

iNFRASYS

**SIMPLIFY YOUR IT**





## About Us

Infrasys was founded in 2001, growing steadily to support the IT operations of some of Europe's leading engineering, financial and technology businesses; we also work closely with police and public sector bodies across Britain and Ireland.

In particular, we specialise in Managed Services and IT Infrastructure, with many years' experience designing and running mission-critical client/server installations.

From solution architecture and design to on-going system management – both on-premises and off-premises we deliver full lifecycle technology support.

### Our Vision

To deliver world class enterprise grade managed services and projects to small and medium sized businesses.

### Our Values

Our philosophy is to always act with professionalism, honesty, and integrity.

Teamwork, sharing knowledge and consideration of others is integral to our working culture.

### Our Aims

- To be renowned for our customer service.
- To be a trusted partner and not just a supplier.
- To help our customers realise the maximum value from their IT investments.

## Managed Services

**We believe that only by taking a holistic approach to the customer's support requirements can we deliver an effective managed service. Only once we have understood the customer's business processes, IT environment, in-house capabilities and future plans do we design and propose a complimentary support service. We tailor the support offering to customer needs rather than try to apply a "standard" model — no two customers' requirements are the same.**

Our support offerings range from providing specialist skills to help customers with IT staff overcome short term skills gaps to, in the case of customers with no IT staff, becoming the customer's IT department and delivering the full range of daily and project services.

## Solutions

All of Infrasy's solutions are designed with Security, Data Integrity, Resilience and Business Continuity in mind.

Infrasy's solutions include:

- Connectivity
- IP Telephony
- End Point Management
- Cloud Services
- On-Premises Services
- Security Monitoring



## Connectivity

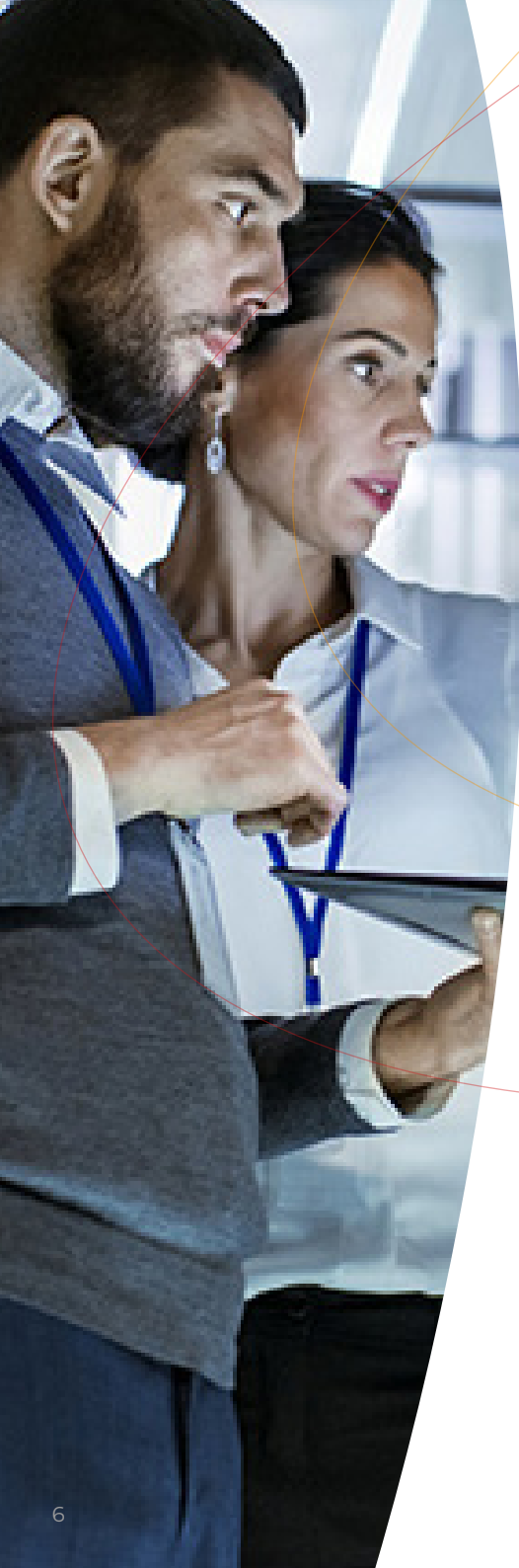
Infrasy regards Internet Connectivity as an enabler for utilisation of Cloud Services from Microsoft, Amazon, etc. Ensuring that the correctly sized line is in place eliminates performance issues.

Infrasy's services include:

- Provision of Leased lines
- Provision of FTTC Auto-Failover lines
- Provision of Network SD-WAN services
- Security Management (Firewall Configuration, VPN setup, Encryption of In-transit data)







## IP Telephony

**With the decommissioning of the traditional analogue phone lines and ISDN in 2025, businesses need to plan for the migration to IP Hosted Phone (VoIP) systems.**

Infrasys work with both BT and Microsoft to deliver the phone system that is most appropriate to a customer's needs.

The BT Hosted Voice Cloud system delivers corporate grade features such as:

- Receptionist consoles
- Call forwarding
- Hunt Groups
- Answer Phones
- Call recording
- Ability to have a physical phone and/or Softphone Apps on the PC or Smartphone
- 5000 Inclusive UK Landline and Mobile minutes per user per month
- Is compliant with Financial regulations surrounding telephone credit card payments.

The Microsoft telephone system delivers similar corporate grade features with the exception that the customer has to subscribe to a Microsoft Enterprise user license and take out a call plan and SIPs. It does have the added benefit of better integration with MS Teams for voice and video calling.



## End Point Management

**With the advent of Covid and the move to working from home, customers are finding it harder to ensure that User End Point devices (PC, Laptop, Tablet) are secure, and that corporate data is safe. It is difficult to rollout security updates and group policies to devices that are not on the company network or are occasionally connecting via VPN. As time passes, the application software held on these devices is also diverging from the corporate standard.**

To address these weaknesses, Infrasys offer customers End Point Management services; these include:

- Automatic build of new devices to the corporate standard using tools such as Microsoft AutoPilot
- This would apply corporate security policies
- Setup up full disk encryption
- Download the designated applications for that user
- Remote Management of all corporate devices (remote and on-premises) using tools such as Microsoft's Intune and ManageEngine's Remote Management tool.
- This also applies security policies, encryption and application updates
- Allow remote locking of devices
- Removal of all applications and data on lost devices
- Removal of all applications and data if user leaves company
- Don't have to trust user to delete data from home devices or mobiles etc
- Client Device Encryption
- This ensures that any data that is outside the corporate boundaries is secure and can be deleted remotely if required.

The provision of these services will ensure that corporate data and applications are secure irrespective of a user's working location.



## Cloud Services

Infrasys are a Microsoft Certified partner and provision the full range of Microsoft Services, including:

- Exchange Online Email
- OneDrive
- SharePoint Online
- Azure Servers
- Azure AD
- Windows Virtual Desktop

Data security whilst in transit between the desktop/laptop and SharePoint Online/OneDrive is secured using SSL/TLS connections, all SSL connections are established using 2048-bit keys. Whilst at rest the data is secured by Microsoft using BitLocker.

Multi-Factor Authentication (MFA) is configured for cloud services to ensure that users are prompted to authenticate when logging in from a different device from normal; stops third parties logging in even if they know the userid and password.

Infrasys also ensures that data in mailboxes and on OneDrive/SharePoint is backed up to the Barracuda Cloud; this ensures that we have multiple points of recovery for the data if recovery is needed.

Web Content Filtering is also configured to protect users from accessing harmful content; this can limit user access to social media, if required.

Infrasys understand that not all customers can, or want to, migrate to a pure Cloud environment, so can offer Public, Hybrid and Private Cloud as well as on-premises services.

Infrasys work with Corporate, Academic and Charity customers to ensure that we leverage the licensing most appropriate for their business.

## On-Premises Services

Infrasys understand that customers may have substantial investment in on-premises equipment and have other legal or corporate reasons for not migrating to the cloud; as such, we offer the full range of services to support these customers, including:

- Server Management
- Network Management
- Client Management
- Domain Services Management
- Security Management
- Security Monitoring

Each service can be tailored to customer-specific requirements.

## Managed WiFi Services

Infrasys recognise that reliable and secure WiFi in office, workshop and warehouse environments is now a critical business requirement, outages of which can result in loss of business and operational difficulties.

The maintenance, security and management of the WiFi environment are essential to its smooth operation. Infrasys' technical specialists have the required knowledge, experience and specialised skill set to ensure the delivery of a quality service.

Infrasys Services include:

- Off-plan WiFi heatmaps
- On-site WiFi survey heatmaps
- Identify and eliminate WiFi dead spots in existing WiFi environments
- All-in-one WiFi solution for businesses
- Integration with local network environment (switches and firewalls).
- Day to day management of WiFi environment
  - updates (maintenance & security patching)
  - firewall settings
  - white/black listing (device, website)
  - Incident resolution

Infrasys offer wireless solutions for retail, workshop and office environments



## Partners we work with

arcserve®



ARISTA



COHEsITY



Microsoft  
Partner



NEXSAN



veeAM



## Security Monitoring

With the recent rise in Ransomware attacks on SME and small academic institutions Infrasy's recognise that all organisations need proactive monitoring to detect vulnerabilities and intrusions before the intruder can exploit them.

To address this Infrasy's have teamed up with InfoSec company Arctic Wolf. Arctic Wolf pro-actively monitors servers and network for any anomalous activity; in the simplest terms, it continually checks the server logs and the origin and destination of all

network traffic – anything out of the ordinary, or to known cyber criminal locations, is flagged and locked down. This not only has the effect of protecting against external actors but also against unauthorised internal staff sending data outside the company.





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