



IT Outsourcing

Outsourcing services from IKEEN Group can reduce IT complexity while helping to lower costs, mitigate risk and accelerate business growth. Use our practical experience in Central Asia and global IT expertise to boost overall competitive success - while you focus on your core competencies.

Rely on IKEEN Group professionals for the experience and perspective needed to help you gain solid control of business IT through the management of servers, storage, Web services, network operations, data centers, and security.

IT Outsourcing is the type of service that implies transferring of IT maintenance functions from the Customer to the specialized company, where the company guarantees certain functionality and scope of office IT system.

There are several key benefits from IT Outsourcing:

1. You get instant access to the pool of best professionals.
2. You obtain up-to-date information from the world IT resources.
3. You save all indirect costs of having IT department.
4. You get warranties from the company and assurance of long comfortable work of your IT system.
5. You are sure about your IT security.

We would like to offer our services in the area of your IT infrastructure maintenance. Following are our services:

1. Setup and maintenance for servers.
2. Setup and maintenance for client PCs.
3. Setup and maintenance for networking.

What are the core benefits of working with us?

1. Team with five-year experience in local market.
2. International recognition.
3. Effective pricing policy.
4. Fast response time.
5. Client oriented company.

We have the following packages for your company.

1. Office
2. Business
3. Corporation



OFFICE

Number of client PCs maintained – up to 10 computers

Number of servers maintained – up to 2 servers

Software maintained:

1. MS Windows 2000 and newer
2. Windows 2000 Server and newer/ Gentoo Linux 2006/2007, Mandriva Linux 2007/2008, Fedora Core 1-7
3. MS Office 2000 and newer
4. Antivirus software
5. Server firewall

The cost of this package starts with 1 000\$ without VAT per month. In case if contract is made for one year and more we provide 10% discount.

BUSINESS

Number of client PCs maintained – up to 50 computers

Number of servers maintained – up to 3 servers

Software maintained:

1. MS Windows 2000 and newer
2. Windows 2000 Server and newer/ Gentoo Linux 2006/2007, Mandriva Linux 2007/2008, Fedora Core 1-7, Red Hat Enterprise Linux 3-5, Sun Solaris 9/10 (x86/SPARC)
3. MS Office 2000 and newer
4. Antivirus software
5. Server firewall
6. Email server
7. Three software packages to be chosen by the client.

The cost of this package starts with 2 500\$ without VAT per month In case if contract is made for one year and more we provide 10% discount.

CORPORATION

Number of client PCs maintained – up from 50 computers

Number of servers maintained – up from 3 servers

After the execution of the initial audit we define the spectrum of software to be supported.

The cost for this package is defined after initial audit.



SCOPE OF ACTIVITIES

The final cost for any of the packages depends on selection of specific services needed.

1. Maintenance of computer software and hardware at given levels.
2. Complete set of preventive activities, diagnostics of flaws in work of computer systems.
3. Organization of new workplaces, modernization and expansion of computer system.
4. Maintenance and setup of network and server equipment.
5. Provision for external and internal information security.
6. Antivirus protection.
7. Negotiations with the suppliers of information services (providers, hosting companies, email providers etc.)
8. Training for users in-house and centralized.
9. Phone consultation service for users from your company.
10. Remote administration of the office (discussed with the Customer)
11. Accounting for computing hardware for the Customer.
12. Consulting services related to building and maintaining information systems.

In order to provide you with the best service, reliability and security level we use following techniques

1. Registration and analysis of phone calls, requests from the employees of your company, request execution control/
2. Statistics of user requests and reasons for failures of computer network.
3. Analysis of configuration and elimination of bottlenecks based on reliability standards.
4. Automatic security, windows, antivirus update setup.
5. Use of proven technologies and equipment.
6. Monitoring for computer network, setup and analysis of server and equipment efficiency.
7. Automatic accounting for computer configuration, registration of changes.
8. Active work with users to minimize human element.
9. Storage of all passwords in ciphered containers.

We look forward to working with you.

IKEEN Group – www.ikeen.com