



End-to-end Managed IT



AvailEase[™]
powered by Stone Forest

“Cost-effective IT management practices for growing businesses.”

IT plays a critical part in the success of every business however more often than not; many lack the technical and specialised competence to handle not just the daily IT operations but also their growing digital transformation and security needs.

AvailEase helps companies with little or no in-house IT resource remove the burden of **managing IT backend infrastructure and/or frontend application systems without sacrificing governance, confidence and most importantly control.**

IMMEDIATE BENEFITS TO YOUR BUSINESS

- ✓ **Choice** End-to-end modular technology options tailored to your needs.
- ✓ **Compliance** Simplify and increase agility to fast-changing regulatory requirements.
- ✓ **Continuity** Enhance business continuity with reliable IT operations to meet your business commitments.
- ✓ **Cost-effective** Predictable IT spending based on your scalable needs.

Managed IT

Co-Managed

Your extended IT team

- For medium to large SMEs
- Flexible & scalable service
- Tailored industry solutions
- Pay based on your needs

Fully Managed

Your IT essentials

- For start-ups to small SMEs
- Dedicated local team of IT specialists
- Hassle-free security & compliance
- Predictable monthly fee

WHY US?

- Over 30 years of experience supporting SMEs across industries
- Certified engineers, solutions architect & project teams
- Network, system & security specialists
- 24x7 service helpdesk
- Strategic preferred value-added reseller relationships with top IT vendors

OUR COMMITMENT TO YOU

We strive to deliver consistent, high quality service and substantial value through our managed services. Our goal is not just to meet your needs but to also anticipate them and proactively support by constantly adapting and evolving with the latest technologies and best practices to empower and drive your business forward.



METHODOLOGY ADVISORY

Co-manage and secure your digital transformation efforts

Boost IT leadership expertise and meet increasing board and governance demands with our team of digitalisation, security and data protection specialists.

Our C-level strategic advisory services and proven IT SOPs help SMEs quickly set up and co-manage business processes with the right technologies for a more cyber resilient organisation. Transform your business while ensuring critical data and assets are protected with CIO2SME™, CISO2SME™ and DPO2SME™.



MANAGED INFRASTRUCTURE

Infrastructure that keeps pace with your business

AvailEase's Managed Infrastructure services allows you to reliably deploy modern technologies with the assurance that it will support your growing business needs so you can focus on more strategic initiatives. As an extension to your team, our Network Operations Center (NOC) and technical engineers will ensure secure and reliable functionality and on-demand support for your mission-critical systems, networks and applications.

Deploy	Operations	Service
<ul style="list-style-type: none">· Procurement· Cloud transformation· Systems configuration & integration· Systems migration	<ul style="list-style-type: none">· Asset management· Security monitoring· Patch management· Policy management· Change request management	<ul style="list-style-type: none">· 24x7 remote support & control· Real-time monitoring alerts & remediation





MANAGED BACKUP

Improve business continuity & avoid costly downtime

Simplify the backup and recovery of your data and systems with AvailEase Managed Backup. Eliminate the cost and unpredictability while guaranteeing compliance to regulatory standards.

Microsoft 365 Backup

Unlimited emails and documents backup beyond Microsoft's default 30-day retention period for basic plans.

Server Backup

Effective and compliant backup and restore access to critical files to prevent costly business disruptions.

Workstation Backup

Centrally manage and safeguard user data across all desktops and laptops, wherever they may be.

Dynamics 365 Backup

Extend CRM data availability beyond Microsoft's 28-day retention limitation.



MANAGED SECURITY

Proactive real-time security & control

With a remote IT health monitoring and proactive alert system, AvailEase can better optimise configurations, manage systems and software versioning, as well as eliminate costly and obsolete equipment.

Continuous Monitoring

- 24x7 monitoring of availability & performance of IT assets
- Proactive alert notifications of possible failures

Security Assurance

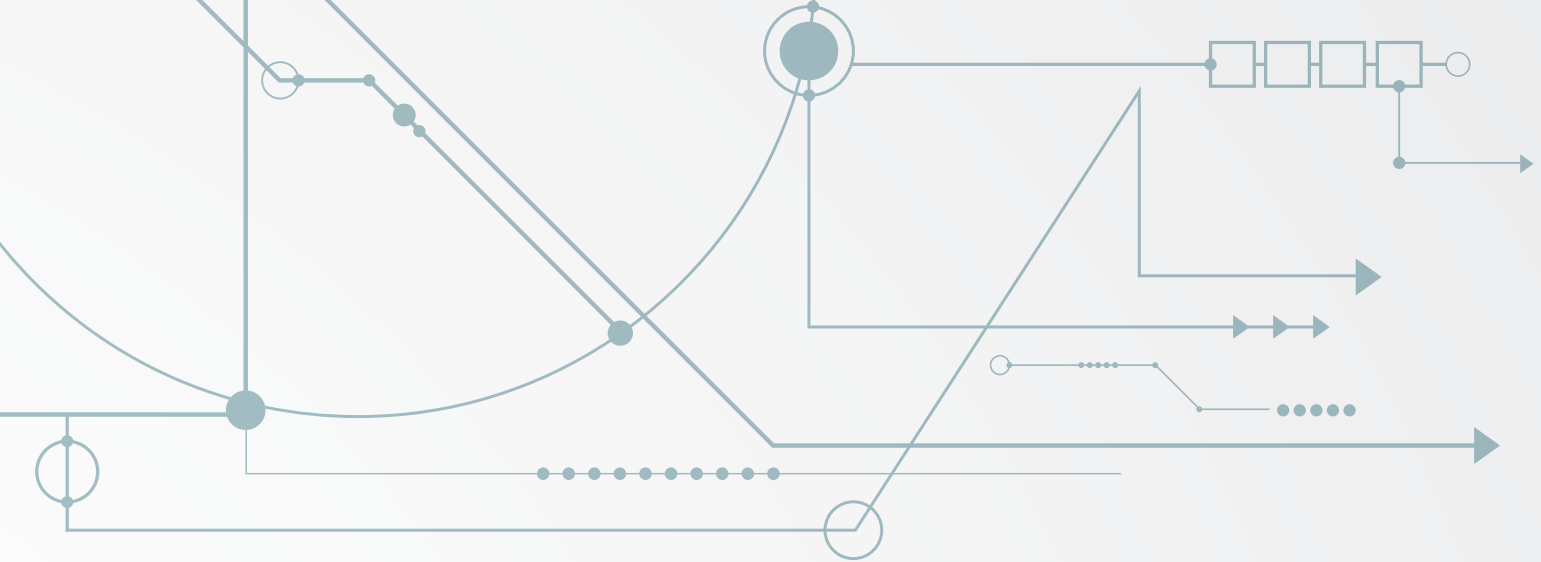
- Firewall
- Endpoint protection
- Cloud security
- Hard disk encryption
- Log management / SIEM

Preventive Maintenance

- Automatic or scheduled software updates
- Installation & upgrade third-party software
- Remote troubleshooting & diagnostic tasks
- Routine maintenance tasks

Quarterly Business Review

- Detailed analysis of client's needs
- Objectives setting & planning for IT improvements



MANAGED CLOUD

High performing secure cloud

Using the multi-tenancy model, AvailEase employs leading public cloud solutions and provides added support by internally managing the environment so clients get consistent high performance. Be it Operating Systems (OS) or Business Applications (i.e. ERP or CRM) and whatever your cloud deployment preference, we will be able to support and manage your transformation and optimisation needs.

- Cost savings - No capex expenditure
- Predicable monthly cost - Pay only for what you use
- Hassle-free maintenance, security & upgrades, all taken care for you
- High reliability
- On-demand scalability & flexibility as your business grows



MANAGED SUPPORT

Maximum support with minimum downtime

Draw upon our pool of fast, reliable, flexible and experienced resources to help troubleshoot any errors or to address the technical skills gap or when workload is at its peak. AvailEase provides a single point of support for your company's critical IT infrastructure, end users hardware and software.

24x7 helpdesk

Level one remote end user support covering workstations, office applications & connectivity issues etc.

Network Operations Centre (NOC)

Real-time monitoring & proactive remediation of issues.

Onsite service delivery

Depending on severity of the incident or the level of support required, our IT SWAT team of engineers, technical managers & infrastructure specialists will provide scheduled & ad hoc technical support.

IT consultancy

As your IT partner, we add strategic value by aligning IT requirements with your current & future business needs.



FLEXIBLE SOLUTIONS. PROVEN EXPERTISE. REAL PARTNERSHIPS.

There is no right approach to Managed Services, only the right approach for you. Our suite of modular managed services allows you to select and bundle areas of IT that you need support in, whenever you require it. These pre-architected IT services ensure swifter time-to-market and can be further refined to suit your unique needs.

Whether you choose to **fully outsource or co-manage your IT with us**, as an extension to your infrastructure and team, we offer a single point of contact to address all IT support issues and technical concerns across all technical domains.



Managed Backup	Managed Infrastructure	Managed Security	Managed Cloud	Managed Support	Managed Applications
Server / PC / SaaS Backup	Remote Server Maintenance	Anti-ransomware & Anti-phishing	Infrastructure as a Service (IaaS)	24x7 Helpdesk	Microsoft 365
Disaster Recovery as a Service	Server / Network / Firewall Monitoring	Endpoint Protection	Platform as a Service (PaaS)	Network Operations Center (NOC)	Microsoft Dynamics 365 CRM
DR Alternate Site	IT Assets Tracking	Cloud Security	Software as a Service (SaaS)	Scheduled on-site Support	Microsoft Dynamics 365 Business Central
DR Custodian Services	Systems Administration	Hard Disk Encryption		Ad hoc on-site Support	Sage 300
	Change Request Management	Log Management / SIEM			

Methodology Advisory

CIO2SME™

CISO2SME™

DPO2SME™

REFER & EARN

Know of anyone who needs help in managing their IT?



Refer them to us and get rewarded with each successfully sign up.

Email Info@AvailEase.com

CONTACT US

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