

Service Overview



# INTERNETSERVICES

Support

Servatech Advantage

ADSL Provision

Domain & Web Hosting

Off-Site Data Replication

DrawbridgeTM



## INTRODUCTION

**Servatech provide Managed internet Services, to its customers as part of its portfolio of IT Solutions.**

**Typically Servatech manages all aspects of on site IT on behalf of its customers, this can now be extended to provide a full range of Internet, e-mail and connectivity Services.**

**All of our solutions are highly cost-effective and since we personally manage all your connectivity issues, we offer the very best in ongoing customer care and support.**



## SUPPORT

Servatech prides itself in the quality of its technical support. We aim to resolve any issue as quickly and effectively as possible, while providing clear feedback at every stage of the resolution process.

All Servatech customers have unlimited access to our technical experts. You can submit queries via e-mail or phone call - allowing us to support you in the manner that suits you best.

Servatech recognise that support is not just about technology - it is about communication and understanding. Our technical team is approachable and courteous and they will personally stay involved with any call until all issues have been resolved.

## WHY CHOOSE SERVATECH?

As well as the usual features offered by other hosting companies Servatech is in a position to offer some unique benefits.

### EVERYTHING IN ONE PLACE.

Having a single company manage your Internet presence and your computer network makes a lot of sense. With the introduction of cost-effective ADSL the boundary between the traditional LAN (internal network) and external users has been bridged, with most companies accessing the Internet in some shape or form.

Every business now uses the Internet for e-mail at the very least, with more and more organizations looking at e-business, remote access or virtual private networking. All these new and exciting technologies use the Internet, however it is imperative that your ISP and IT Support company work together to provide seamless, uninterrupted and secure solutions.

Using Servatech gives you the best of both worlds, our Internet consultants work closely with our Network consultants to provide your business with the correct advice, ensuring our technical solutions work perfectly.

Servatech understand that "you just want it to work" and provide managed services to remove any extra burden on your time. For example if any of your Servers change IP address, we will automatically update your DNS records without you needing to send letterhead faxes to your ISP. If you register new or multiple domains for e-mail, Servatech will automatically set these up on your mail server and if you have a Servatech Drawbridge protecting your network we can configure that to allow mail from the new Domain too.

Servatech customers have long experience of our award - winning service for internal and wide area networks, that same level of service is now available for all aspects of your internet-based business requirements.

## ADSL

Servatech Offers Business ADSL to its customers Via the ENTA Backbone. Standard Business connections start from 512KB Classic ADSL right through to the latest generation ADSL 2+ (available from Summer 2007 onwards)

## LEASED LINES

For the ultimate in peace of mind, a leased line (private circuit), either to the internet or between offices provides total security and maximum uptime. Businesses requiring guaranteed levels of service and bandwidth should consider this option. Contact your account manager on 01924 880630 to discuss pricing and availability.

## WEB HOSTING

The Servatech web hosting package costs £20.00 per month and includes:

<b>100Mb Web Space</b>	<b>Detailed usage reports</b>
<b>PHP</b>	<b>domain</b>
<b>CGI</b>	<b>Log Files</b>
<b>Daily Backup</b>	<b>Single domain registration</b>

Optional

MySQL Database at £5.00/month

Extra 50MB Web/SQL Space at £5.00/month

## DOMAINS

Servatech offer a full domain hosting and domain registration service. By working closely with the relevant registration bodies, Servatech ensure your domain name is efficiently managed to help you organise your email, web, Intranet and Extranet requirements

Additional Domains at £20.00/year with a one off registration/transfer fee. Servatech does not charge for releasing domains to another ISP

Servatech can host/register the following domains

**.co.uk .org .info .net .com .biz .me .mob**

## OFF SITE DATA REPLICATION

Businesses and organizations of all sizes increasingly depend on computerised data systems for their operations. Ensuring that these systems, and their stored data, keep operating is a critical part of business planning.

Servatech has a high capacity feed to the Internet, this dedicated connection is used by a number of its customers for off site data replication.

Servatech's network consultants can put together a technical solution to initially mirror your Servers at our Data centre in Wakefield, then copy across all "changing" data in real time. As data written to your in-house server it is copied over a secure link to a replicated target at the same time.

In the event of Server failures or even full scale disaster A copy of your important data is available for you to "recover" your IT back-end.



Our Secure Data centre is environmentally controlled with all Server and Storage solutions running off their own conditioned and uninterruptible power supply. All customer owned equipment is regularly checked and continually monitored to ensure the integrity of all incoming data, ensuring Servatech's customers have complete peace of mind.

Thankfully none of Servatech's customers has suffered a full scale disaster, however customer invocation testing has proved the concept first hand, with 100% successful file recovery to date.

## DRAWBRIDGE – A MANAGED SERVICE SOLUTION

In today's busy 24/7 work minded millennium, being able to communicate safely and securely electronically via the Internet has become a major priority for companies large and small.

The Drawbridge Solution is Servatech's entry-level Managed Service package and its purpose is to take away the daily IT headaches that Small Medium Enterprises (SME) can frequently encounter. For larger companies with an IT manager it can also offer a refreshing alternative to more expensive high-end solutions.

The solution provides companies with an unprecedented protection and networking option with significant cost efficiencies, by performing the functions of multiple technologies. It identifies and blocks network attacks, intrusions, viruses, and malicious code, it filters unwanted traffic, and spam without user intervention, and allows you to connect to remote offices and locations. Unlike many stand-alone solutions, The Drawbridge Solution streamlines and simplifies protection and networking by unifying security technologies into one package.

A company's computer system and its network have become the heart of a company's daily activities and they need to be kept alive. The slightest hint of a problem and it could bring everyone's activities to a stand still. This is why many companies are beginning to use Managed Service Providers to manage their IT environments. At the same time many companies do not want to manage constantly evolving products or feel that they need to be aware of constantly evolving Internet problems caused by hackers, spam and viruses, even if they already have an IT Manager. They would rather entrust this requirement to third parties – A Managed Service Provider.

Servatech has over seven years experience of providing service support to companies across the whole of the North of England. It acts as outsourced IT consultants for many companies, allowing managers and employees alike to concentrate on their key competencies and business activities. The Drawbridge Solution, is the

company's entry level Managed Service Package, and gives companies the opportunity to access an entry level service from as little as only £70.00 per month.

From the very outset, The Drawbridge Solution is managed on your behalf by our team of experienced IT engineers. An accredited engineer will install the solution and configure it on site. We will then provide training for the designated administrator ensuring that everything is running smoothly.

It's at this point, once the solution has been installed, however, that you really notice the difference. Available 9.00am to 5.00pm our on-line and telephone technical support team will be able to provide you with expert advice and support. But, it doesn't stop there, our team will generate regular reports with valuable information that is up-dated on a daily basis, information that you will be able to be access via the Internet by logging on to the Drawbridge website and simply entering your password and security code.

The reports available include statistics such as:

- The amount of Spam prevented
- The number of viruses that have been filtered
- The number of software up-dates carried out
- The time spent by employees surfing the World Wide
- Web The type of Internet usage and web sites visited

The Drawbridge can protect companies from both external and internal threats. Companies no longer need waste valuable resources on multiple products and redundant tasks like selecting, acquiring, deploying, managing and up-dating multiple products as all their requirements are combined into the one solution – The Drawbridge Solution



For further information on Drawbridge, visit <http://www.drawbridge.info> or contact your Servatech representative on 01924 880630 for full details