



# ICT Administration

With our ICT Administration service you can successfully avoid system failures, and forget all your worries about your information and communication systems and related processes, as those will be taken care of by a highly qualified team of experts with advanced certificates in many ICT areas.

# ICT Administration

Clients do not need to purchase the whole service package – they can only subscribe to the components that they find really useful.

## A brief summary of the service key features

ICT Administration is a periodic, managed activity that helps you avoid serious incidents and system failures, but also deals with your everyday issues related to routine operation of your information and communication technologies and solves them within the time limits specified in the service level agreements.

Our ICT Administration services provide a high-quality solution to your issues related to routine ICT operation within the guaranteed time limit. They will help you avoid system failures and leave all the worries about your information and communication system and related processes to a highly qualified team of experts with advanced certificates in many ICT areas.

With our ICT Administration services your ICT will get professional care, based on time-tested procedures and methodologies (ITIL, COBIT, ISO/IEC 20000). The services will be available to you 24 hours a day, 7 days a week, which means

that also the services provided by your ICT environment will be highly available. Once the service implementation is finished, you can fully focus on your main business activities.

“ICT Administration” is a highly flexible package of services from which you can choose only the ones that you really need.

## The key components of the service:

- Administration of your ICT and security systems
- Optimizing servers' operation
- Application of security adjustments
- Guarantee of high efficiency of your operations processes (Incident, Problem, Change, Configuration Management, ServiceDesk)
- Administration of work stations and IT devices (printers, phones, fax machines, etc.)
- Electronic operational documentation
- Installing HW and SW
- Prophylaxis
- Personal approach and care (our PNP's – specialists providing above-standard care)

- Trainings
- Leasing our IT and SW
- Reporting – how our technical support is being provided
- Maintenance (HW and SW producers' support)

## Why is ANECT a.s. a suitable provider?

The service covers all basic activities related to routine operations of your ICT (e.g. work station administration, creating and deleting users' accounts and mailboxes, access rights configuration, administration of operating systems for servers, database administration). Nonetheless, the service also includes specialized activities, e.g. activities during IDS/IPS systems administration or activities monitoring the efficiency of your operations processes (Incident, Problem, Change, Configuration, Release, Service Level Management, ServiceDesk).

Every ICT Administration activity is continuously monitored by ANECT SUPPORT dispatchers. All of your requests and solutions to problems are recorded in the ServiceDesk application, and they can be easily accessed at any time. This gives you

ANECT a.s. provides innovative solutions built on an integrated ICT infrastructure. to answer any of your questions concerning this particular service by phone +420 Let's find a solution to your operations services together!

total control over all troubleshooting and maintenance activities being done.

## The service is based on:

- Elaborate and time-tested operation procedures compatible with ITIL, COBIT and ISO/IEC 20000 procedures
- Professional troubleshooting teams, specializing in particular types of technologies and available 24 hours a day, 7 days a week. The team specialists can perform any task related ICT administration just as well as they do troubleshooting and maintenance
- Solution flexibility – ANECT’s custom-tailored solutions are a perfect match to your requirements. You can only subscribe to those service components that you really need (e.g. you pay for IS Administration and operations documentation, but not for prophylaxis, trainings, etc. if these service components are not interesting for you)
- A large number of technology areas in which ANECT is able to provide this service: Microsoft, Symantec, CheckPoint, CISCO, IPT, IPCC, videoconferencing, etc.
- ServiceDesk, a reliable system for request notifications. Our operators are available 7/24 and ready to receive and process your requests at any time

## In what ways can the service be provided?

The service can be provided in a number of different ways (5/8, 7/24, etc.).

## What are the main benefits for the client?

- The most expensive option is to train and pay your own team of specialists with profound know-how of all the technologies that you use. With our ICT Administration service you can transfer part of these expenses (even all of them – if you opt for outsourcing) to an external provider who will share their resources and render you the same services as your own team would, but at considerably lower costs
- With our professional ICT Administration you can easily avoid critical situations and failures, and achieve even higher cost reductions (less troubleshooting necessary)
- Higher reliability and availability – our professionals take care of your communication and system infrastructure on an ongoing basis, and thus guarantee strict SLA adherence and increase the reliability and availability of the services provided by this environment. Like that you can be sure that the information saved in your information systems will be always available, and you can thus fully focus on your key business activities
- Sharing ANECT’s know-how and making your environment more transparent – ANECT a.s. provides its ICT Administration services in compliance with time-tested methodologies and operation procedures which are compatible with ITIL, COBIT and ISO/IEC 20000. By purchasing the ICT Administration service,

you do not just get access to our technology know-how, but you can also share our know-how in IT operation management processes (Incident Management, Problem Management, Change Management)

- Both the information about the activities being performed within ICT Administration and the service level agreements make this environment more transparent and enable you to assess, optimize and plan your ICT investments more effectively

## The service can be easily adjusted to customer’s needs

- There is no need for clients to subscribe to all ICT Administration components – they can decide which ones they really need
- Many types of SLAs (guaranteed time limits within which problem solving has to begin) to choose from
- The service can be rendered in a number of different modes (5/8, 7/24, etc.)
- Large customers can have a dedicated specialist who is assigned exclusively to them and provides above-standard care
- The service can be adjusted to customer’s needs with regard to their infrastructure ownership
- The service is offered in a number of different modes. Typically, the time for troubleshooting is guaranteed and ANECT dispatchers provide non-stop remote monitoring

Our Account Managers are ready  
271 100 100 or e-mail: [anect@anect.com](mailto:anect@anect.com).

## Company profile

ANECT a.s. is a leading provider of professional solutions in information and communication technologies. Since the very beginning, we have specialized in delivering complex communication systems and multiprotocol computer networks for medium-sized and large customers.

Our team of experienced professionals will maximize your IT investments by identifying and optimizing those of your communication and information technologies that are crucial for realizing your business strategy and vision.

With the products and services from our portfolio we can always bring you a solution that works well both for you and your customers. We offer products and services in ICT management, auditing and consulting, data centers, voice-video-messaging, ICT infrastructure, ICT operation management, security and business processes integration.

In order to deliver solutions of outstanding quality, we always use reliable, time-tested project management methodologies. Our competitive edge is based on developing innovative IT solutions built on an integrated ICT infrastructure.

## Customers

We believe that our success is inextricably linked to the achievements and success of our customers. We render a variety of services to clients from all countries of Central Europe. We have delivered IT solutions to many government and public service organizations as well as to a number of market leaders in networking, financial and telecommunication services, industry, media and other services.

Among ANECT's customers, there are companies and organizations such as:

Allianz pojišťovna, a.s.	Ministry of Finance CR
AVG Technologies CZ, s.r.o.	Ministry of Culture CR
Czech Television	Ministry of Defence CR
The Czech Social Security Administration	Ministry of Labour and Social Affairs CR
Česká pojišťovna a.s.	Ministry of Agriculture CR
Česká spořitelna, a.s.	Národní banka Slovenska
ČEZ, a. s.	Národní památkový ústav
DHL Information Services (Europe) s.r.o.	Raiffeisenbank a.s. T-Mobile Slovensko, a.s.
GE Money Bank, a.s.	Office of the Government Representation in Property Affairs CR
GTS NOVERA s.r.o.	Volksbank CZ, a.s.
PPF/Home Credit Group	and many others
KIA Motors Slovakia s.r.o.	
Komerční banka, a.s.	
Kooperativa pojišťovna, a.s.	

We consider our customers' satisfaction to be the synonym of high quality of our work. We systematically measure and assess our customers' satisfaction and react swiftly to their needs and requests.

## Partners

In order to provide our clients with complex services of outstanding quality, we have chosen the most reliable partners. ANECT a.s. has achieved the highest certification level at a number of world leading companies.

ANECT is a Cisco Gold Partner, Microsoft Gold Partner, CheckPoint Gold Partner, Symantec Platinum Partner, Sun Associate Partner, Citrix Silver Partner, CA Value Added Reseller Premier, AudioCodes Channel Partner, 2Ring Advanced TAS Partner, Hewlett-Packard Preferred Partner, VMware VIP Enterprise Partner, TrendMicro Affiniti plus Partner and IBM Advanced Partner.

## Company Mission

By careful monitoring of new trends and promising technologies, high proficiency of our specialists and the experience that we have gathered over the years in the market, we achieve a unique integration of ICT with our client's business. We always carefully analyze our customer's environment and integrate the proposed solution into the existing diversified infrastructure. We take pride in the quality of our solutions which has earned us our customers' trust. We value long-term relationships and provide technical support to the solutions that we have implemented as well as work on their further development.

ANECT a.s. has been active in the market since 1993 and at the moment has over 200 employees. The offices are located in Prague, Brno, Plzeň and Bratislava.

## Our Vision

*„In the Central European market, ANECT a.s. is a preferred provider of innovative solutions built on an integrated ICT infrastructure, enhancing customers' competitiveness and developed for the purposes of large organizations, the success of which is determined by the way and extent of using information and communication technologies.“*

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