



Company Profile

April 2016

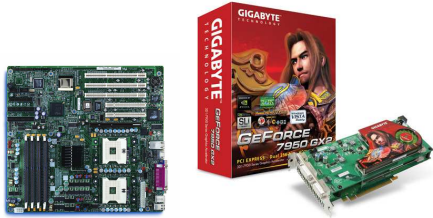

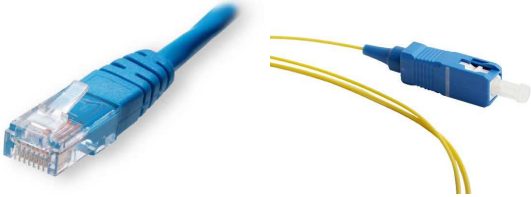
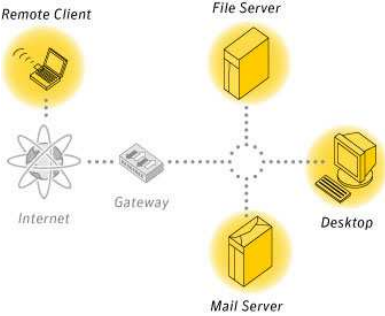
Company Overview

Services	<p>IT Prof offers an outsourced support alternative to in-house IT. We will analyse IT needs in the business, design an appropriate network solution and implement the solution.</p> <p>We will supply and configure all computer equipment needed you and your business and will configure them to fit your requirements.</p> <p>We will then offer on-going support for the equipment to ensure 99% annual uptime.</p>
Customers	<p>We target micro-enterprises, which may be anything from a small home-office to between 100 and 150 users.</p> <p>We offer these services to larger businesses that require it.</p>
Location	<p>IT Prof is located in Bedfordview, Johannesburg. We have associates in Durban and Cape Town should any work be required in those areas.</p>
Goal and mission statement	<p>To provide A+ grade services to aid in the growth of your business. We take great pride in offering a wide variety of quality services.</p> <p>IT Prof endeavors to give you the best possible service. We strive to go the extra mile by building a professional relationship with you and the rest of your staff to ensure that you will always feel comfortable enough to contact us should the need arise.</p>

Company History

IT Prof was founded 15 years ago by Dr Stephan Kotze, affectionately known as “Dr.S”. Dr.S has been involved in various major projects for large British and European Corporations. From developing ATM systems, Banking platforms, Database systems, Satellite communication systems, to being a part of the development team developing Microsoft Windows 3.x Multi Media Interface. This was the platform on which Dr.S based his Doctorate in Software Engineering for and on behalf of Olivetti Italy, (Ivrea Campus)

Core Business Services

<p style="text-align: center;">Hardware</p> 	<p>We supply a wide variety of branded name equipment from a range of suppliers ranging from Hewlett Packard, Acer, Dell, Lenovo, Epson, Sony, Samsung, Brother, Canon any many more. These would include Laptops, Desktops, Printers, Servers, Networking equipment and other peripherals.</p>
<p style="text-align: center;">Desktop Support</p> 	<p>Our primary service is Windows desktop support. We will be able to configure and customize when new, troubleshoot when faults arise and “service” when the machine becomes slugging. There are many other hands on tasks we can and will do for you, particularly when a network is involved.</p>
<p style="text-align: center;">Network Cabling</p> 	<p>Cabling is the backbone for any business network, even those with wireless. We can install Cat 5e or Cat 6 cabling to interconnect your pc’s and your servers. Fibre Optic cabling can be arranged when necessary.</p>
<p style="text-align: center;">Network Design and installation</p> 	<p>Once the cabling is in, it will need somewhere to connect to. We will provide all the switches and cabinets that will hold all the equipment for your network. We will then connect all the cables to the switches and to your pc’s and servers and will configure it for maximum performance.</p>

Servers



You will undoubtedly need somewhere to store your files, run network applications and manage your network security.

We will analyze your requirements and will provide a server that will suit your needs now and for near future growth.

We will provide you with that server or servers and the server software. We'll then configure it to your requirements and will then configure all the users to access the services provided by your server.

By default we will run your server on Microsoft Windows 2012 R2. This particular Operating System requires a wide variety of skills to configure and operate successfully.

Our service to you once all is configured is to offer on-going support and changes as your business grows.

Software

Microsoft



To successfully run a network you will definitely need some kind of software that you will use.

We provide a wide variety of software, from the entire range of Microsoft products, Adobe, SAP Business One and many others.

Should a specific piece of software not be available “off the shelf”, we will then source it through our worldwide partners and suppliers in order to achieve your goals.

Data Redundancy



One thing that many people neglect is backing up their data.

We have a number of different services to offer that will ensure that in the terrible event that the primary server does crash you won't lose all that very important data. Each service comes with their own pricing and agreements.

These services will be recommended to as part of or an extra to a Service Level Agreement.

Wireless



With the modern world comes the latest wireless technology.

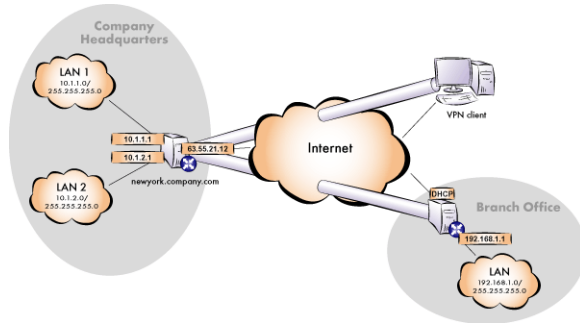
We pride ourselves in using the best wireless technology around. Whether it be for an office wireless network or a point to point wireless bridge we use the most reliable and recommended equipment to ensure the network is as fast and as stable as can be.

We are a proud supplier of Ubiquiti wireless products.

Firewalls and VPNs



The Bad Packets Stop Here



Every internet based network needs a first line of security to prevent unauthorised access to your network.

Our firewalls are based on a modified linux distribution called IP Cop. It includes many interesting features such as port forwarding, DHCP, firewalls and IP Cop to IP Cop VPN's. All these features are intended to make your network as safe and as flexible as possible.

The VPN (Virtual Private Network) works by logically and securely connecting an IP Cop firewall at your first site to the IP Cop firewall at your second over any available internet connection. This allows communication between the two sites as if they were connected together via cable.

Service Level Agreements



Most of the other mentioned services can be charged for on an Ad Hoc basis.

Many clients however prefer a SLA because it saves in loads of unnecessary paperwork and can also save on time and money in the long run.

We would offer you an SLA if you require regular site visits, quicker response time, regular network maintenance and/or find that Ad Hoc is becoming too expensive.

An agreement like this will include unlimited number of visit at no extra charge and would include a basic form of data redundancy.

The benefit of an SLA is that we have a chance to build a relationship with you and your staff which helps us understand your needs and gives us a perfect environment to properly administer your network and ensure that 99% annual uptime.

Contact Details

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