

DSI Managed Services

A proactive approach to technology and infrastructure management

If there's one certainty in IT, it's that things are uncertain. Computers crash, software doesn't work as it should, and problems occur. And when they do, the way that you respond can be the difference between a minor hiccup and a full-blown business interruption. Are you leaving IT to chance?

Our fully managed IT services suite is designed to provide you with 24/7 peace of mind, freeing you to focus on driving your business forward. We monitor your systems, apply patches, protect against viruses, ensure backups are performing successfully, and more. We'll catch (and fix) the little problems before they become big ones – in many cases before you're even aware that there's an issue.

A Complete Suite of Fully Managed IT Services

We're here to help you take the hassle out of IT management, so you can focus on your business. Our offerings include:

Network Monitoring and Care

We keep tabs on your network activity around the clock, and when a system or function fails, our support teams immediately jump in to investigate. Once the problem is identified, we'll work to fix it — in many cases before you've even realised there's an issue.

Help Desk

Our Help Desk can provide 24x7x365 support, whenever you need it. Our highly skilled technicians can be contacted via phone, email or web-based chat, and are ready and waiting to help answer any of your technology questions and provide fast, professional support for a variety of software applications.

Managed IT Services include

- ▶ Maintain 24/7 watch over your entire IT environment (network servers, desktops, mobile devices, etc.)
- ▶ Identify and analyse server "events" for potential problems
- ▶ Remediate processes or services that fail
- ▶ Monitor servers and ensure security patches and anti-virus protocols are up to date
- ▶ Ensure that data backups are completed
- ▶ Install patches and implement service packs
- ▶ Manage and secure mobile devices (smartphones, tablets)
- ▶ Full-service 24x7x365 Help Desk

Business Continuity

Our data backup and continuity solution ensures your critical information is secure, backed up and accessible whenever you need it – even during a network failure or a disaster – so you'll never have to worry about data loss again.

Custom Project Work

We also offer a variety of custom projects designed to help optimise your IT infrastructure – including software installations, migrations, setups and configurations, and more. We help customers with a wide range of projects and upgrades. Where required our technicians can perform the work overnight or over the weekend; so there's no interruption or downtime at your office.

One Month Free*

Sign up for our Managed Services, and you can enjoy 1 Month Free on a 12-month contract.

Plus, a Free Cyber Assessment*

Hardly a week goes by without a new cyber-attack on a large enterprise business hitting the headlines, with attackers leveraging new technologies like AI; the threat has never been higher. Take advantage of one of our Managed Services, and we will conduct a complimentary cyber assessment for your business.

*For MSP Terms and Conditions see website

Network Security

Security Operations Centre (SOC) Services

Keeping pace with the daily grind of monitoring network environments for attacks-in-motion can burn out the best of staff. As the alerts build, the response is stretched thin and the infrastructure you rely upon becomes vulnerable to failure putting your business at risk.

The DSI SOC is here to help. Working as an extension of your team, our certified security analysts, cutting-edge threat intelligence, and latest solutions will manage all your security monitoring, 24/7. Meaning you will be more secure and your business is free to scale and grow.

Security Information and Event Management (SIEM) Solutions

Offering an additional layer of security for your business the DSI SIEM provides a powerful alternative to expand your security perspective to both detection and prevention. The solution includes comprehensive, flexible SIEM software that streamlines safety and security across your network without additional full-time employee costs or complicated implementations.

DSI offers a wide selection of SIEM customisation options, so you have the freedom to choose what works best for your business.

Why choose DSI for your Network?

Every customer benefitting from our LAN/WLAN/WAN service has its own unique inventory database. This contains the relevant SNMP (Simple Network Management Protocol) data about all your network-connected devices.

It means we can provide a truly proactive service using network insight and automated, remote monitoring tools, to pinpoint exact issues and resolve them in the shortest possible time frame.

With a live inventory database, we have full visibility and control of your network. This allows us to identify usage trends, security vulnerabilities, advise on network design and capacity planning, manage multiple suppliers, administer user access and so much more.

Our managed network service allows your internal IT team to step away from day-to-day network maintenance, for which there is never enough time.



To learn more about our Network Management as a Service:

Email: misp@dsiltd.co.uk

Phone: +44 (0)208 017 0007

Visit: dsiltd.co.uk



DSI - Your Full-Service IT Provider

Our managed IT services cover a full spectrum of technology solutions, including remote monitoring and management of your networks, 24/7 help desk support for users and business continuity solutions to ensure your company is prepared for any possible disruption.

DSI's experienced, professional consultants can provide a refreshing and impartial perspective on any technology challenges your business may be facing, whilst ensuring you also get the best value for money, outstanding customer care and ongoing support.

Terms and Conditions: DSI Ltd makes no warranties, express or implied in this datasheet.