

## **Infrastructure Services we provide to Small Businesses other than IT SECURITY.**

Whether you need our team on-site or available remotely, we'll minimise workday disruptions while improving your network's productivity and server up-time. We pro-actively search out potential problems and when IT problems do occur, we'll get them solved quickly – no matter when they occur.

- ✓ 7 by 24 remote monitoring
- ✓ 7 by 24 network support

### **Network Maintenance:**

Smooth and trouble free networks. Plans are available for reliable networks. Keep the team working without having any downtime?

Proactive support for your network. We do the following support for your network:

- ✓ Checking switches
- ✓ Checking hubs
- ✓ Checking routers
- ✓ Checking print servers
- ✓ Checking printers
- ✓ Checking firewall rules
- ✓ Checking firewall logs
- ✓ Updating firewall operating system
- ✓ Checking UPS's and more.

### **Server Maintenance :**

Servers are one of the key elements of any network. Keep your server/s updated and ready to work for you 24/7. We do the following support for your servers:

- ✓ Checking server log files
- ✓ Applying necessary service packs and updates
- ✓ Checking hard disk space
- ✓ Checking core file and folder permission
- ✓ Checking complete security
- ✓ Checking application functionality
- ✓ Checking redundancy
- ✓ Recommending necessary software and hardware upgrades
- ✓ Check backups and more.

## **Network Design :**

Experience counts. If you are thinking about any of the following talk to VMR:

- ✓ Cloud Computing
- ✓ Designing networks for your office/s
- ✓ Where the power users located are and what do they need, versus standard users?
- ✓ Designing security solutions.
- ✓ Does your network need to grow.
- ✓ What can you use that you already have?
- ✓ New networks can accommodate older components.
- ✓ Is it just one network or are there other sub-networks that need to integrate?
- ✓ Backup and Disaster Recovery planning and implementation
- ✓ Security and Firewall planning and implementation

## **Network Upgrade and Cloud Migrations :**

We discover what you have, you brief us on your business plans, we come back with a plan of action. You decide on how you want to implement.

Do you need to do any of the following?

- ✓ Upgrade your network
- ✓ Integrate Subnets into a broader network structure.
- ✓ Do you need a Wide Area Network?
- ✓ Bandwidth and Broadband Plans continue to change with price drops maybe you should change ISP's?
- ✓ If your e-mail is POP3 (end up on your desktop) you are vulnerable, centralise it!
- ✓ Is your equipment located in a secure environment?
- ✓ Virtual Servers will save you money. Migrate from Physical to Virtual.
- ✓ Cloud Computing offers many benefits. Migrate an application or your business.

## **Network Install :**

VMR will manage and implement your network installation in a timely and efficient manner with no or minimal downtime for your business.

Consider the following:

- ✓ New networks
- ✓ Merging new with existing networks
- ✓ Wired and/or wireless networks
- ✓ Relocate to a new office or move the servers to a datacentre.



## **Network Support – On-Site and Cloud :**

Everything you need for Network Support we do for you. The 3 most important components of any network are your servers, switches and routers/firewalls.

Simple to understand support plans for:

- Desktops (PCs and Thin Clients) and server support.
- Routers, Switches plus WAN device support.
- Firewall support and management both On-Site and in the Cloud.
- SPAM and Antivirus and Malware controls.

## **Network Maintenance :**

Ongoing Network support and maintenance. Faster, reliable networks save your business money. Simple to understand network maintenance plans include:

- ✓ Monitor and Manage - switches;
- ✓ Monitor and Manage - hubs;
- ✓ Monitor and Manage - routers;
- ✓ Monitor and Manage - print servers;
- ✓ Monitor and Manage - printers;
- ✓ Monitor and Manage - firewall rules, and updates;
- ✓ Monitor and Manage - firewall logs;
- ✓ Monitor and Manage – Power with UPS's

## **Virtual Private Networks (VPN's):**

Work as team securely from wherever (up interstate and/or international office secure connections) you are. Installation, testing and monitor and manage:

- ✓ Microsoft ISA server VPN's
- ✓ Cisco VPN's – Office to Office or via the Cloud
- ✓ Linksys VPN's

## **Wireless Networks:**

Wireless networks are now much faster plus they can be easily deployed to allow fellow workers or guests access to the Internet and World Wide Web (www).

Wi-Fi network infrastructure updates all the time, stay current.

- Anything that give you access to the www needs all access made secure.
- Intrusion Prevention Solutions.



## VMR Cloud Services:

Want to simplify business processes and reduce costs?

- Now you can take control of your costs and get the best possible price, performance!
- Have you integrated your phone system with your information system?
- VMR reduces the risks and increases your productivity.

Migrate some applications or your whole business to the Cloud.

A cloud solution is the delivery of computing and storage capacity as a service, rather than using your own infrastructure. It allows you to increase capacity or add capabilities to your business without setting up new infrastructure, training new employees, or licensing new software. This means you can increase the capabilities of your IT infrastructure business with low capital expenditure, freeing up funds for use in other areas. Subscriptions the new zeitgeist.

Some Applications may have to sit on a Server in the office like your Line of Business Specific Applications. However, there are many applications which actually work better from a Cloud based Infrastructure/Servers. It is time to start looking at what Applications you can move off your servers. Servers can be expensive to purchase, maintain and backup.

When this happens for your business you're Backup and the issue of upgrading to the latest version etc. is over. All this is done for you by the vendor. No need to worry about that anymore!

Applications you might want to move to the Cloud:

- **Microsoft Exchange** – this manages your Outlook (e-mails calendars etc.) This can very easily be migrated to the Cloud directly with Microsoft.
- **Accounting Packages** – There are various offerings that allow you to migrate to the Cloud with the vendor directly.
- **Backup** – Tired of backing up to a tape or hard drive and taking it home or off site. Now simply Backup to the cloud. Nothing you have to worry about. Constant monitoring and testing.
- **Servers** – Tired of the 3-4 year major server upgrade cycle, move into a Virtual server environment with Microsoft technology taking you there securely. Cost of bandwidth is no longer an issue. Never replace a server again.
- **Infrastructure as a Service (IaaS)** - Private Cloud Solutions, dedicated virtual servers. + for more information.

If you would like to see how we can assist your business move to the Cloud please contact us on 1300 786 746 or simply complete the form below.

## **Server and Desktop Virtualisation:**

Virtualisation is a fantastic technology now available for small and medium sized businesses.

Yes the big end of town has been cutting costs & maintaining a stable work environment for a long time and now it is available for Small and Medium-sized Businesses (SMBs). Virtualisation dramatically improves the efficiency and availability of resources and applications in your organization. The old approach is one server, one application. Today you have 1 server with many applications. Just think about the power savings. You will save 50% plus on your IT spend. Consolidating via Virtualisation is the solution for businesses today

Virtualisation provides:

- ➔ You can run multiple operating systems on a single computer.
- ➔ A Mac can run Windows creating a virtual PC environment for all your Windows applications.
- ➔ Power costs reduce by increasing energy efficiency.
- ➔ Less hardware is needed, therefore less capital costs.
- ➔ Less running/support costs as you have less physical assets to worry about.
- ➔ Applications can run better, plus you can get high availability and performance.
- ➔ Better business continuity and disaster recovery.
- ➔ Easier desktop rollouts means less issues due to application conflicts.

Why Virtualise?

- Less hardware means that you have fewer possibilities of system issues.
- Save money on maintenance and support plus you will save money on power.
- It's easier to backup and upgrade from a Virtualised Server Platform therefore your systems become more reliable.
- Your business will become more agile with upsizing, merging or even downsizing.
- Faster changes and with less cost.
- We can also improve our monitoring and manageability plus increase the security of your operation.

## **Data Recovery:**

Data Recovery Services from– Disk, Tape, Optical (MO, CD/DVD, Blu-ray) ?  
VMR offers specialist data recovery services from almost all removable and non-removable media (including hard disks, tapes, optical) from a variety of old and new operating systems.

We have successfully recovered data from a range of technologies and operating systems which are often no longer in use. Damaged media is another area that we



have successfully recovered customer data. Our customers include both commercial and government customers.

With many years of experience in the field of data recovery you can rest assured that our qualified and experienced data recovery team at VMR will aim for perfection every time in recovering your valuable data. With constant investment towards enhancement of our people's knowledge and the latest technology available you can rest assured that your media will be handled with the utmost care and expertise.

If we cannot recover your data we will not charge you  
Our data recovery Fixed Price Packages include the following with 1 cost to you.

- ✓ Australia wide delivery
- ✓ Optional media destruction
- ✓ Privacy Guarantee
- ✓ Confidentiality Guaranteed
- ✓ Experienced engineers
- ✓ Business grade service
- ✓ Our reputation speaks for itself with some Top 20 businesses using VMR.

Data recoveries from the following devices:

- ✓ Laptops and desktop computers
- ✓ Single drive servers
- ✓ RAID 0,1,5,10 servers
- ✓ SAN's, NAS's, and SNAP servers
- ✓ Removable hard drives
- ✓ Tapes Drives– LTO, DLT, SDLT, Travan, etc.
- ✓ Optical Drives 12" 5.25", 3.25" – MO, WORM, CD, DVD,
- ✓ Memory media

Containing one or more of the following storage media:

- ✓ IDE, UATA, ZIF & SATA Hard Drives (2.5", 3.5" and 1.8" Drives)
- ✓ SCSI Hard Disk Drives
- ✓ Micro Drives
- ✓ All Floppy Diskettes
- ✓ Optical Media MO, WORM, Phase Change, CD, DVD, Blu-Ray
- ✓ Tape Media - LTO, DLT, SDLT, Travan, etc
- ✓ Zip Drives
- ✓ Flash, SD, SM and Stick drives.

Do you require our Data Recovery Services?

You no longer have access to your data or sporadic access only.

You have the media but no longer have the hardware or the operating system from which to recover your data from.

Hard Drive failure? - look out and listen out for:

- ✓ Hard drive noises including: clunking, clicking, knocking, whistling, grinding sounds.
- ✓ Smoke
- ✓ Burnt appearance Very hot.
- ✓ Hard drives can become virus infected
- ✓ Hard drive appears unformatted therefore not operating as usual.
- ✓ Hard drive does not allow the operating system to come up and either freezes, hangs or does not boot up, or the computer keeps on restarting.
- ✓ BIOS not detecting drive.
- ✓ Maybe it was an accident with a file deletion, drive reformat or imaging.

VMR has recovered from the following operating systems and their corresponding file systems:

- ➔ All Microsoft Platforms (2003, XP, 2003, 2000, 98, 95, NT4, 3.11, DOS, WIN 7.x, 8.x, 10.x)
- ➔ All Apple Mac Platforms
- ➔ All Novell Platforms

### **Desktop Maintenance:**

Keep on working without disruption. Reliable computers will improve your employees' productivity. Desktop maintenance plans to suit you. No unexpected break downs. Experienced engineers are watching to make sure that everything is up to date. We check on the following parameters:

- ✓ Anti-virus software check-up
- ✓ Disk space utilisation
- ✓ Defragmentation of hard drives
- ✓ Troubleshoot hardware and software issues
- ✓ Temporary internet files purging
- ✓ Installed software check-ups
- ✓ Check log files
- ✓ Install necessary updates and service packs and more.