



Managed IT services

We have the agility that other service providers cannot match.

Hosting and Co-Location

Benefits

- The ability to expand quickly and economically by simply upgrading your space allocation without large infrastructure costs.
- Your server(s) will be housed in a secure, resilient data centre designed for the most demanding requirements.
- The data centre(s) are manned 24 hours a day 7 days a week.

We provide the physical space, power and network connection in one of our secure facilities. We can also offer basic remote hands hardware support right through to a fully managed service.

Our facilities provide external CCTV, automatic night Lighting and anti-ram bollards to the front and rear. Access is strictly controlled with escorted entry, authority verification and allocation of badges appropriate to security clearance. A zonal access system is in place incorporating card and pin for restricted areas with all door entries logged onto a central computer system.

Servers are located within secure machine rooms, which have appropriate environmental systems including UPS, air-conditioning, VESDA & Fire Suppression, internal cameras, on-site generator, diverse communication routing and dedicated LAN/

WAN connectivity. Environmental monitoring is installed, which provides early notification of UPS load/battery capacity, power availability, water ingress, generator load/battery condition and room temperature & humidity.

End User Help Desk

Benefits

- Re-utilisation of internal staff to core business requirements
- Improved internal staff satisfaction
- Faster response times
- Detailed reporting to identify and manage service improvement.

APSU provides a range of Helpdesk solutions, which can either wrap round our other managed IT services or be designed as a standalone offering providing an extension or replacement to a client's existing internal requirement.

The solution can be flexible to deliver out of hours (OOH), holiday or sickness cover or a full 24 x 7 x 365 service.

APSU's helpdesk service includes a leading edge helpdesk product, however at times and to meet a client's requirement, we can use client side solutions in order to integrate into their existing helpdesk infrastructure.

Remote Managed Services

Server Management

There are numerous occasions where moving Servers to our Data centres is either not appropriate or the customer is looking to fill a gap in his current services particularly within a 24hr operation. For customers who do not wish to move their Servers, but want to take advantage of APSU's resources and expertise, we provide Remote Server Management services.



Your Servers remain on your own site(s) but are managed by APSU staff from our operations control centres. This service can be as broad as you wish, it could for instance simply cover your out of hours operations negating the need for costly over-night shift operators, through to full blown operational management.

Network Management

APSU has developed a range of Network and infrastructure Management Solutions that enable seamless service integration with your existing IT department. By providing 24 x 7 x 365 cover, APSU will extend or supplement your existing Networking team and provide assurance through proactive resolution of problems. We own an incident from beginning to end, removing the administrative and technical overhead from dealing with third party support, keeping you informed of resolution timeframes and most importantly, finding a solution.

We produce meaningful monthly reports on your Network's health and uptime usage, giving you valuable utilisation data to develop and protect your Network. Our reports will provide detailed problem identification and resolution, so that your staff can concentrate on your core business and not on how to 'fix' the system.

Our service covers:

Server Management

- Real-time status of services
- Memory/CPU/Disk performance and threshold monitoring
- Critical Security Patch management

Switches

- Interface utilisation per port
- Interface Errors per port

Routers

- Interface utilisation per port
- System Temperature Status
- System Fan Status

Firewalls

- Interface and utilisation
- VPN Management



For further information

contact our sales team on
01285 862 100 or email
info@apsu.com

