

G-Cloud 15 Services

Cloud Consultancy, Support, Professional and Managed Services

Service Attributes

Service Type – Cloud Support

Service Name

Ongoing Support

About Your Service

Dacoll provides customers with on-going support/managed services to enable customers to effectively utilise the Cloud (private, hybrid or public cloud) for their benefit. We provide ITIL based service and management to deliver enterprise support for cloud services across a wide range of cloud services. These can be services deployed by us or we can adopt the support of existing cloud services.

Service Features and Benefits

Features

ITIL Support Service

- Proactive Monitoring
- Automation
- 24/7 Service Desk
- Service Delivery Management
- Asset Management
- Third Party Management

Professional Services

- Business Consultancy
- Technical Consultancy
- Security Consultancy

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- Project Management
- Software Development

End User Device

- Desktop / Laptop
- Phone / Tablet
- Mobile Device Management
- File and Print
- Networking
- Field Support
- Asset Deployment

Security

- Threat Protection
- Threat Management
- Penetration Testing
- Vulnerability Scanning
- Security Information and Event Management (SIEM)
- ISO 27001
- Cyber Essentials
- Secure Asset Disposal

Collaboration

- Voice
- Instant Messaging
- Video Calling
- Virtual Conferencing
- Mobile Telephony
- Document Management

Data Protection

- Backup and Restore
- Business Continuity
- Disaster Recovery

Infrastructure

- Multi cloud management
- Network

- Server
- File Data
- Integration
- Application support
- Database management
- Datacenter hosting
- Field Support

Benefits

- Enabling cloud strategy
- Reducing implementation timescales
- Security cleared resource
- Enabling secure migration to cloud platforms
- End-to-End solutions delivering best value
- Managed service offerings for cloud solutions
- Reduced timescales to deploy cloud solutions
- Reduced risk and cost for deploying Cloud solutions