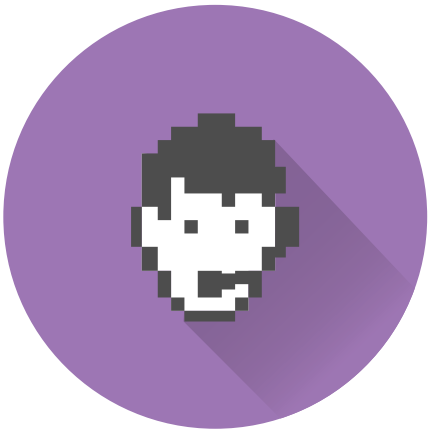


WORKSTATION 7

PC, Mac and Tablet support programme

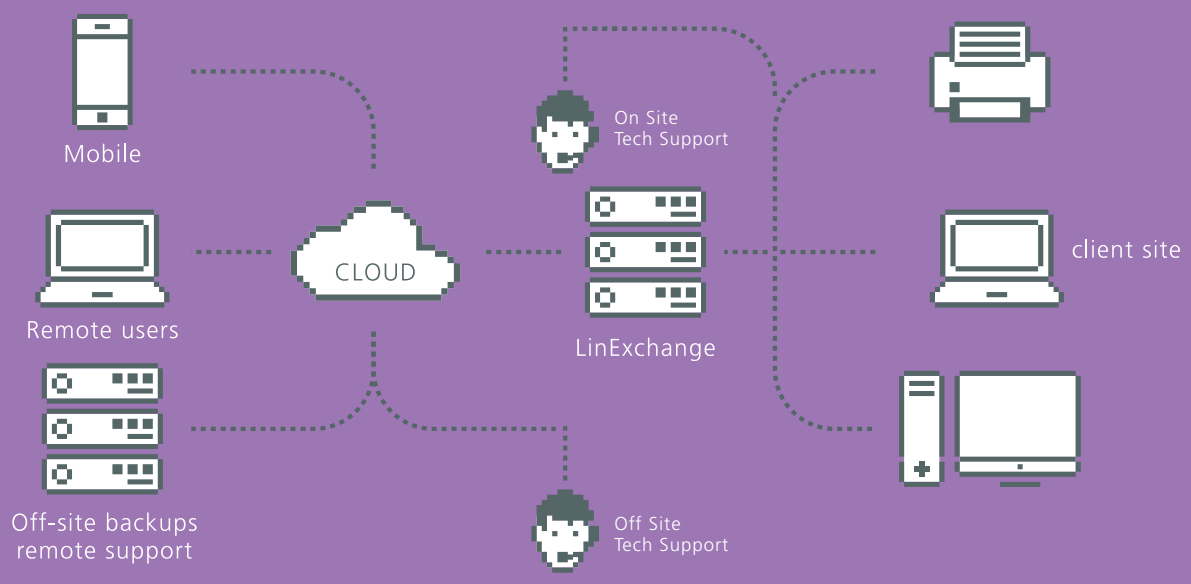
let the experts maintain and support your devices on-site, while you focus on running your business.

Workstation7 - Product Overview

Complimentary to all of SevenC's server offerings Workstation7 ensures high levels of proactive and reactive support for a multitude of users' devices and workstations including Desktop PC's, Laptops, Macs, Tablets and even Smartphones. Properly configured workstations directly result in reduced downtime and higher levels of productivity. Immediate remote troubleshooting and assistance is also just a phone call away.

- **Setup, configuration and deployment of Desktop Computers and supported devices**
- **Installation, configuration and updating of software**
- **Perform skilled maintenance and repair**
- **Configuring handheld devices for access to Email and data**
- **Configure devices to connect to wired and wireless networks**
- **User education and training**

Workstation7 Stucture



> "No hardware or operating system is out of scope."

Workstation7 - Product Features

- Removal of Viruses, Spyware and Malware from infected PC's
- Fast response times and resolution to high-priority requests
- Assistance with network planning and ordering of devices
- Troubleshoot, diagnose and resolve all hardware and software problems
- Response times dedicated by strict Service Level Agreements
- Detailed monthly reports and timesheets on all work performed
- Unpacking, configuring,

"Our proactive approach creates stability."

Proactive support Programme

A dedicated allotment of time is allocated every week, where a dedicated member of staff will implement the following checklist:

1. Performance
   - Check disk space utilization and ensure adequate disk space availability
   - Scan disk drives for existence of bad sectors
   - Check system performance
   - Check memory utilization
   - Check for any unusual running processes
2. Housekeeping
   - Scan system registery
   - Check for existence of unnecessary files
   - Ensure the integrity of all system files
3. Address ad hoc queries raised by the users
4. Security
   - Verify that antivirus updates are occurring
   - Verify that antivirus scanning is taking place correctly
   - Check for unusual running processes
   - Monitor spyware infections
5. Up-to-date
   - Install any available "Service Pack" updates
   - Install available OS updates
   - Install application updates
6. Client-server
   - Verify that users files and folders are being saved to the LinExchange server
   - Monitor the size of users inboxes
   - Assist users to create Email folders

Workstation7 - Benefits

Proactive support programmes ensure longevity of devices and software, costing significantly less than having to purchase new equipment regularly. Implementation of SevenC's Workstation7 programme ensures PC's and supported devices are maintained according to strict documented criteria, including:

- PC Performance
- Housekeeping
- Security
- Software being up to date
- PC's Interaction with data server

BYOD – Bring your own device

BYOD refers to employees who bring their own computing devices, such as Smartphones, Laptops and Tablets for connectivity onto the corporate network. SevenC will configure all devices and implement a BYOD security policy tailored to your business.

Embrace the trend, allow us to manage it for you.

SEVENC 7
business technology

www.sevenc.co.za **+27 (0) 11 467 3388**

info@sevenc.co.za
MH House, Block B, Capricorn Road, Paulshof Ext 40,
Johannesburg, South Africa