INFO SERVICES

INFOservices is the information technology service brand of Online IT Consulting Ltd. Its aim is to understand and satisfy clients' demands and provide them high level IT services. Our expertise goes back to decades, during this time we collected many experiences the world of IT.

We know how important the prevention is, we experienced what is the key to long-term trust-based cooperation, how to communicate to users friendly and clearly, and how important it is to be available and to react quickly in case of an issue.

With our fully covered IT solutions we are part of our clients' life, they can rely on us to support them during their work. They can expect our colleagues' empathic approach and conscientious work.

System administration services

The primary activity of INFOservices is to support and monitoring our clients' IT system and to support users.

We offer flat-rate packages based on the size of your business and your needs.

	OFFICE	OFFICE +	BUSINESS	BUSINESS +	PREMIUM	PREMIUM +
Typical number of workstations	1-5	4-9	5-15	15-25	25-50	50+
Typical number of servers	0	1	1	2	3	3+
IT equipment supply	✓	✓	✓	✓	✓	✓
Workstation management	✓	✓	✓	✓	✓	✓
Server management	-	✓	✓	✓	✓	✓
System monitoring	-	✓	✓	✓	✓	✓
Anti-malware management	-	✓	✓	✓	✓	✓
Backup management	-	✓	✓	✓	✓	✓
Firewall and network support	-	-	✓	✓	✓	✓
User permissions management	-	-	✓	✓	✓	✓
Online ticketing system	-	-	✓	✓	✓	✓
IT budget planning	-	-	-	-	✓	✓
IT security consultancy	-	-	-	-	✓	✓
Support hours per month	3 hours	5 hours	10 hours	20 hours	40 hours	55+ hours
Guaranteed response time (workstations)	2 days	NBD	NBD	NBD	NBD	NBD
Guaranteed response time (servers, network)	-	4 hours	2 hours	2 hours	2 hours	2 hours
Hot-line	business hours	business hours	business hours	business hours	7/24	7/24

User support

DEDICATED SYSTEM ADMINISTRATOR

The connection between the user and the system administrator is a trusted based cooperation. We think it is important that in case of any request or issue our clients communicate with a dedicated system administrator who is familiar with your system and knows You. We also provide a dedicated deputy, in case of unavailability.

USER-FRIENDLY APPROACH

We believe in human relations; we believe that we have to support and communicate with our clients positively and patiently. We know that not everyone is familiar with IT and sometimes it requires time to understand each other well. It is clear for us that the judgment of our services is based on the system administrator persons.

AVAILABILITY

The dedicated system administrator and the deputy are the main contact, available on phone and e-mail, but we are using email groups for each client to en-sure our team get any urgent issues, in case of una-vailability. Ticketing system and hotline is also a part of our services.

QUICK REACTION

We believe in regular personal contact, but remote management can greatly improve the reaction for urgent issues and requests. We can remotely access your computer while You can see what we are doing. That makes possible for us to start troubleshooting instantly in most cases.

Systems management

DATA AVAILABILITY

It is clear for us that data is the most valuable in the life of an organization so we know that losing it can cause irreversible damage. For this reason, data handling is extremely important for us – even with designing data and systems redundancy, multi-level backup and monitoring. To secure data protection, we also emphasize using professional anti-malware solutions.

DATA LOSS PREVENTION

Data Loss Prevention (DLP) systems are designed to detect and prevent unauthorized usage and forwarding confidential information. A DLP solution refers to an IT security system that can protect confidential data from endpoints, and server side. This protection is achieved via full content-based inspection, security analysis of data flow and centralized management system.

PREVENTION

We believe in prevention, not in reaction. An expertly managed, regularly updated, well maintained, and monitored IT system can minimize failure. We know that our clients are only pleased if all the IT background applications work error-free, always available, and work with no efforts from Your side.

MONITORING

Nowadays a highly available IT system is the criteria of trouble-free work and business continuity. As part of our IT services, we monitor and log the operation and availability of services, servers, and network devices. This way we have precise, comprehensive, and up-to-date information which makes debugging and troubleshooting efficient.

Private cloud services

Our private cloud service offers an efficient solution for companies to minimize investment costs and to secure operation. To provide this, we have a professional, highly available service and technological background placed in a colocation center.

Besides clustered virtual servers and system administration services we offer professional backup systems (including daily offsite backups).

You can lease Microsoft software in a monthly paid SPLA construction.

Private infrastructure

Unlike public could solutions, You know where and under what conditions your data is stored.

Safe

7/24 monitoring, guarding and professional supervision guarantees the highest-level security.

High data availability

Cluster ensures HA, and daily backups are made to multiple locations.

Cost-efficient

On average we offer 25-30% cost savings compared to on-premise servers.

Always available

We guarantee 99,5% availability for our cloud services (including Internet, power, infrastructure).

Green

The energy costs of a virtual server are a fraction of a physical server with the same capacity.

Business benefits

- No risk: we can provide free trial
- Continuous availability, controlled environment, high security
- No need to purchase own server and software
- Resources can be flexibly scaled within minutes
- Hardware maintenance and replacement is not your job
- You can access your data from anywhere you need

Technical benefits

- 99,5% availability
- System monitoring
- High internet bandwidth
- Dedicated static IP address
- Full admin rights
- Redundant power
- Redundant cooling system
- Geo redundant backup
- 7/24 system engineer support

Information Security

IT security policy

The aim of IT security policy is to contain and summarize the company's IT security procedures and regulations in a uniform, clear structure. It can be applied to the employees, operators and subcontractors who are in connection with the organization's IT system.

In summary it is an internal procedure collection that regulates safety measures of the company's systems, closely integrated with the law and the company's other instructions. We have many references in the field of IT security and IT policies, including financial organizations.

Risk assessment

After identifying the main business processes, and their relations to, dependences from the IT system, the aim of the risk assessment is to find the IT related risks that can compromise the organization's secure and fail-safe operation and to find the defects of the current security systems. Checking the compliance with the IT security policy and examine all IT related contracts are also included in the audit. As a result of the review, we highlight all the risks that should be dealt with, and we can advise risk-reducing solutions.

Consultancy

Every 5th company in Hungary has already suffered direct financial damage due to IT security issues. Our goal is to survey our client's information security situation, to introduce optimal security solutions, improvements, to increase the employee's security awareness and to help securing business continuity in case of an unexpected breakdown.

Information security is more than IT security; it includes every aspect of the value to be protected: information, applications, IT equipment, infrastructure, regulations, and human resources.