Global Maintenance

IT support and assistance

Your dedicated IT manager and user support: remote and on-site, responsive and proactive, flexible workload, short or long-term.

By entrusting the maintenance and management of your infrastructure to our experts, our team is at your disposal to monitor the health of your IT environment on a regular basis and to help you when IT problems occur. In addition to our support centre, you'll also have a main technical expert referent to follow and solve any problems that may arise!

Here are your 2 solutions : a global support and assistance contract ("Global Maintenance"), or a server maintenance contract! Overleaf is a non-exhaustive list, to be defined according to your needs, of the proactive and reactive actions included in our packs.

Our services include:

◆ Continuous maintenance of your infrastructure

◆ Specific intervention to resolve incidents on your IT infrastructure

◆ Management of your IT requests

◆ Monitoring the health of your entire IT environment to ensure continuity of service and protect you from possible attacks

◆ Optimising your IT and all the actions you need to take to ensure that your IT infrastructure is up to date, efficient and meets all your needs

◆ Advice on your requirements and needs, to ensure that we are as close as possible to what you are looking for

◆ Support from our experts

◆ Maximum availability of 52 weeks per year

◆ "OMNIUM" option : unlimited access to all contracted services for greater cost predictability (including major server updates*)

* Fixed monthly costs per user

** Subject to licensing and compatibility of infrastructure and applications

MAINTAINING THE INFRASTRUCTURE AND ITS SECURITY

	Global Maintenance « On prem »	Global Maintenance Private Cloud or Public Cloud	Server Maintenance
Firmware and software updates for all hardware (Firewall, Switches, Servers, etc.)	✓	✓ *	
Updating and patching virtualization and operating systems (Vmware, Linux, Windows, etc.)	✓		2x / year
Updating and/or automating the PC fleet	✓	✓	
Checking and cleaning all server and PC systems (logs, etc.)	✓		2x / year
Monitoring checks and corrections of alerts (optional ESIA probe)	✓	✓ *	
Check backup, replication and data security, and make any necessary corrections	✓		2x / year
Antivirus and check alerts, and corrected if necessary	✓	✓ **	2x / year
Checking and securing flows, access and potential vulnerabilities	✓	✓	

DOCUMENTATION

	Global Maintenance « On prem »	Global Maintenance Private Cloud or Public Cloud	Server Maintenance
Setting up and maintaining an internal technical file	✓	✓	2x / year
Writing customer-related procedures	✓	✓	
Infrastructure documentation diagram	✓	✓	
Software documentation	✓	✓	

DAY-TO-DAY LIFE

	Global Maintenance « On prem »	Global Maintenance Private Cloud or Public Cloud	Server Maintenance
Create/modify/configure/delete users (Servers and PCs)	✓	✓	
Creation/modification/deletion of access rights (VPN, file server, email inbox, etc.)	✓	✓	
User support and advice	✓	✓	2x / year
User training	✓	✓	
Patching and cabling	✓	✓	
Workstation moving	✓	✓	
Network and VPN changes	✓	✓	
Changes and/or adaptation of various configurations (servers, firewall, switch, etc.)	✓	✓ *	

INFRASTRUCTURE MONITORING AND DEVELOPMENT

	Global Maintenance « On prem »	Global Maintenance Private Cloud or Public Cloud	Server Maintenance
Advice and support during the integration of new tools	✓	✓	
Analysis and development proposals	✓	✓	
Follow up and application of new standards and/or corrective measures validated by Rcarré	✓	✓ *	
Follow up and application of new security standards recommended by Rcarre (e.g. SSLVPN security, migration to more recent anti-spam tools, backup security, etc.)	✓	✓ *	
Licence management	✓		
End-of-warranty management (mainly for critical equipment)	✓	✓ *	

OPERATING

	Global Maintenance « On prem »	Global Maintenance Private Cloud or Public Cloud	Server Maintenance
Regular on-site visits	✓	✓	2x / year
24/7 on-call duty	option	option	Option

OPTION

	Global Maintenance « On prem »	Global Maintenance Private Cloud or Public Cloud	Server Maintenance
« Omnium »	✓	✓	

* Local equipment

** on PC

We also offer prepaid credit packs of 12 or 24 hours to carry out any of the tasks listed above, but without a dedicated technician and only on a reactive basis at customer's request.