



asdon  
it services

# IT Services Supporting Your Business



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asdon  
group

# IT SERVICES & SOLUTIONS

## *With Cutting Edge Technical Support*

As IT continues to be a critical tool for businesses of all sizes, it is essential that any IT investment adds real value to your business, your employees and ultimately, to your bottom line.

Our in-house IT Services engineering and consulting teams are highly skilled, vendor trained and accredited with many years practical, hands-on experience of implementing and supporting IT solutions across a broad range of industries and environments.

Asdon look at your long term business goals and subsequent IT requirements, so you incorporate systems that can adapt if your needs change - whether that is the number of employees you anticipate needing or the number of office locations you may have.

Ours is a flexible approach. We can act as a client's IT department or supplement an existing IT function. In both cases we aim to create long-term partnerships that add value through a combination of high quality day-to-day support, expert project delivery and well considered strategic advice.

## MANAGED SERVICES

### *Taking the Headache Out of IT*

The Asdon Group support service offers a 24 hour logging facility to its contract customers.

Our team of experienced and qualified engineers are on hand to make sure you receive the best help available to resolve your query in the shortest time possible. With our remote support capabilities, when suitable, we can connect to your server, pc or mobile device where problems can be resolved efficiently.

We maintain 24/7 monitoring of your critical servers, which means we can proactively take action should a problem arise therefore minimising the disruption to your business as we understand how reliant your business is on technology.

We have a number of options for you to log a call, you can telephone our helpdesk, you can log online via our website or you can email us direct, in each instance a call will be logged on our support system and a system generated Call Reference number will be emailed to you with the details of the call, this will be followed up by the assigned Asdon engineer.



Preferred Partner



# IT SERVICES OVERVIEW FOR ANNUAL SERVICE AGREEMENTS

- 24/7 Remote Server Monitoring
- Patch Management
- Unlimited Help Desk
- Unlimited Remote Support - Office Hours
- 24/7 Online CRM Call Logging Access
- Secure Remote Assistance
- Multi-Disciplined and Certified Engineers
- Priority Response
- No Call Out Charges
- Quarterly System Maintenance
- Dedicated Account Management
- Support Provided by Dedicated Team
- Annual System reviews
- Site Administration Training for Key Personnel
- Save Money on your overall Support costs
- Reassurance that all IT related issues are dealt with a single point of contact



## OPTIONAL

- Equipment Disposal Service - WEEE Compliant
- Out of hours support
- Remote online backup Service
- Asset Tagging Service

## MANAGED IT SUPPORT SERVICES

Asdon IT provides a wide range of managed services, from security products through to email hosting and fully managed outsourcing. Many of our customers choose from our fully outsourced packages. The benefits of which offer:

### Unlimited Remote Support

This allows our helpdesk engineers to securely connect to your PC or Server. All our engineers are skilled in a vast array of technologies and each will be able to deal with your issue promptly and personally.

### Unlimited On-Site Support (Office Hours)

In the event that your call requires an onsite visit, the helpdesk will arrange and despatch an engineer to your site to further diagnose and find a solution to the problem.

### Access to a team of highly qualified Engineers and Prince2 Project Managers

As we act as your IT Department it is important to us that our team maintain up to date in their training in the products we support and as IT is an ever changing industry. All engineers undergo a continuous development plan.

### Pro Active Monitoring and Updating of Servers

As the server is the most critical part of any network, it is important to the continuity of your network and more importantly your business. We feel that monitoring this 24/7 is essential to giving you the greatest amount of uptime by intercepting issues that could potentially bring your network down and fixing them before that can happen. As part of this process we actively monitor disk space, email services and connectivity issues. Also it is critical that your servers and workstations be kept up to date with the latest patches, service packs and critical updates. We can centrally manage this and automate this process so you can be assured any software vulnerabilities are kept to a minimum.

## Services & Solutions

We offer a 'menu' of On-Premise, Hosted & Outsourced services and technologies that allow our clients to match their individual needs. For some clients it may simply be support at the end of the phone, for others a part-time network manager, for many businesses it's help in developing a longer term overall IT strategy. Whatever the requirement we have range of services to suit your business.

This enables those businesses and organisations for which a dedicated in-house IT department may not be practical to outsource all or part of their IT needs. In return they benefit from properly planned cutting edge IT solutions and support without any of the headaches often associated with managing technology.



## Hosted & On-Premise Email Solutions

Microsoft Exchange is ideal for any size of organisation. It is delivered either as a fully managed outsourced service or an on premise solution, the design of this is dependent on your business requirements. This offers many significant advantages over deploying Microsoft Exchange in-house.

## Online Backup Service

Asdon IT offers a more reliable alternative to traditional tape backup methods by using your existing Internet connection. We configure all your servers and any other devices that are critical to your business and back up the data to our secure data centres. Using high levels of encryption and with multiple file version histories maintained, your data is safe and secure.

## Application Virtualisation

We can offer a structured approach to software deployment using the latest technologies from Microsoft. These tools allow for quick and easy installation of software based on group policy memberships which reduces your overall exposure to system installation costs. Users automatically get the latest version of the software each time they log on, using this technology will provide a cost effective way to manage your network.

## Remote Access

The provision and support of remote access technologies continue to grow as more people want flexibility in the workplace. We provide Citrix and Terminal Service solutions depending on the requirement you have.

## Managed Print Service

Finding a manageable and transparent way to control copy & print costs. We provide a full solution in this area from advice to solution design including installation and on-going support. Most IT companies don't have a fully qualified service team to maintain devices and often outsource this function. We continue to invest in this area and are considered one of the leading Managed Print providers with full software based print optimisation capabilities. If you would like to take control of your print costs we can provide an audit to determine where savings could be made.

## Licensing Consultancy

As your business changes your licencing strategy will also evolve. We continue to track the development in this area to provide the best advice possible. Should a licence review be needed, please indicate this to us and we will action accordingly.



**Microsoft**

## Connectivity

Asdon IT offers on-site installation of broadband connections, leased circuits with or without wireless networking. We also offer Virtual Private Networking (VPN) solutions to facilitate secure connections to your offices from remote locations.

## Network Security

Asdon IT provides all the services required to ensure your PCs, laptops and servers are fully protected against the wide range of threats from the Internet with the latest security updates, virus definition files and firewall configurations.



## Hosted Email Anti Virus and Anti Spam

With this service all your emails are scanned for virus and spam before they reach your email server, maximising line speed efficiency and server performance. Emergency mailbox access for disaster recovery planning is available should an outage occur. Have you ever considered the impact of email server downtime? Asdon offer a solution which provides a soft option for contained email access should an outage occur.

## Secure Encrypted Email Solutions

TLS based email encryption solution offer secure point to point secure and encrypted email transmission between 2 parties. PGP allows email encryption on a case by case basis, allowing for ad hoc encryption for one way transmission. You simply provide the recipient with the password to open the email.

## Electronic Fax

Whilst faxing continues to become a lesser used technology we often overlook the benefits of at least receiving faxes electronically to the MS Outlook mailbox. This allows for fast and effective distribution of faxes even to mobile phones.

## Portable Storage & Device Control

Data security onto portable removable media is now considered to be a corporate governance issue and appropriate measures should be taken to ensure protection of business property.

## Email Archiving

The area of email archiving seems to be a misunderstood concept as often the requirement is not known until the need to recover information arises. We have a structured and centralised solution that allows for secure email archiving whilst maintaining privacy.

## Training

We also offer a full range of training courses for MS Office and beyond, from basic computer skills to expert level application training. We have a full suite of online training modules available should you wish to develop in these areas. This approach proves to be cost effective and because you can spread the training over time often allows for successful completion as the user can fit this around other work.

## Mobility

We continue to provide the full mobility support for all platforms including IPHONE, IPAD, BLACKBERRY, ANDRIOD and WINDOWS phones. Not all mobile configuration for email is the same and you should continue to keep in touch to consider how best to make use of these technologies to get the best results including security and control of your business information.



## Business Continuity Planning (BCP)

The increasing number of threats in today's business environment means that companies need to take reasonable measures to ensure that their business can continue to operate in the event of an incident such as a flood, fire or major IT failure.

Asdon IT can help to develop a plan for ensuring that in the event of disaster, you can quickly and efficiently get your IT infrastructure back up and running. Business Continuity Planning does not end with the taking home of a daily back up tape! You need to consider how you would quickly replace hardware, or gather the information required to allow an IT consultant to restore your network, what the priorities would be in terms of who needs to be set up to work, what information is required and how you are to maintain communication with your customers and suppliers during any incident.



## Asdon IT Webstore

This will enable easy access to a complete online catalogue of thousands of IT products along with a professional advice & consultancy service.

## Financial Services

Financing helps make IT solutions more affordable through predictable payments that are more evenly spread over the life of the IT investment. Whether you need software or a more comprehensive IT solution, our range of financial solutions can create payment options which fulfil your IT needs no matter if your budget is £1,000 or £100,000.

## Hosted and On Premise CRM Solutions

Customer Relationship Management (CRM) software provides a management solution with real, tangible benefits for all businesses with market leading flexibility, integration and mobility. If this is the right time to consider CRM for your organisation then please contact us.



## Why Choose Microsoft Dynamics CRM?

- Relationship management - use the familiar, intuitive MS Office style interface to interact with customers.
- Flexible access - use CRM in Microsoft Outlook, web browser or a mobile device. Live access or work offline & synchronise updates.
- Actionable business intelligence - empowers all CRM users with dashboards, charts & report analytics that keep important metrics visible for proactive, nimble decision making.
- Process automation - customise MS Dynamics CRM to fit the needs of your business with process automation & workflows that enforce consistency & streamline processes.
- 360° customer view - CRM links with external data sources for a complete relationship view to identify new selling opportunities & deliver a personalised service.
- Manage any relationship - anything relationship management (xRM) deals with all your processes & relationships structures including one:one, one:many across all relationship types including contacts, buyers, partners, agents & custom entities.

## In a nutshell

CRM is a way of improving business efficiency. It's about building and strengthening customer relationships to keep them coming back, while helping you gain new customers. CRM systems streamline internal business processes and by effectively integrating your marketing, sales and customer service functions, a good CRM system makes it easier for everyone inside your company to work together and share critical information. It doesn't matter if your company has two, ten or five-hundred customer facing staff, modern CRM systems bring significant benefits throughout a business, whatever its size.



One of the most significant advantages of CRM systems is easy access to comprehensive customer information and contact history. Most companies know their businesses inside out, however, data is often stored all over the company. There's information in spreadsheets, different databases, on laptops, in email directories, on paper and in different people's heads.

Professionally implemented Customer Relationship Management systems bring all this information together. They have features and tools which save a massive amount of time and effort. They'll help you boost your sales opportunities, run more sophisticated marketing campaigns, improve your sales forecasting and lead management and greatly enhance your customer service - and that's just the start. In some areas, CRM systems have given businesses a deep understanding of what drives their customers, services and products.

In other words, if a new CRM system is implemented properly it can transform a company throughout. Here's a practical example. You answer the phone to a customer who usually deals with your colleague, but rather than asking if they can hold while you search for their information or ask them if they mind a call back, you instantly know all the details of every interaction they've had with your company. You know they've had three phone calls in the last month, you can look at a summary of each conversation and if necessary look at the full details. Similarly you can see all of the contact they've had from your staff via email and their response.

- You know which of your products they've bought in the past, and how much they've spent.
- You know they've needed your support service.
- You know what marketing material they've received.
- You know there's a significant sales opportunity due in six weeks time with a 70% chance of success.
- You know that last month they did 10% more business with you than in the same month last year.
- You know the position of the person in the company, their role in decision making and how they first found out about you.
- You know this customer sometimes cares more about delivery times than price.

Straight away, you start talking to them knowledgeably with the familiarity of a long-term acquaintance.

## Benefits

Does CRM bring benefits to every business? No, not always. CRM systems deliver, but only if they're deployed and used correctly. Unfortunately, it doesn't take much searching to find stories of high costs and broken promises.

To bring real benefits to a company, a new CRM system needs a carefully planned, realistic, integrated and well-managed approach. Because CRM systems impact many areas of a company, a successful CRM project needs a broad range of skills and experience. Areas such as business process analysis, effective change management and developing an appropriate training strategy can be just as important as choosing the right software and getting it running on your system. However, the returns for a professionally implemented system configured to suit your company and business needs can be outstanding.

In the past, many CRM systems were either developed in-house or were based on expensive and complex software packages aimed at companies with literally hundreds of system users.

*Asdon Group has skilled technical, development and engineering staff. We also have experienced project managers, business analysts, commercial specialists and trainers to help you get the maximum return on investment from your CRM project.*

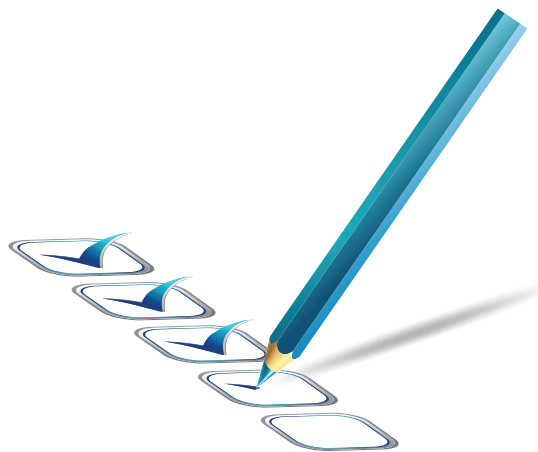
# Compliance Solutions

## Mobile Device Management

Portable devices such as USB flash drives and smartphones may cause severe issues when it comes to controlling data use within and outside the company.

The user friendly Endpoint Protector Web administration, reporting & auditing console offers a complete overview of all device activity - on all your Windows, Mac AND Linux computers in one solution.

You can define access and use policies per user/computer/device and authorise certain devices for certain users or user groups. Thus, your company will stay productive while maintaining control over the device fleet use.

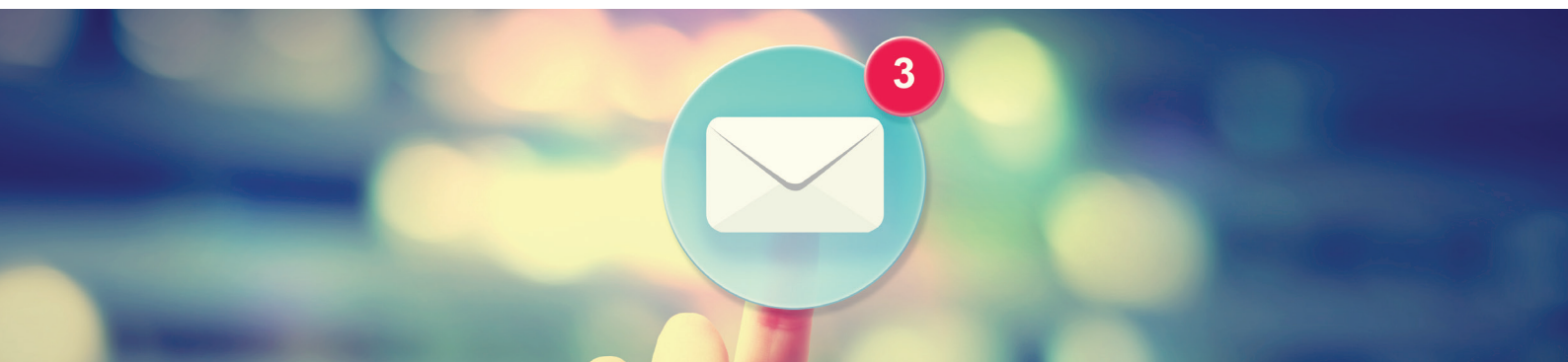


## Remote Backup

### SECURE. SIMPLE. AFFORDABLE.

Running a business is hard enough without having to worry about managing data backup for your laptops, PCs, and servers. Our backup technology eliminates manual backup chores without increasing infrastructure costs. Best of all, it lets you relax knowing your data are always safe and instantly retrievable.

Our backup and recovery solutions are thoroughly automated, totally secure, it will offer you a reliable cost effective solution to manage your business more efficiently.



## Email Compliance Technologies

Highly effective inbound and outbound email filtering Integrated email continuity and optional archiving Cost-effective and easy to use. Our comprehensive spam and virus protection, integrated continuity with always- on backup mail service and optional archiving. The service is compatible with any email or operating system and can be implemented in minutes.

## Email Disclaimers

With ever increasing regulatory and compliance requirements, the disclaiming of company emails is a vital part of business today. With Asdon Mail Disclaimers, you can be sure of total compliance with wide ranging and often complex regulations, whilst maintaining a professional brand image using sophisticated tools for branding and signing emails.

Traditionally, disclaimers are used to help mitigate liability for breach of confidentiality, transmission of viruses, entering into contracts, negligent misstatement and employer's liability. Within our Mail Disclaimers, disclaimers are used for this purpose, but they can also be used for so much more.

## Email Autoresponder

Create personalised, dynamic and professional email auto response templates containing recipient and sender Active Directory data and even content from the original mail like the subject or body.

You can even use it to centralise and manage your out of office needs with time limited email auto response policies.

## Email Signatures

Control and every Outlook email signature centrally, all updated the second a template is saved, with names and contact details auto-completed from the Active Directory.

Asdon email signatures allows you to apply smart, sophisticated signatures throughout your organization, helping to create a professional, consistent brand image. You can create as many signatures as required - for example, you might choose to apply different campaign content for each department within your organization

## Email Image Analyser

Sending and receiving email porn threatens reputations, brands and vulnerable people. It compromises compliance, equality, diversity and CSR initiatives. The costs associated with litigation and employment issues are daunting. It could be happening in your network, but how would you know? The answer is Image Analyzer, a sophisticated tool that puts you back in control of your acceptable usage policies.

## Email Usage and Control

With our email usage and control solutions you can control email use in the corporate network.

This technology gives you a solid solution against frivolous employees who undermine corporate discipline and decrease productivity by sending and receiving non-work related emails. It can also help reduce the damage from the bandwidth misuse.

## Telephone Statistics and Reporting

Advanced call analytics for effective and efficient management of your telephone call data.

Benefit from single, unified management interface for logging calls from up to 400 users across up to five telephone systems. The solutions runs as a Windows Service and all of its functions, configuration, and call reports are accessible through any standard web browser. It uses a native database and requires no external software making installation a dream.

## Telephone Recording

Secure encrypted recording for single or multi-sites, accessible through any standard web browser.

This unique call recording proposition provides a fully-integrated call-logging/recording solution. The solution sits between your lines and telephone system and passively intercepts your phone lines, monitoring and recording all calls to and from your organisation.

Of course, the added bonus of this fully-integrated solution is that you get the unprecedented ability to listen to the actual audio of any phone call in any call logging report.



## Notes:





Microsoft®  
Small Business  
Specialist

  
**Microsoft** Partner Network™

**Preferred Partner**



Please contact one of our  
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