

Managed Services

Dataplex has developed in conjunction with our clients requirements a number of flexible managed services which ordinarily see us take ownership of key ICT deliverables and security components, such as:

- 2nd and 3rd line support
- System Uptime
- Helpdesk Services
- Onsite support services
- Capacity Planning
- Project Management
- Anti Virus Management
- Anti Spam Management
- Web Security Management
- 2nd / 3rd Line Support
- Penetration Testing
- Resource Backfill

Our managed services cover the majority of infrastructure and security components.

All our managed service processes are bound by the ITIL framework, Prince II Management and internal quality standards to ensure successful integration into your business. Our security consultants are undertaking CLAS and ISO 27001 security certifications.

Our Service Offerings Include

Dataplex Support Services consist of numerous discrete services that can be delivered singularly or as a holistic service. Our service offerings are:

- Telephone support and escalation to vendors
- Remote issue support and resolution (Desktop and Server)
- Remote monitoring and proactive maintenance
- Call to site service for onsite resolutions
- Procurement Assistance
- Due Diligence
- Reporting
- System and network health checks to ensure configurations and performance are optimal.
- Virus Alerting and Threat Management
- Subscriptions Management

Our support services are packaged as incident based or annual contract.



free your enterprise

Consultancy / Project Delivery

Our consulting team has executed projects for clients across numerous verticals. Our breadth of expertise is focused within the infrastructure and datacentre environments, and has subsequently seen Dataplex select key strategic partners for the delivery of projects using best of breed solutions. Our consultancy services cover areas such as:

- Application Deployment
- Network Connectivity Management
- System, Data and Network Security
- Proof of Concept
- Project/Programme Management
- ICT Cost Control
- ICT Strategy Development
- ITIL Compliance
- DR and Assured Recovery
- Green Computing/CSR
- Virtualisation and VDI Delivery
- Security Auditing, Base Line and Gap Analysis
- Penetration Testing
- Intrusion Detection and Prevention
- Network Vulnerability Assessment
- Identity and Access Management
- Endpoint Vulnerability Solutions
- Disk Encryption Solutions
- Network Forensics Services
- Security Policy Design
- Security Policy Implementation
- Secure B2B Enablement
- IP Telephony

Solutions

Dataplex know that the true value we deliver to our clients is through our innovative solutions. Through our strong partnerships and quality of staff we are able to deliver a turn key end-to-end solution from hardware and software procurement to solution design and execution.

Through strong pre sales and technical delivery our solutions portfolio include:

- IT Centralisation and Consolidation
- Remote Working
- Business Continuity
- Microsoft Network and Server Solutions
- Blade, Rack x86 and Unix infrastructure from both HP and IBM
- Storage Solutions from HP, EMC, IBM and NetApp
- Server and Desktop Virtualisation (VDI) from VMware and Citrix
- Managed Email Services
- Server Hosting and Collocation through our Datacentre presence.