

IT Services and Solutions



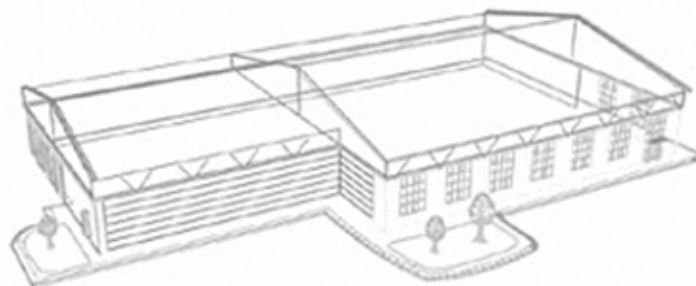
THINK BEFORE YOU PRINT
DO YOU NEED TO PRINT ME?

IT Services and Solutions

For organisations looking to reduce central IT headcount, struggling to find the right calibre of IT personnel or just needing supplementary resources from time to time, Vital's Business Support service may come in very handy. Working on the 'one-stop-shop' principle, it offers a comprehensive pick-and-mix menu of core IT solutions, from field engineers to domain registration. Take advantage of as many or as few as you like but relax in the knowledge that where it's Vital, it's covered.

Choose from:

- Service on Demand
- Maintenance Visit
- Internet Services
- Installation Services
- Small Business Package
- CCTV Security Services
- Data and Document Management
- Data Backup



Service on Demand

For assistance as and when you need it, paying only for what you use. Vital will send one of its experienced field technicians to solve issues around desktops, servers, printers and phones. They have access to 2nd line support if needed, and customers can utilise our sophisticated helpdesk and CRM system to keep track of support updates and call history.

An out-of-hours emergency service is also available.

Maintenance Visit

Good system health is dependent on regular maintenance. We can schedule a weekly day-long site visit by one of our technicians, in which time they will respond to any support calls that have been raised, deal with any issues arising during the day and complete a full 'health screen', comprising:

1. Check/rotate the backups
2. Check the servers for correct operation by checking the logs
3. Check for any patch requirements
4. Check for any licensing issues
5. Check the anti-virus and anti-spam facilities
6. Take readings of the bandwidth and storage capacity of the site for capacity management.
7. Check the printer toner levels.
8. Check server room for heat and power issues.

These checks will be reported to the client and logged each week in our system, with any corrective action duly noted.

Internet Services

No business is untouched by the web and Vital can ease the burden of internet-related management and administration tasks. Services include the provision of internet access, bandwidth monitoring, POP3 or relay email, firewall, domain name registration, web hosting and ecommerce platforms.

Features

24x7 support.

Any global domain name can be registered with Vital easily.

Vital will fully manage and administer your domains.

Unlimited email accounts, forwarding and relay domains.

Unlimited mail forwarding.

Mail Relay.

Shared web space, with FTP access on Windows or Linux platforms.

Benefits

Simple - Contact our team of experienced technicians with any queries and support issues.

Efficient - All DNS modification will be actioned within 2 hours.

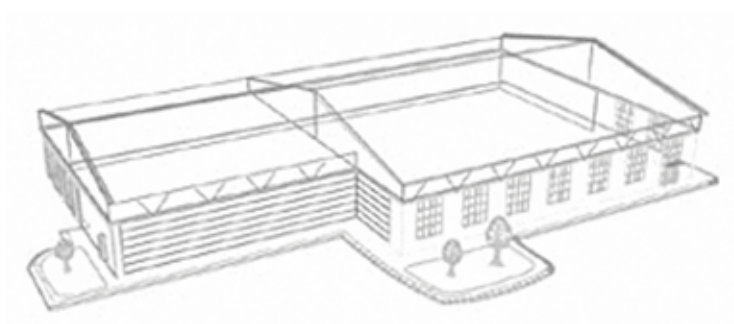
Affordable - Our shared web space solution allows you to setup a website at a fraction of the cost of a dedicated webserver.

Installation Services

Vital can offer consultancy design and build services across the IT spectrum, from network engineering to software set-up. Projects are fully scoped, costed and then managed to best practice standards, with testing and client handover supplemented by any additional training and support requirement.

Small Business Package

For smaller firms looking for an effortless IT solution that supports all their day-to-day needs, including email, web and Office, we also offer our unique Vitality Small Business Package: this is a hugely cost-effective, hosted solution delivered by our world-class data centre in West London, giving you reliable access to all the IT you need without any of the worry of supporting or updating your own systems.



CCTV Security Services

Our security offering doesn't just stop with the storage and preservation of business data. Through Vmon, a specialist division of Vital International Ltd, we can also deliver highly sophisticated CCTV security solutions to safeguard your physical assets too.

CCTV Remote IP Alarm receiving centre.

Vmon's Interactive video monitoring (IVM) is an advanced technology-based monitoring service that uses CCTV surveillance systems in conjunction with other alarm event detection or access systems to offer an alternative to on-site security guarding. Our systems work with a wide range of existing camera and DVR equipment or we can provide and install a CCTV system for you.

Vmon can lower customer operating costs through a reduced requirement for resident security staff: security systems can be monitored remotely through on-site cameras and these can send alarm event data to trained response personnel at Vmon's central monitoring station.

Typical services include:

- Alarm and Incident Monitoring
- Virtual Guard Tours
- Access Management
- Management information and analytic data services

The Vmon systems delivers a single point of alarm management and control for access, video surveillance, life safety and intrusion systems in a single intelligent, auditable and manageable system.

Vmon also provides a secure web portal, through which property owners can connect to review any alarms or guard tours occurring at their sites.

All our staff are fully trained and inspected to BS7858:2006.

To find out more about remote CCTV Monitoring services or to organise a no-obligation security assessment, please call VMON on 020 7194 8787 Mon – Fri 09:00 – 17:00hrs or Email info@vmon.co.uk.

VMON is a trading name of Vital International Limited, a member of the Vital Group of Companies. VMON operates from the Vital Group data centre, Park Royal, London. The Vital Group of UK focused companies supply world class products and services in data management, security, disaster recovery and internet services.

Data and Document Management

Businesses are obliged to keep comprehensive audit trails of documents and data, the exponential increase of which in recent years has put heavy demands on technical, physical and financial resources.

Vital provides a complete data and document management service that's designed to give you cost certainty, corporate security and complete peace of mind.

With document scanning, we can convert all your paper files into a fully searchable, indexed electronic repository in a timescale that suits both business needs and budgets. This is a secure online service that is backed-up and replicated across our data centres and can be accessed instantly anytime, anywhere, given an internet connection.

For those organisations needing to retain paper records, we can provide unlimited storage capacity with a rapid 'locate and retrieve' service for returning any required document collections.

Features

Document Scanning - Converting your paper documents into fully searchable electronic format in a timescale that suits your business needs and budget.

Document Storage - Unlimited storage capacity for your original hard copy.

Document Destruction - Shredding service to irretrievably destroy sensitive data on virtually any device / storage mechanism.

Benefits

Cost Effective - Minimise physical and logical storage costs.

Secure - Secure offsite retention of electronic and physical data.

Retrievable - Easy, fast access to online and physical data.

Data Backup

Easy to use, reliable, multiple levels of data protection by offsite replication

Vital Data Storage Backup Suite is a comprehensive data protection system. Vital Data Storage offers an easy-to-use and reliable backup solution to ensure that important business and personal data is protected and is readily available when needed.

Low cost, best protection

Vital Data Storage Online Backup Suite offers complete protection to your business data at the best value of money currently available in the market. Unlike other products, Vital Data Storage offers all core features you "need" without requiring you to pay for some "nice to have" features that you will never use.

Multiple levels of protection

If you need further assurance, you can leverage Vital Data Storage's Replication Module, which allows you to replicate your backup data to a Vital Data Storage Replication Server located in another building, town or even country. Further more, the level of data synchronization is close to real-time. Your business can thus be protected from fires, natural disasters, terrorist attacks, wars, etc.

Easy to use

The client-side software interface (Vital Data StorageOBM) is cleanly laid out. Functions and buttons are self-explanatory, average users should have no problems in operating the core functions. Further more, the management console (Vital Data StorageOBS) uses an intuitive web interface, which is very easy to follow. In addition; all versions of Vital Data StorageOBS, running on different operating systems, share the same interface. This makes life much easier for system administrators who are responsible for managing a heterogeneous environment.

Stable and proven technology

Unlike traditional backup approaches, Vital Data Storage requires absolutely no human interaction to complete the entire backup operation, thus ensuring the backup of business data is always negligence and error free, all important business data will always be available and accessible when required.

Extensive coverage

In the work place, most people store a vast amount of critical business data on their desktops and laptops due to convenience. With Vital Data Storage, all desktops and laptops can be backed up seamlessly, periodically and automatically. No backup need be missed thereby minimising likely loss of critical business data.