microsoft Azure, to develop and deploy cloud based solutions for your business. We can migrate your data away from on-premises server storage, monitor the health of your network and remotely solve problems

- ° **Collaborate and share information**

- ° **Protect sensitive data**

- ° **Reduce costs and resource strain**

By moving your business cloud-based services you can:

Collaborate and share information more easily – the cloud enables your employees to interact more efficiently, and access information from nearly anywhere and on any device, increases productivity.

Protect sensitive data – Using Cloud-based services gives you the peace of mind that if your equipment gets damaged, lost or stolen, your sensitive data remains protected and available.

Reduce costs and resource strain – Automatic security and software updates in Cloud-based services enable your business to save the time and money that are required when you have to maintain onsite infrastructure.

Office 365 allows your employees work to the best of their abilities, wherever they are, with the confidence that their data is protected. Whether they want to access their latest files on the road, or connect with team members from a remote location,

Desktop & Server Support

Management of your IT Hardware and Software Solution.

Outsource your IT for less stress and more productivity.

What happens when your entire network goes down and you're waiting for it to be fixed? Your business suffers

Managed Desktop and Server Support provides consistent and reliable end user support to your core business activities. Our services focus on the end user and their experience to minimise the loss of work time due to PC hardware and/or system software problems.

Our IT support stops issues from arising by proactively monitoring your ICT environment. We integrate all aspects of your IT systems, ensuring that you get comprehensive end-to-end support, and maximise usage of your IT resources.

- ○ **Personal Account Manager & Technology Advisor**
- ○ **Desktop & Server Support**
- ○ **Patch Management**
- ○ **Communications and Firewall Management**
- ○ **Email Configuration**
- ○ **Office 365**

Server Support, Management & Updates

When you select Andrews Duffy to manage your server support, you receive routine server maintenance, server security protections, server monitoring, disaster planning, and troubleshooting and repair.

Desktop Support

Keep your desktop running smooth and updated. We provide operating system updates, software installation and updates, PC performance tuning, desktop security, and troubleshooting and repair.

Technology Steering

As your dedicated Account Manager and IT adviser, we provide strategic planning and technology advice you need to achieve your business goals, increase efficiency and solve internal challenges. We're fully up-to-date on industry regulations so we only recommend solutions that meet your compliance standards

Proactive Support

We identify root causes of problems to flag potential issues. Proactive 24/7 monitoring means we can provide fast responses; eliminating risks and improving your business continuity

Helpdesk

Be secure in the knowledge that you have direct access to a team of technical specialist available at the end of the phone whenever you need them. With our extensive, up-to-date knowledge base we fix your IT problems and answer all your "how to" questions fast, to avoid downtime and improve productivity

Network Administration

We perform technical analysis against your company standards to identify vulnerabilities in your systems and implement best working practices. With frequent monitoring, analysis and reviews, we reduce the need for reactive support and deliver administration services that offer scalability, sales trajectory and profitability.

Cyber Security

Safeguard your business from cyber threats.

Not knowing where the gaps are in your business is dangerous. If you don't know where the gaps are, how can you prepare your business against cyber security risks?

Our audit provides crucial insight into your business processes. Successful audits can expect increased productivity, heightened cyber security, increased business opportunities and simplified processes to name but a few.

The Cyber Security Audit helps you to guard against the most common cyber threats and demonstrate your commitment to cyber security for data protection law compliance.

° **Consultation**

° **Gap Analysis &
Action Plan**

° **Recommendations
tailored to your business**

° **Extended controls
over business practices**

"There are two types of companies: those that have been hacked, and those who don't know they have been hacked"
John T. Chambers, CEO, CISCO, Jan2015, World Economic Forum

Kick-off and Homework

Before we begin the audit, we first need to understand your business and expectations. We hold a kick-off workshop with you where we delve into your business, before explaining our process and answering any concerns you may have. This workshop is to help us both manage expectations and to ensure we are on the same page

Cyber Security Audit

In the phase two, we conduct a detailed assessment of your current IT systems. By reviewing your current IT governance and policies, we will assess your current level of compliance. A cyber security audit specialist will conduct the audit, guiding you through each section and detailing points of significance which may help you achieve certification

Report and Action Plan

We will generate a comprehensive report. Your report will highlight the gaps in your business where cyber security is concerned. Another meeting will be set up to discuss best-practice recommendations (Action Plan) and to set a date for action completion

Disaster Recovery & Business Continuity

Protect your business from disaster

Threats to businesses are constantly evolving, from the risk of hardware failure to software corruption, and the growing dangers from ever changing ransomware.

Disaster Recovery is designed to provide the most aggressive complete recovery speeds, which mean your business can carry on operating with the minimum of disruption.

Disruption which could mean the loss of data; being held to ransom, having your business reputation damaged and the loss of projects or contracts.

- Reliable Business Continuity

- Local and offsite Virtualisation

- Screenshot backup verification

If your business is expected to have reliable business continuity as part of industry compliance, or you are held to technology standards by customers, Disaster Recovery has you covered.
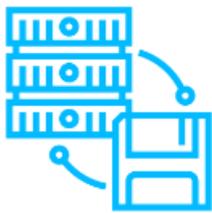
We will work with you to develop your Business Continuity Plan. This combined with your disaster recovery plans will assist in the recovery time should the unfortunate occur.

Downtime Prevention

Disaster Recovery is the ideal solution for businesses that simply cannot have downtime or business loss. It offers the best protection for business-critical applications and servers. This is delivered to you via the most robust and flexible technology on the market

Comprehensive Solutions

Our service is the only backup, recovery, and business continuity solution to offer instant local and off-site virtualisation, Screenshot Backup Verification, Backup Insights all from one simple management interface. Disaster Recovery ensures business continuity is easier to deploy, scale and manage than ever before.

Emergency Recovery

Full off-site file restorations are possible too. In a true disaster, you can recover key documents directly from your own management portal, even before the lightning-fast off-site virtualisation process has begun

For businesses of All Sizes

Disaster Recovery is available in a variety of distinct product lines to better fit the needs of a wide array of micro, small, medium, and enterprise customers

Training

Make the most of your Software

Keeping up to date with information technology and getting the most out of the computer sitting on your desk, or even the mobile phone or tablet can be challenging. Large enterprise organisations rely on in-house IT departments to provide training at whatever level their personnel require.

We take our role as your Virtual IT Department seriously and acknowledge that better trained users are more productive and self-sufficient about IT issues.

We have developed a series of workshops for our users to help them to use their systems to their full potential.

Governance

Due Diligence of your IT Systems

From our experience working in **regulatory environments**, we understand the need of a continuous engagement process to provide the IT oversight, risk mitigation and ensure efficient use of resources.

Our governance service provides an audit of your IT solution, development of a report for the management team, with a quarterly status report for incorporation in to the monthly risk register report.

- Risk Register
- Policy & Procedures Development
- IT Compliance
- IT Due Diligence
- IT Oversight Function

Why You Should Choose Andrews Duffy

Investing in a good IT support company and automation is essential if you want to generate sales growth, streamline your processes, and reach your goals.

By focussing on these important areas, we are able to minimise reactive intervention, and concentrate on giving our customers the best possible personalised service.

Accessibility

Businesses must be able to access data when they need it. This might be onsite, remotely or from a mobile device. They need to be able to access it online and offline, at any time of the day or nigh

Recoverability

What can a company achieve in today's world without their systems? Companies need to have backup and disaster-recovery solutions in place to ensure that data is still available when systems fail. This essential for all parts of the business – from billing and production processes to managing customers and teams.

- An IT Department
- Business Continuity
- Reduced Costs
- A Reputation that will be protected
- More time to focus on business operations
- Reassurance
- Increased levels of Productivity

Security

Disregard IT security at your peril, your business depends on its data to operate. Leave your systems exposed and you are unable to work, and worse, your reputation could be affected. That's why IT security needs to be managed intelligently and why businesses need to be guided by security professionals. There is a fine line between exposure and efficiency – while a company's systems need to be secure, **_too much security could result in a drop in productivity._**

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