

Managed Services

Align your IT to support your business

Managed Services

- Comprehensive Assessment Services align your IT to best practice
- Modular solutions customised around your existing IT skills capability
- Backed by a team of certified engineers with over a decade of IT experience
- Proactive remote monitoring and daily health checks and a one-stop shop for technical support
- Vox can provide any IT related hardware and software on either OpEx or CapEx models
- Comprehensive professional services portfolio

Product Overview

Assessments

To achieve a competitive edge, your IT needs to be strategically aligned with your business objectives. We offer dynamic assessments that provide you with a 360° view of your organisation's Infrastructure, Security and Cloud landscape and how it compares to the "best practice".

Monitoring as a Service (MaaS)

In today's digital world, companies of all sizes run on myriad of hardware and software technologies, both onsite and in the cloud. Managing these solutions simultaneously is a skill not easily found. It is imperative that companies proactively monitor and manage their IT infrastructure. MaaS is a real time monitoring solution that gives you a single view into your entire IT estate, with proactive alerts and advanced reporting.

IT Strategy Consulting

We believe that every business, no matter the size, deserves to have a CIO on their side. Each of our vCIOs (virtual Chief Information Officer) becomes an integrated and trusted member of your team, always taking into consideration what is in your best interest and the impact to your business and people. Our vCIO services help businesses plan for the future, achieve greater internal efficiencies and have a competitive advantage.

Vox Managed Services

Offers a host of management and support modules, tailored to meet your business needs. Providing onsite or remote support, our certified IT specialists allow your staff members to work efficiently, with minimal delays or disruptions. This allows you to

focus on growing your business. Our range of IT Support SLAs are delivered within the ITIL framework, and backed up by our dedicated service centre, so that you have a single point of contact. Our IT professionals deliver a complete IT support suite of services to maintain the health and productivity of your IT environment.

A comprehensive range of services allows companies to outsource all or part of their IT infrastructure depending on their requirements. Remote monitoring, telephonic and onsite support is available on an 8/5 or 24/7 basis. Preventative maintenance checks ensure that IT assets are monitored daily and a proactive approach is used to maintain your IT environment. Detailed reports give an in-depth insight into the health of your IT environment. Regular visits by a dedicated engineer to site complements the remote support offering.

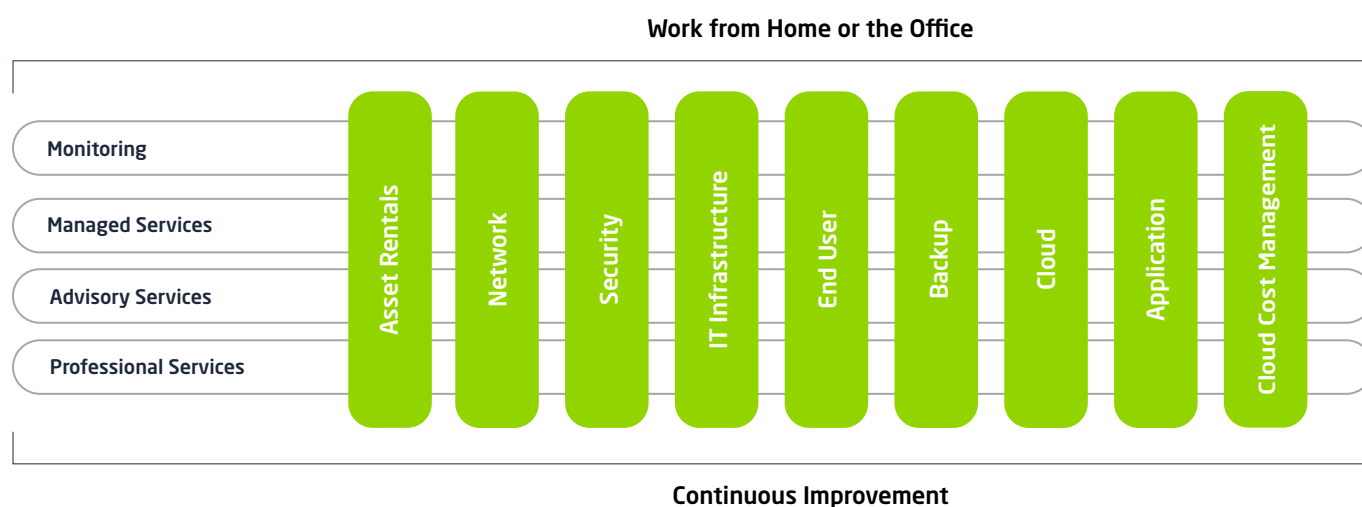
Hardware Sales and Rentals

Vox has supplier agreements with all major hardware distributors to ensure competitive pricing. Vox offers hardware on a CapEx or OpEx basis with flexible rental terms.

Professional Services

Our Installs, Moves, Additions and Changes (IMAC) team provide professional services to ensure our customers can manage IT and business changes. Our team acts as a single point of contact for all IMAC-related activities, coordinating vendors and users throughout the IMAC process. Leverage off our technical skills by outsourcing your professional services requirements for all IMAC related inquiries.

How It Works



Managed Services

Managed Network

Even with the current IT trend of moving to the cloud, a fast and stable network is critical for the day to day running of an IT environment. Vox provides design, implementation and support services for your IP network. We can monitor, remediate and report on all aspects of your network infrastructure to ensure that your IT is stable, efficient and secure.

Managed Security

South Africa experiences the third highest amount of cyberattacks globally. 40% of SMEs that suffer a ransomware attack will have no choice but to pay it, 70% of those will be out of business six months later. An integrated IT security strategy has never been more important. Vox offers a comprehensive portfolio that manages all entry points that a cybercriminal could use to access a network.

These include Endpoint, Firewall, Email and Wi-Fi. In addition, comprehensive reporting and quarterly consulting engagements allow customers to map their security posture against best practice and evolve accordingly.

Managed Infrastructure

Whether your server infrastructure is hosted onsite or in the cloud, our proactive monitoring, maintenance and support services will keep your infrastructure performing optimally.

Managed End User

Managed desktop is proactive monitoring, maintenance and

support for your desktop environment including comprehensive security like antivirus, patch management and optional email security and backup.

Managed Backup

Many companies believe they have an effective backup solution, only to find out they didn't when disaster strikes. Managed backup ensures backups run successfully, that data integrity is intact, and that backups can be restored, in the event of a disaster.

Cloud Cost Management

The cloud revolution has brought about an on-demand culture. Unlike with old CapEx models, IT departments can provision new services in minutes. If left unchecked, this can result in massive budgetary overspend. Our Cloud Cost Management Services offer an insight into your cloud spend ensuring costs are managed effectively.

Managed SQL

The impact of a non performing database can be catastrophic. Managed SQL identifies potential threats and the overall health of databases before something critical goes wrong.

Managed Application

Application performance is crucial to ensure employees can do their job. Managed Application measures performance and identifies issues before they become a problem.

Assessments

Network

This assessment provides a summary of overall risk score including basic network structure, settings and configurations.

Security

This assessment showcases a list of all security risks along with remedial action.

Cloud Readiness

Executing a migration to the cloud requires meticulous upfront planning to understand which applications will function on which platform, if any at all. This process is a daunting undertaking. This is why Vox has developed a migration methodology to assist companies with assessing, planning and executing cloud migrations.

Microsoft

This assessment highlights all risks across 365 Azure AD, SharePoint, OneDrive, Outlook and Teams by severity and includes specific recommendations to remediate.

SQL

The SQL Server Assessment module identifies potential threats and the overall health of databases before something critical goes wrong.

Reporting as a Service

Vox offers Reporting as a Service providing IT decision makers with comprehensive information to make informed decisions. On a monthly basis all the above reports are made available with the option of a quarterly engagement with a Vox vCIO.

Hardware Sales and Rentals

Hardware Sales and Rentals

Whether your strategy is OpEx or CapEx, sweating assets beyond their lifecycle, or regular technology refresh for the latest and greatest, Vox has a solution. Options include switches, Wi-Fi, firewalls, servers, monitors, printers, cameras, UPS and many more.

Laptop Rentals

Vox Laptop rentals offer convenient 12, 24- and 36-month

options. Benefits include regular technology refresh as well as next business day onsite support.

Hardware as a Service

Vox offers a refurbished Tier 1 hardware solution using major brand devices such as HP, Lenovo and Dell which includes next business day replacement on damaged, faulty and missing devices.

Professional Services

Moves, Additions and Changes

Installations, relocations and upgrades of IT infrastructure including hardware and cabling.

Managed Cloud Migrations

Over 30% of all cloud migrations fail because companies lack the necessary insight and skills to make informed migration decisions.

Our migration methodology ensures a migration is done with a comprehensive cost understanding, full utilisation stats and key application dependencies mapped correctly. This includes: Email, IaaS and more.

IT Strategy Consulting

vCIO

Many companies lack the necessary skills and experience to understand the information and make informed decisions.

We believe that every business, no matter the size, deserves to have a CIO on their side. Our vCIO (virtual Chief Information

Officer) program offers ongoing workshops with your IT Staff recommending and measuring the implementation of best practice. The vCIO becomes an integrated and trusted member of your team, always taking into consideration what is in your best interest and the impact to your business and people. Our vCIO services help business plan, achieve greater internal efficiencies and competitive advantage.

For more information on complementary or alternative products visit us at vox.co.za

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