

Managed EntryPoint

A circular icon with a green border containing the word "MOBILE" in orange, uppercase letters.

MOBILE

Mobile devices like smartphones and tablets are used to access data and to initiate transactions on your network. It must be included in any desktop support and maintenance strategy.

A circular icon with a green border containing the word "APPS" in orange, uppercase letters.

APPS

Applications don't only apply to desktop and laptop computers. Your customers are using apps on smartphones to conduct business. Can you support them?

A circular icon with a green border containing the word "BYOD" in orange, uppercase letters.

BYOD

Bring your own device is a trend on the increase. It will not go away and must be managed.

A circular icon with a green border containing the words "IT ASSETS" in orange, uppercase letters.

IT ASSETS

IT assets are the entry point into your network. Let Datacentrix find out what they are and who is using them.





Datacentrix' Managed EntryPoint services ensure that any device accessing your data is authorised to do so. Our Managed EntryPoint team will secure, account for, control, manage and maintain all devices that your organisation owns – and monitor those that it does not.

Today, the entry point to your data is via a device that you may not even own. A smartphone, laptop, tablet or desktop will connect your staff and customers to your organisation's private network and Internet facility, providing users with information and allowing the initiation of transactions. Any device accessing your network and data must therefore be professionally monitored, controlled and maintained.

Remote monitoring and maintenance: Datacentrix can remotely access any entry-point device, its files or applications over the web, whether you're at the office, travelling, at a client site, or at home. We can troubleshoot and in most cases remotely repair any fault or rectify errors that may occur.

Site-based service: Datacentrix' field service personnel are vendor certified to work on most devices deployed within our customer environments. All have been properly trained and authorised to deliver warranty services on behalf of the OEM (original equipment manufacturer).

Datacentrix works with you as your desktop support team, allowing you to focus on running your business. In the support-engineering role, Datacentrix takes responsibility for maintaining the entry-point systems that allow your staff and customers to function and communicate, both internally and externally, on a daily basis.

In using Datacentrix to manage your entry-point devices, we become an extension of your business, and a true partner. Our service plans are based on a fixed monthly fee allowing you the ability to predictably budget your IT costs annually. Datacentrix assumes both the financial and technical risks in the relationship. We will continuously identify and deliver solutions that mitigate your risk, improve your efficiencies and reduce downtime.

Entry-point services for desktops, laptops, tablets and smartphones include:

Support:

- Service desk support
- Remote support
- On-site support
- Application support

Maintenance:

- Manufacturer warranty management
- Repairs
- Proactive workstation and device optimisation
- Patch management
- Device image management

Monitoring and control:

- 24x7 system monitoring and alerting
- Software license management
- Online case management (service requests)

Security:

- Access control
- BYOD security
- Anti-virus management
- Spyware and Adware removal
- System audit and asset tracking

Backup:

- Backup My Documents
- Backup configuration settings

Have you considered Infrastructure-as-a-Service (IaaS) and Software-as-a-Service (SaaS)?

Many companies already own no IT assets. Desktop hardware is provided as a service, as are the software applications. Datacentrix offers customers IaaS and SaaS.

What services should you include?

Customer specific applications

Common productivity tools:

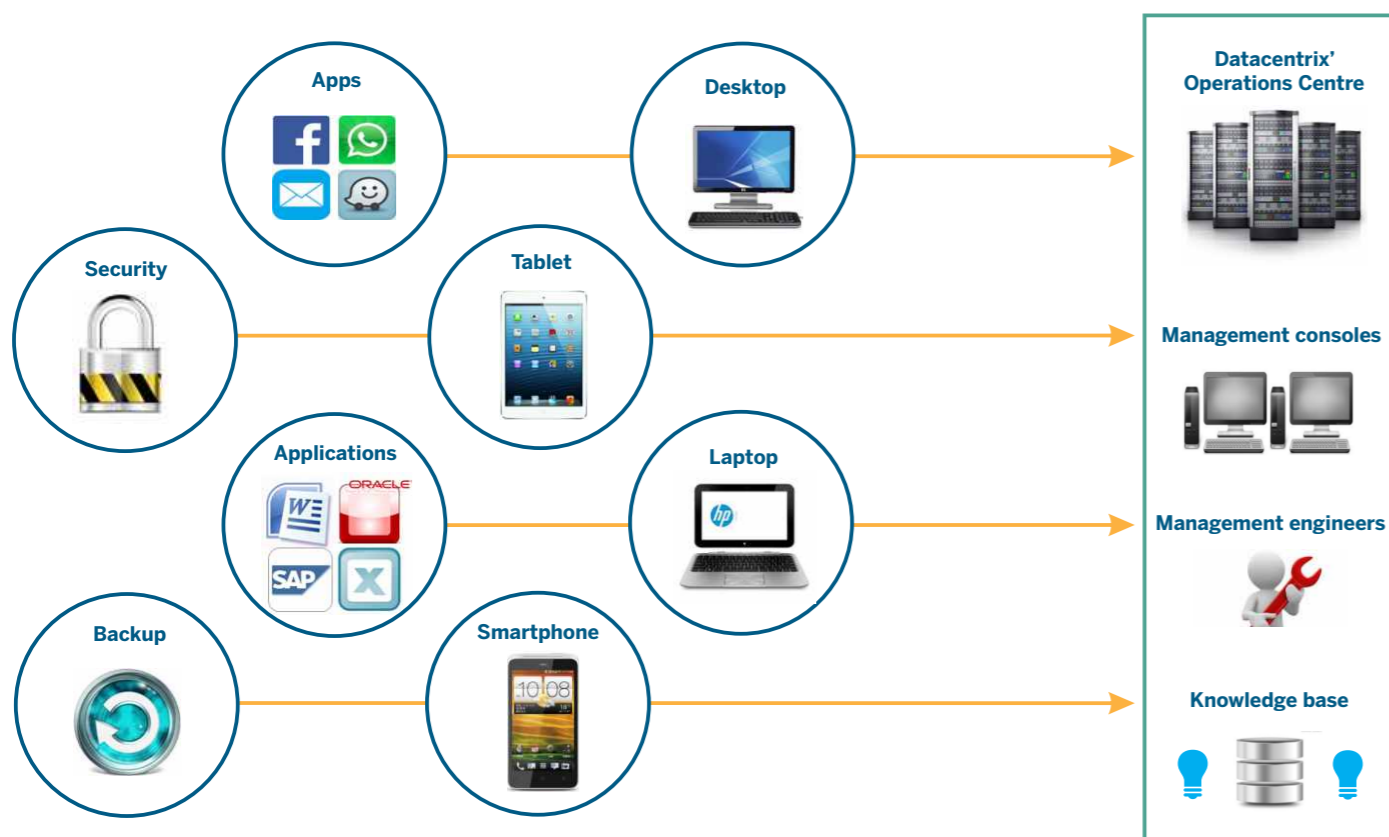
- Microsoft Office
- Adobe Acrobat
- SAP GUI

Management and control software

- Policy control
- Remote management
- Inventory management
- Software distribution
- Patch management
- Anti-virus

Operating systems layer

Hardware layer



Six key success factors for sourcing EntryPoint services

1. Set clear goals around what you want to achieve.
2. Clearly understand your weaknesses and your strengths.
3. Change management is the discipline that will make or break your initiative.
4. Consider the intangible benefits when sourcing desktop/entry-point services.
5. Manage the relationship with your service provider. A strong customer equals successful services sourcing.
6. Apply a structured transition: The transition phase is the point that will either threaten to derail the relationship or the component that provides for long-term success.

Technical data: EntryPoint

Specification	Datacentrix
Operations Centre	Midrand, Gauteng
Entry-point devices	Desktop, laptop, netbook, thin client, terminal, tablet, smartphone
Operating systems	Windows, Apple OSX, Andriod, IOS, Blackberry
Backup (user data)	Desktop, laptop, netbook, virtual desktop
Warranty management	Desktop, laptop, netbook, thin client, terminal, tablet, smartphone
Security services	Windows, Apple OSX, Andriod, IOS, Blackberry
Management	Microsoft System Centre
National points of presence	Support capability throughout South Africa



About Datacentrix

Datacentrix is a complete ICT systems integrator, providing solutions and services across the full information value chain to its customers. The company uses leading technologies to drive customer business strategies, unlocking efficiencies and empowering meaningful business insight.

Our most valuable assets are captured in the minds and spirit of our people. Every person at Datacentrix is a critical part of our service delivery model and our strategy for generating sustainable value for our customers and stakeholders.

We value partnerships and go the distance to establish trusting, lasting customer and stakeholder relations. Our longstanding affiliations and accreditations with our technology partners enable direct access to technology using the shortest channels.

It's our passion for excellence that drives our innovative and flexible solution design. Datacentrix' value-driven strategy and proven execution capability reinforce its position as one of the top ICT players in the local market.

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