ignitec

OUR APPROACH

With the explosive pace of innovation, relying on an in-house IT team can lead to reactive, rather than proactive, IT services. Outsourcing support to a third-party provider can provide the necessary expertise and resources to keep up with demands. Our managed services conduct an analysis to identify gaps and vulnerabilities and establish a development plan to measure progress. The service model allows for flexible delivery of services to suit the actual need, with responsibility for managing flexibility sitting with the client. Services can be delivered on a full-time, part-time, short-term, or ad-hoc basis at the client's offices or sites, or from our offices using modern communication and collaboration tools, freeing up desk space for the client. It's time to consider outsourcing IT services to keep up with the pace of innovation.

THE BENEFITS OF A MANAGED APPROACH

1.FOCUS ON CORE OBJECTIVES

Managed services can provide a flexible service model to fill in gaps and free up employees to focus on their jobs. A qualified managed services partner can offer different service levels, from occasional support to outsourcing the entire IT department.

2. GET THE EXPERTISE YOU NEED

Managed services provide an entire team of IT professionals at a flat rate. This team can include technical, functional, architectural, and training experts who can be added or removed as needed to keep systems up and running and unlock their full potential.

3. KEEP COSTS LOW

With a tailored service-level agreement, there are no unexpected service costs, empowering a shift from a capital expense to an operating expense model. A strategic relationship with solutions or cloud providers can result in additional saving, which can be reinvested back into the business.

4. SCALE UP OR DOWN AS NEEDED

Our managed services can respond to changes in technology needs in real time, allowing for seamless system scalability up or down. Advanced services like proactive monitoring, upgraded services release management, and reporting can be utilised to get the greatest value and scalability out of the partnership.

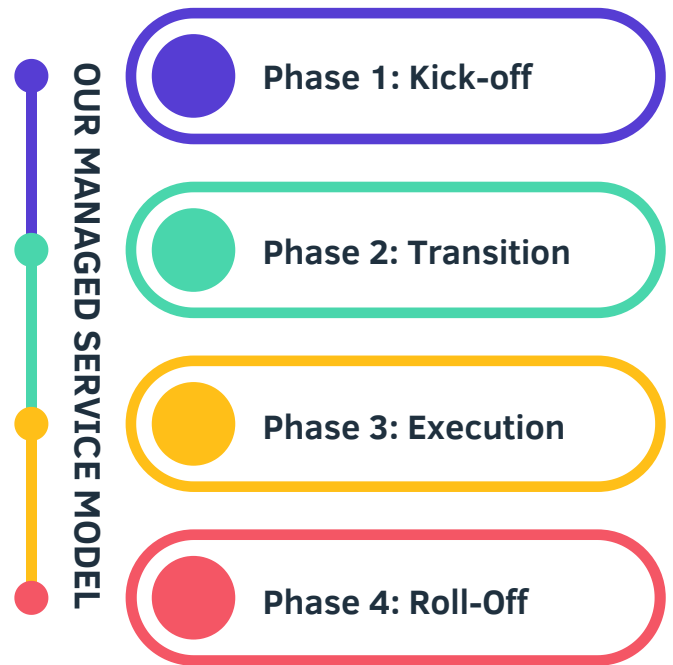# 5. RECEIVE SUPPORT WHENEVER YOU NEED IT

Never worry about availability because we offer offer 24/7 flexibility, on-call options, and weekend support (as a costed option). We are a global company that can support multiple time zones and offers around-the-clock support, so you can be rest assured that help is available whenever you need it.

6. AVOID EXPENSIVE DOWNTIME

A proactive approach to maintenance identifies and troubleshoots potential problems before they become an issue, avoiding costly network downtimes. This benefit pays for itself as an MSP can provide expert backup and disaster recovery services in the unlikely event that things do go awry, getting your systems back online quickly.

7. GAIN A RELIABLE POINT OF CONTACT

When you partner with an MSP, rather than work with a rotating cast of characters, you'll get a dedicated team that knows your company and your business solutions inside and out, led by a single customer success manager (CSM). Should your CSM be unavailable for any reason, there's an established escalation path and a secondary contact ready to step in, so you always have someone in your corner.

OUR MANAGED SERVICE MODEL

Phase 1: Kick-off

Phase 2: Transition

Phase 3: Execution

Phase 4: Roll-Off

OUR MANAGED SERVICES OFFERING

AUTOMATED SECURITY VALIDATION (AUTOPT)

Ignitec's AutoPT is an automated penetration testing platform that helps corporates improve their cyber security posture by simulating a hacker's perspective. Unlike manual penetration tests, it scales and is less expensive. It covers entire networks, focuses on critical assets, and validates the latest threats. Vulnerability scanners are insufficient since they do not assess control configuration, privileges, data hygiene, or human factor. Ignitec's AutoPT offers a consumption-based service and is cloud-hosted, requiring a bridge installation in the client's network.

NETWORK OPERATION CENTRE (NOC) MONITORING

Financial institutions require highly available, stable, and secure IT systems due to the massive digitalization of the financial sector. Ignitec's NOC Monitoring provides an all-in-one solution to monitor IT infrastructure, including systems, networks, security, and cloud services. This SaaS monitoring solution is suitable for businesses of all sizes and provides visibility and control, alerting administrators to issues before users are impacted. The solution is easy to set up and does not require dedicated hardware.

PATCH MANAGEMENT AS A SERVICE

Ignitec Patch Management solution streamlines IT Operations (ITOps) by simplifying and accelerating the management of IT systems. The cloud-based platform provides global visibility and workflow automation to assess, analyse, and act on critical information across on-premises and remote endpoints. A lightweight agent examines each device to inventory hardware, software, patches, and configurations while staying constantly connected to the cloud service platform for real-time insights. The solution enables patching, deployment, configuration enforcement, and reporting, with built-in scheduling for Windows, Linux, or macOS devices. There are no infrastructure requirements, maintenance or VPN needs for complete functionality.

VULNERABILITY MANAGEMENT DETECTION AND RESPONSE (VMDR)

Ignitec's Cyber Score provides a comprehensive platform for vulnerability detection and response, helping businesses identify and prioritise risks in real-time. It detects and categorises all known and unknown assets in the IT infrastructure, and auto-prioritises them based on SLA metrics. With VMDR, businesses can continuously detect vulnerabilities and criticalities of assets, prevent breaches and compliance failures, and identify exposures across a wide range of devices and applications.

TWO FACTOR AUTHENTICATION AS A SERVICE

Multi-factor authentication adds an extra layer of security to user login by requiring a second form of validation such as a phone or token. This cloud-based solution integrates with existing technology, and provides a streamlined login experience. It functions as a gateway for existing and future IT infrastructure, perfect for growing businesses of any size, and natively integrates with any application or platform. Whether adding 2FA for compliance or building a zero trust framework, it's a valuable addition to a security portfolio.
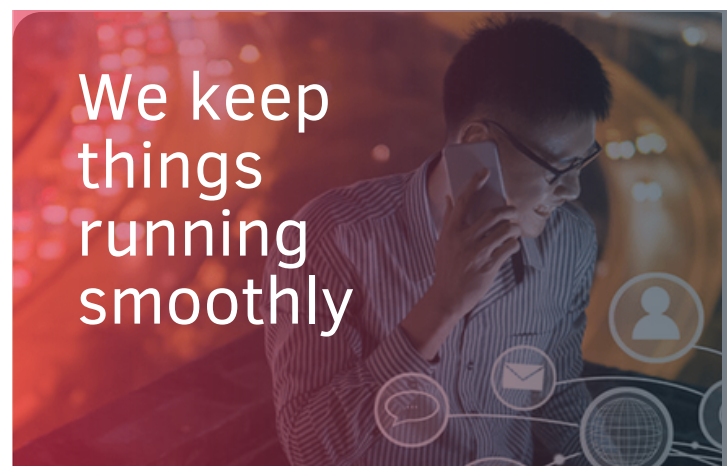
We keep things running smoothly