

# IT Advisory Services

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The Vox Assessments portfolio is a 4-phase approach that assists in uncovering risks and inefficiencies within the IT estate, mitigating such risks and ensuring ongoing reporting to ensure continuous improvement.

➤ Phase 1: Discovery Phase

➤ Phase 2: Analysis & Review

➤ Phase 3: Ongoing Reporting

➤ Phase 4: Continuous Improvement

## Product Overview

### Navigate the chaos

As technology rapidly evolves, it's more important than ever to have an IT advisor on your side. Whether it's reviewing your current IT strategy or evaluating a new one. We advise you on the best solutions to solve your business problems – no matter the industry.

Our highly skilled IT Advisors understand how to utilise technology to ensure organisational success. We have the people, skills, insights and deep industry experience to shape the IT future of your business

## What We Offer



### Phase 1 Discovery

This phase entails the collection of necessary data to make informed decisions. Data sets include IT infrastructure, Security, SQL, Application, and Microsoft Cloud services.



### Phase 2 Analysis & Review

This phase is conducted by one of our Virtual Chief Information Officers (vCIO). The outcome is detailed reports highlighting potential areas of savings, unwanted risk exposure and improvement areas.



### Phase 3 Ongoing Reporting

Optional ongoing monitoring and reporting on IT Infrastructure, Security, Application, SQL, O365, Azure AD which allows customers to proactively manage their environments.



### Phase 4 Continuous Improvement

Optional quarterly workshops with Vox vCIO specialists to review the information, as well as plan and measure ongoing improvement.

## Phase 1 - Discovery

The discover phase entails automatic collection of data and the summary thereof into a comprehensive report. The following is provided:



### Network Assessment

Summary of overall risk score including basic network structure, settings and configurations.



### Security Assessment

Showcases a list of all security risks along with remedial action.



### Microsoft Assessment

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



### SQL Assessment

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

## Cloud Readiness Assessment

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.

## Phase 2 - Analysis and Review

Phase 2 encompasses a comprehensive workshop with a Vox Virtual CIO (vCIO). During this session, we offer you a deep dive of the reports with a focus on risks, recommendations to mitigate the risk, guidelines to achieve best practice alignment within your organisation and indicative costs for budget purposes.

## Phase 3 - Ongoing Reporting

For most companies, the first two phases are only the beginning of a process of continuous improvement. However, without the right information at hand, how do IT professionals identify, remediate and manage risk across their IT estate? Vox offers Reporting as a Service providing IT decision makers with comprehensive information to make informed decisions. On a monthly basis the following reports are made available:

Network Reports	
Client Risk	Summary of the overall risk score along with simple charts to show the problem areas.
Network Management Plan	A listing of all affected computers, users, or sub-systems along with recommended actions.
Network Detail	Provides full detail of end-user network activity and configuration data by line-item.
Site Diagram	Categorises all the assets available on the network. Each device is marked with important identifying configuration information and is colour-coded based on its status.
Asset Detail	Catalogues and documents the complete settings and configurations for individual workstations and servers.

Security Reports	
<b>Security Risk &amp; Management</b>	A proprietary Risk Score and chart show the relative health of the network security, along with a summary of the number of computers with issues, and recommended actions.
<b>Anomalous Login</b>	Analyses login history from the security event logs and highlights potential unauthorised access.
<b>External Vulnerability &amp; Outbound Security</b>	Highlights issues and devices at risk, deviation from industry standards, available wireless networks and provides information on Internet content accessibility.
<b>Security Policy Assessment</b>	A detailed overview of the security policies which are in place on both a domain wide and local machine basis.
<b>Share Permission Report by Computer/User</b>	Comprehensive lists of all network "shares" by computer and user, detailing which users and groups have access to which devices and files, and what level of access they have.
<b>User Behavior Analysis</b>	Shows all logins, successful and failed, by user. Identifies accounts which are not properly configured and illegal users access attempts.
<b>Data Breach Liability</b>	Identifies instances of personal identifiable information (PII) and cardholder data throughout the network that could be the target of hackers.
<b>RSOP Computer and User Settings</b>	Analyses the various Resulting Sets of Policy (RSOP) based on computer and user policy settings and can be used to assess how many variants of settings exist in a network.

Microsoft Cloud Reports	
<b>Cloud Risk and Assessment</b>	Covers Microsoft Cloud services and includes an overall Risk and Issues Score, including issues discovered due to misconfigurations and shows your trending against the average score of your peers.
<b>Azure AD Assessment</b>	Documents all organisations, domains, and support services that are turned on for the AD environment. Highlights problems.
<b>SharePoint Assessment</b>	Shows total site numbers, active sites, storage requirements and daily growth trends.
<b>OneDrive Usage</b>	Summary of all OneDrive usage including every user and Teams sites created. Identify spikes that may need to be managed.
<b>Outlook Mail Activity</b>	Identify the power users who may need more capacity, and inactive users that need to be cleaned up.
<b>Microsoft Teams Assessment</b>	Provides details about each team in the system, including owners, channels and user identity audits, identifying misconfigurations that might cause security problems.
<b>Config Change</b>	Identifies entity and configuration changes.

SQL Reports	
<b>Routine Health</b>	Assesses the health of the SQL Server. Identify configuration issues, File health and Resource health looks to ensure adequate resources are available to operate the SQL Server optimally.
<b>SQL Server and Database detail</b>	Details the settings, health of individual databases and the SQL Server as a whole. It looks at settings, configuration, performance, and backup.
<b>Maintenance Plan</b>	Details all maintenance plans and their sub-plans. Document what's in place and if adequate automation of maintenance and backups are being performed.
<b>SQL Server Agent Jobs</b>	Details all jobs (active and inactive) for the SQL Server agent.

## Phase 4 - Continuous Improvement

All Assessments are available as a one-time engagement or ongoing measurements. This allows IT professionals to identify, remediate and manage risk across their IT estate.

However, 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) programme offers quarterly workshops with your IT staff advising you on the correct measures.

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 businesses plan, achieve greater internal efficiencies and competitive advantages.

## Features & Benefits

Features	Benefits
Network Assessment	Summary of overall risk score including basic network structure, settings and configurations.
Security Assessment	Showcases a list of all security risks along with remedial action.
SQL Assessment	The SQL Server Assessment Module identifies potential threats and the overall health of databases before something critical goes wrong.
Microsoft Assessment	Highlights all risks across 365 Azure AD, SharePoint, OneDrive, Outlook and Teams by severity and includes specific recommendations to remediate.
Cloud Readiness Assessment	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.

Align your  
technology &  
business goals

### About Vox

Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice, as well as cloud, business collaboration and conferencing tools, Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

For more information on complementary or alternative products visit us at [vox.co.za](http://vox.co.za)

New Business Sales JHB : +27 (0) 87 805 5050  
Consumer Support : +27 (0) 87 805 0530  
Business Support : +27 (0) 87 805 0500  
Email: [info@voxtelcom.co.za](mailto:info@voxtelcom.co.za)

