

Coretek Ltd.

Business IT Services Overview



Supply and Installation

Business Services

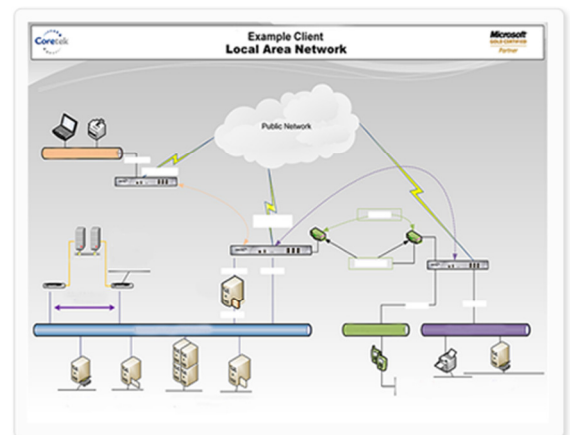
Coretek provides a comprehensive range of IT services which are reliable, flexible and individually tailored to meet the requirements of your business. Our services range from design, installation and implementation, supply of both hardware and software, managed email systems through to reliable support provided both remotely and on site all provided by Microsoft MCITP certified personnel.

Coretek's recommendations and services will ensure the best solution is provided to meet your individual requirements and assist in developing a strategic approach to ICT which will enhance and support your business needs.

Infrastructure Design

Coretek provide infrastructure consultancy for your organisation, irrespective of size. We work hard to ensure our recommendations are both scalable and manageable to suit organisational requirements and are robust enough to allow for future growth and change.

We implement the right technologies to enable you to focus on what's important so you can rely on the stability and performance of your IT systems. We have a proven track record of providing such solutions and welcome new opportunities to deliver our skill and experience.



Implementation and Installation

Implementation of services is carried out by our experienced and highly qualified personnel. You can be confident that each element of your system will be professionally built, configured, installed and documented by us.

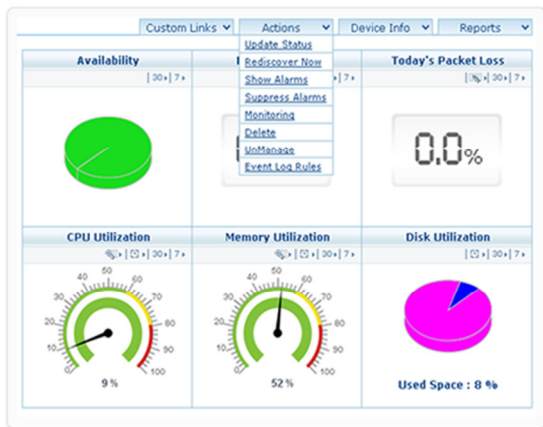
At Coretek, we take pride in our ability to work in partnership with customers to provide real solutions for organisations; solutions that are robust, secure and scalable, and fit perfectly into your working environment.

Remote Support Services

Philosophy

At Coretek we believe in the personal approach for your support needs. Having a single point of contact to discuss, manage and implement your IT requirements provides you with consistency and therefore confidence of our professional approach. The personal approach is a keystone of our support philosophy and as such you will be designated a highly qualified and experienced support technician as a primary contact with a backup support technician as a secondary contact for all your IT requirements. Your support contact can be used as a consultant to validate 3rd party requests or simply used as a technical support operator, whatever your requirements we will be happy to oblige.

Proactive Network Management



In providing business continuity for our clients, we include the use of sophisticated monitoring and support tools to manage networks and systems, analyse bandwidth usage trends and pinpoint faults or performance issues to benefit your organisation.

We also offer backup and recovery services, including drive imaging, tape and off-site network solutions, that can be a lifeline in the event of system failures, environmental damage or theft.

Selected elements of your network environment are carefully configured to provide suitable alerting and statistical reporting to our data collection repository. Data is extracted from the repository and reported to our customers via the secure Customer portal. Warning and critical alerts are automatically sent to our helpdesk for the appropriate action.

Remote Diagnostics

With this level of support we can securely connect into your environment and using a number of support tools are able to diagnose and repair system errors. We have had great success in resolving a very large percentage of system errors using this method; however where a system cannot be repaired remotely we will be happy to visit your site to repair the issue.

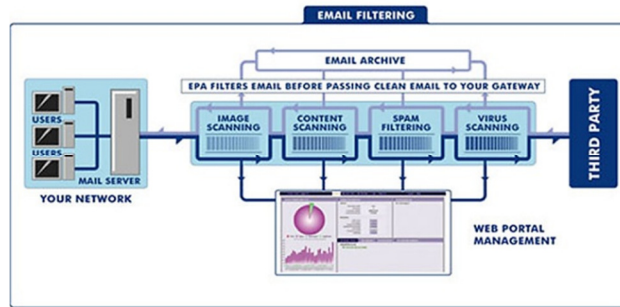
Resource Security

As well as proactively monitoring your infrastructure, our asset management services allow us to keep track of your systems, software licenses and warranty status. We document our client's infrastructure in full, and this information can be provided when required, such as in the event of hardware failures or for referencing warranty expiry dates.

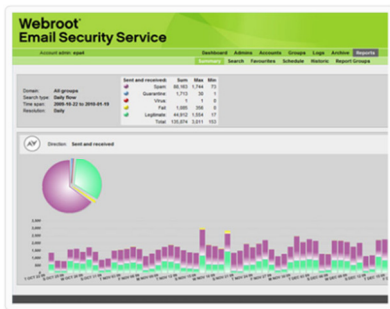
Email Services

Email Protection System

Coretek provide a fully managed email protection system including spam and virus protection. The service is widely deployed throughout the UK and Europe with over 2 million users across 5,000 organisations benefiting from email protection.



Unwanted emails like spam are removed, allowing only the legitimate content through to our clients. Emails that enter the managed email filtering service are scanned in accordance with set policies.



Detailed on-line graphical reporting and analysis of email traffic are available from the web-based control panel, which allows traffic flow and types of email to be viewed.

Coretek's Email protection Systems anti-virus service scans all inbound and outbound email, ensuring that malicious code is detected and blocked.

The anti-virus service combines leading anti-virus engines. In addition, a heuristic scanning engine scans emails using advanced scanning techniques to identify new viruses and

malicious code. This process guarantees 100% protection against known viruses.

Email Archiving

Coretek recommend GFI MailArchiver for corporate email archiving. GFI is an award-winning tool, tailor-made for small and medium-size enterprises, for maintaining an archive of all corporate email, significantly reducing the demands on the Exchange server, managing and reducing the company's dependency on PST files, and meeting the growing number of regulations for compliance, eDiscovery and other related legislation.

Cloud Based Email Solutions

Cloud-based email solutions are becoming increasingly popular for businesses that want to be able to access their messages outside of the office but without incorporating new systems into their on-site infrastructure. Microsoft believes that up to 50% of businesses currently using Exchange for their email systems will move to the Cloud in the next four years. Coretek provides consultancy and assistance for enabling the migration of organisations' email systems and data into the Cloud.

Infrastructure Services

Remote Working

Working abroad or off-site shouldn't mean you can't access your crucial resources. We have designed and implemented remote working solutions for our multinational clients using desktop virtualisation technologies, ensuring that the data and applications they need are at their disposal.

We work in partnership with organisations to establish their needs, from security requirements such as firewalls with bespoke setups to hardware specifications for applications on dedicated servers and systems.

Users working remotely can gain quick access to the resources they need via a bespoke, company branded web portal.

Green IT Solutions

Technologies such as server virtualisation allow for the consolidation of hardware requirements, lowering overall power consumption and making for more energy efficient solutions.

Hyper-V is Microsoft's industry leading virtualisation technology, which allows you to consolidate server hardware to save on hardware and energy costs and reduce the carbon footprint of your infrastructure.

A simplified and optimised solution from other technologies, Hyper-V represents the future of server platforms, allowing resources to be assigned on the fly to virtual machines, allowing organisations to respond quickly to changing workplace requirements.

Disaster Recovery

Business Continuity

System downtime can cost businesses a great deal of time and money in lost productivity. We provide business continuity for critical services such as email and data in the event of loss of service.

We understand that company data is the backbone of any organisation and for this reason go to great lengths to ensure its rapid recoverability. Coretek helps organisations establish what is important and how best to ensure quick recovery if required.

Disaster Recovery

The complete availability of computer resources has never been more important for organisations and the total recoverability of those systems has never been more achievable.

Coretek's Disaster Recovery service provides a complete duplication of core system components, including applications, data, and email to keep downtime to a minimum. As with all our services this is scalable to your requirements, and means that even in the most extreme of circumstances, your business can be up and running again in minutes.

Contact us

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For more information please see the following - Web: www.coretek.co.uk – Main Office: 01794325920