



GLOBAL Z-DATA
SOLUTIONS SINCE 1996

**PROACTIVE
SERVICES**

PROACTIVELY SECURING YOUR IT SYSTEMS

AT A FIXED MONTHLY FEE





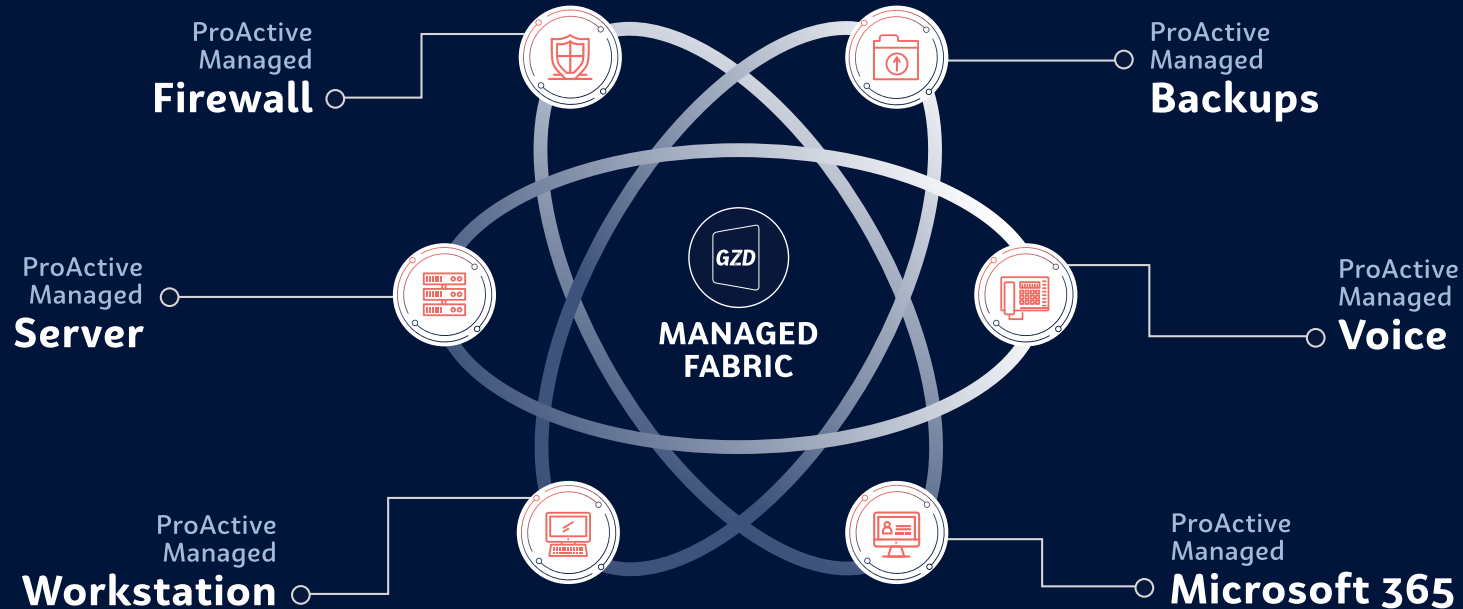
PROACTIVE SERVICES

Providing predictability, monitoring and protection at a fixed monthly cost to reduce unexpected maintenance and downtime costs.

At GZD, we understand the critical role that technology plays in the success of your business.

That's why we offer managed IT solutions designed to keep your operations running securely and efficiently so you can focus and invest on what matters most.

With our proactive approach we can find, fix and monitor any gaps in your IT Infrastructure.





PROACTIVE SERVICES

GZD offers ProActive support services at a fixed rate, which includes remote management, monitoring, reporting and fixing.

Rather than reactively fixing issues, GZD detects a problem before it has affected you. Our priority is to ensure that your network is up and running and issues are dealt with efficiently.

Our experienced operational team constantly monitors and manages your entire IT environment, with primary areas including desktops, servers and firewalls.

1. PROACTIVE SERVICES

- 24/7 monitoring
- Weekly reporting
- Monthly reporting
- Ad-hoc support

2. PACKAGES

- SILVER: Monitoring*
- GOLD: Monitoring, reporting, unlimited remote support*
- PLATINUM: Monitoring, reporting, unlimited remote and on-site support

* ADDITIONAL AD-HOC REMOTE OR ONSITE SUPPORT CAN BE PROVIDED AT A COST EFFECTIVE RATE





PROACTIVE SERVICES

Backup solution

GZD

In the ever-evolving landscape of technology, businesses face an increasing reliance on data and digital operations. From critical documents to vital systems, the loss of data can be catastrophic, leading to downtime, lost revenue, and damaged reputation. This is where a robust backup solution becomes not just a necessity, but a strategic imperative.

As a leading managed IT service provider, GZD understands that safeguarding your business's information is paramount. Whether you're a small enterprise or a large corporation, our tailored approach ensures that your unique needs are met, keeping your operations running smoothly even in the event of disaster.

1. BACKUP

- Files/folders backup
- Full machine backup
- Application aware backups (AD, SQL, Exchange etc.)
- Backup to cloud storage
- Backup to local storage (SMB/NFS Only)

2. MANAGEMENT

- Remote management
- Remote support
- Patching Veeam software
- Annual backup validation testing (*if applicable*)
- Annual backup policy review
- Automatic & customisable email notifications and reporting (*multiple users*)
- Backup configuration & setup profile

* ADDITIONAL AD-HOC REMOTE OR ONSITE SUPPORT CAN BE PROVIDED AT A COST EFFECTIVE RATE





PROACTIVE SERVICES

Workstation solution

GZD

As a trusted Managed IT Service Provider, we understand the critical role workstations play in your organisation's success. Our tailored approach ensures that your workstations are not merely functional, but optimised for peak performance.

With our managed workstation solution, you'll experience a hassle-free IT environment, where we take care of everything from hardware and software management to proactive maintenance and security updates.

Our team of experts ensures that your workstations are always up-to-date, resilient against cyber threats, and fully aligned with your business objectives.

1. SILVER

- Endpoint Protection - AV & EDR
- Hardware Inventory
- Software Inventory
- Hardware Monitoring
- Proactive System Health Monitoring
- 24/7 Monitoring & Reporting

2. GOLD

EVERYTHING IN SILVER, PLUS:

- Software Patching
- Ransomware Protection
- Automation Scripts & Self-Healing
- Unlimited Telephone Support
- Unlimited Remote Support
- Microsoft 365 Management
- Mimecast Management
- Discounted On-Site Support Rate
- Technology Alignment Reviews (Annual)

3. PLATINUM

EVERYTHING IN GOLD, PLUS:

- Unlimited On-Site Support
- Technology Alignment Reviews (Quarterly)



PROACTIVE SERVICES

Server solution

GZD

Our managed server solution offers a holistic approach to server management. From initial design and deployment to ongoing maintenance, monitoring, and security, we ensure your servers operate at peak performance.

Whether you require on-premises, cloud-based, or hybrid server solutions, our team of experts tailors a strategy to meet your specific needs.



1. SILVER

- Hardware Inventory
- Software Inventory
- Hardware Monitoring
- Proactive System Health Monitoring
- 24/7 Monitoring & Reporting

2. GOLD

EVERYTHING IN SILVER, PLUS:

- Server Protection
- Ransomware Protection
- Software Patching
- Automation Scripts & Self Healing
- Unlimited Telephone Support
- Unlimited Remote Support
- Discounted On-Site Support Rate
- Technology Alignment Reviews (Annual)

3. PLATINUM

EVERYTHING IN GOLD, PLUS:

- Unlimited On-Site Support
- Technology Alignment Reviews (Quarterly)



PROACTIVE SERVICES

Firewall solution

GZD

GZD's Managed Firewall Solution is the fortress guarding your digital assets from ever-evolving cyber threats. It offers comprehensive security tailored to your organisation's unique needs.

From initial configuration to 24/7 monitoring, threat detection, and real-time response, our expert team ensures your network remains impenetrable against cyberattacks. We continuously update and adapt your firewall to stay ahead of emerging threats.

We use proactive defense, constant vigilance, and expert support to safeguard your business.

2. GOLD

- Hardware Monitoring
- Minor Firmware Version Upgrades
- Outbreak Alert
- Unlimited Telephone Support
- Unlimited Remote Support
- 24/7 Monitoring & Reporting





PROACTIVE SERVICES

Voice solution

Discover the future of seamless communication with our managed voice services.

With a range of customizable features, from VoIP to cloud-based solutions, we tailor our services to meet your unique needs. Say goodbye to downtime and hello to reliability, scalability, and cost-efficiency.

2. GOLD

- 3CX PBX Monitoring
- 3CX PBX Patching
- Unlimited Telephone Support
- Unlimited Remote Support





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