Synoptek

Synoptek's IT-as-a-Service

A professional IT services team quickly solving your problems

IT as a Service (ITaaS) is the new direction that is transforming how businesses view their IT infrastructure, IT operations, and IT staff. ITaaS represents a holistic approach to the acquisition, deployment, operation, and security of IT infrastructure.

Synoptek's ITaaS ensures company operations are productive and efficient while keeping technology secured and operational. Synoptek's offerings provide companies with the highest level of service that is responsive, comprehensive, and resolves your issues quickly.

What is it?

ITaaS is a bundle that primarily consists of Core Infrastructure Management, End-User and Device Services, and IT Management. Security Services and Business Continuity services are also included. The bundle is priced by employee, server, and site (by size).

ITaaS Site — This service provides customers with management of network devices to ensure a site location has high availability, performance, and security. This is accomplished through constant monitoring, troubleshooting, timely maintenance, and proactive administration tasks. Synoptek provides monthly reports documenting critical alerts and event resolutions.

ITaaS Server — This service provides customers with management of physical or virtual servers either on-premise, in a cloud environment, or both. Synoptek ensures high levels of server reliability, uptime, and performance through constant monitoring, troubleshooting, timely maintenance, and proactive administration tasks. The service includes 24/7 monitoring, OS patch management, backup management, anti-virus software, and OS troubleshooting.

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ITaaS User — The service combines a robust, reliable IT infrastructure, proactive management capabilities, and automated processes that all work seamlessly in the background to keep users productive, protected, and satisfied while working on their computers. To better support users, it is backed with a 24x7 Help Desk.

ITaaS operational methods address each building block, ensuring companies have what it takes to achieve efficient technology delivery and operations.

Features

- ➡ 24x7 Staffed IT Help Desk (VIP escalation included)
- ➡ Proactive Infrastructure Management
- ➡ IT Advisory Services
- ➡ Asset Tracking
- ➡ Monitoring, Alerting, and Remediation
- ➡ New employee provisioning / reimaging
- ➡ Change Management
- ➡ Managed – Firewalls, Routers, Switches, WAPs, Circuits, Load Balancers
- ➡ Security Management – anti-malware, email security, patching, web content filtering

- ➡ Backup Management
- ➡ Monitor and manage 3rd party software and apps
- ➡ Vendor Escalation Management
- ➡ End User and Device Management
- ➡ Email and active directory provisioning
- ➡ On-site Engineer
- ➡ SIEM as a Service
- ➡ Network Anomaly Detection
- ➡ Risk Mitigation
- ➡ Strategic Guidance

About Synoptek

Synoptek is a Global Systems Integrator and Managed IT Services Provider offering Comprehensive IT Management and Consultancy Services to organizations worldwide. Our focus is to provide maximum "business value" to our clients enabling them to grow their businesses, manage their risk/compliance, and increase their competitive position by delivering improved business results.