

Gijima

Technology People

Overview of Managed Services

SERVICE DESK

At the heart of Gijima's managed services solution is a full scale ITIL v3 aligned service desk service, which operates 24/7 and is underscored by IT Service Management (ITSM) best practices. Gijima provides these services to many top southern African companies either through Gijima's own integrated Service Centre (iSC) or as a service to our customers. Gijima's ICT Support and Maintenance offerings have matured with the ITIL framework over the years and Gijima has also introduced significant innovation in enhancing service delivery to achieve an efficient and effective service.

END USER COMPUTING

Gijima's Managed Workplace solution enables the support and management of a heterogeneous end user computing environment, focusing on the following areas:

- Enabling and empowering end users through ICT
- Full Lifecycle Support for all devices
- Enterprise and personal content across devices
- User Apps on various operating systems
- Multiple forms of unified communication



DATA CENTRE

The provision of services to support client data centres. Typical services are:

- Infrastructure as a Service (IAAS)
- Platform as a Service (PAAS)
- Disaster Recovery Consulting and Implementation
- Backup and Restore Services
- Consulting and Implementation of Processing and Storage capabilities
- Hardware refresh projects

Gijima have further the capability to migrate data centres of multi-terabyte capacity under operational conditions without downtime.

INFRASTRUCTURE

Digital transformation reinvents organizations through the use of digital technology to improve the way it performs and serves its customers. It refers to the use of technology that generates, stores and processes data. In spite of all the benefits, there is no one blueprint for success. Gijima helps organisations to become Digital Enterprises by moving IT from cost centres using technology to create new business models.

LIST OF OFFERINGS

Network – LAN:

- Wireless
 - Site Surveys & Designs
 - Wireless Controllers
 - Lightweight Access Points
 - Mobility Service Engine
 - Outdoor wireless and wireless mesh
- BYOD
- LAN Infrastructure
 - Enterprise LAN Switches
 - Data Centre Switches
 - SOHO (Small Office, Home Office) & SMB Switches

Network – WAN:

- WAN Routers / Gateways
 - Branch Routers
 - Network Edge and Aggregation Routers
 - PSTN
 - SIP Trunks
- WAN Optimization
 - Application Acceleration
 - Application Visibility
 - Extend current investment
- Internet & Perimeter Security
 - Next-Generation Firewalls
 - Next-Generation Intrusion Prevention Systems
 - Network Visibility and Enforcement
 - Network as a Sensor
 - Anti-DDoS
 - Advanced Malware Protection
 - Content Filtering
 - WEB
 - Mail

- Management
 - Prime Infrastructure
 - Wired
 - Wireless
 - Configuration
 - Health Checks
 - Compliance & Support
 - Visibility
 - Performance & Automation

Servers & Storage

Hardware

- Server O/S
- Technical Server Applications
- Storage Management: Secondary storage which holds data on hard disk, tapes, and other devices requiring input/output operations
- Technical Database Administration (DBMS/DBA) Support
- Backup and Recovery Support
- Virtualization implementation and consultation toward further optimization.
- Disaster Recovery & Business Continuity

UC:

Unified Communications Solutions

- Call Control
- Communication Gateways
- Applications and Telephony Extensions
- Conferencing Solutions
 - Video Conferencing
 - Web Conferencing

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