

Reliable IT Infrastructure

Stability
High Availability
Security



IT Solutions

► Virtualization

Virtualization significantly increases the ability of organizations to use their IT infrastructure effectively. By optimizing servers' computing resources, it ensures their efficient use. The proposed scope is as follows:

- pre-project analysis and consulting
- virtualization system selection
- solutions implementation and technical support provision
- existing environments expansion
- migration to other operating system virtualization solutions
- physical resources migration to virtual environments, such as VMware or Microsoft Hyper-V
- virtual infrastructure performance and availability optimization
- virtual environment backups

► Hyperconvergence

Hyperconvergence provides computing power, storage resources, and quick communication with other environments within a single, integrated platform. The numerous advantages of such a solution include high scalability, but also the ability to achieve maximum infrastructure performance. The proposed scope is as follows:

- platform selection analysis and consulting
- individual platforms tests that demonstrate the strengths of hyperconvergence
- environment implementation and maintenance services
- migration from the current operating system virtualization system to a hyperconvergent platform
- employee training

► Computers, Laptops, and Accessories

We have been working with major technology brands for nearly 30 years. As an Authorized Sales and Service Partner of many vendors, we can offer a wide selection of desktop equipment, such as monitors, computers, all-in-ones, graphics stations, and accessories, as well mobile equipment, such as laptops, mobile graphics stations, and accessories (bags, mice). The proposed scope is as follows:

- authorized warranty service with raised SLA-defined service levels
- post-warranty support
- favorable financing and insurance options
- shopping portal
- migrations
- additional accessories and personalization

► Virtual Desktop Infrastructure

We create work environments that are flexible to manage for organizations, based on Virtual Desktop Infrastructure (VDI). We provide optimal secure environments for remote work where many users use not only business equipment, but also private devices, including tablets or smartphones.

With work environment virtualization, you can onboard new employees faster, optimize software and hardware costs, and implement security policies for data assets easier. The proposed scope is as follows:

- analysis and ongoing consulting
- ITSM solution for end device and application inventory management
- virtualization technology selection
- solution implementation and technical support
- virtual infrastructure performance and availability optimization

► Storage Solutions

We design and implement storage solutions to securely store your company's data. We build our solutions based on traditional disk arrays, as well as in Software Defined Storage (SDS) model. To ensure IT environments high availability, we build disk array clusters based on at least two locations. The proposed scope is as follows:

- new solutions selection analysis and consulting
- SAN environment monitoring and management solutions
- storage systems implementation and expansion
- high efficiency flash-based solutions implementation
- construction of high availability environments based on disk arrays clusters
- data migration between storage resources

► Backup

One aspect of a company security is proper data backup procedures. From our years of experience, this element is often the weakest link in an organization's systems. We offer comprehensive assistance in backup projects. The proposed scope is as follows:

- existing system architecture and backup policies analysis
- backup system sizing and selection
- backup system implementation and maintenance
- backup system and data storage space expansion
- periodic verification of backups correctness



Services

▶ Audit

Operation involving IT environment change, reconfiguration, or expansion should be thoroughly prepared. That is why we precede every project with an audit.

We are committed to the maximum security of the change implementation and to designing the optimal solution. Auditing allows you to accurately plan costs and avoid potential errors. The proposed scope is as follows:

- ▶ inventory of the client's IT environment
- ▶ documentation development
- ▶ verification of the current environment compliance with the available documentation
- ▶ long-term expansion schedule creation
- ▶ recommendations for expansion according to the required scenario, e.g. ensuring high data availability, securing data access

▶ IT Processes Outsourcing

As a partner of leading information technology manufacturers, we provide full support for managing IT infrastructure. For many companies, entrusting their environment support to an experienced integrator is the best way to improve the efficiency of the IT department, optimize costs, and enhance data security. The client gets access to the skills of a team of engineers with years of experience who implemented complex projects for the most demanding companies and institutions. The proposed scope is as follows:

- ▶ IT infrastructure audit
- ▶ recommendations for support and for infrastructure optimization
- ▶ ensuring the required availability of resources, efficiency, and security
- ▶ IT infrastructure and data security policies improvement support
- ▶ consulting, training, and support in buying new technologies

▶ Migrations

The decision to replace a virtualization platform, expand or change disk arrays, or move to a different backup system require specialized knowledge, expertise, and time. For a migration project, our team creates a schedule based on the best practices, ensuring optimal migration time, no environment downtime, and optimal data security. The proposed scope is as follows:

- ▶ migrated environment audit
- ▶ migration schedule preparation
- ▶ development of procedures for the post-migration environment
- ▶ environment verification and post-migration support

▶ Relocations

A team of engineers specialized in IT infrastructure design and build guarantees a well-prepared relocation schedule. The relocation plan includes selecting the appropriate personnel and the means of transportation. The entire project is covered by appropriate insurance policies (third party liability, cargo).

We provide a warehouse stock as a collateral in case of device failures, if any, after relocation. Equipment can be relocated between the existing data centers or to the new ones. The proposed scope is as follows:

- ▶ relocated infrastructure inventory
- ▶ insurance coverage for the relocated equipment
- ▶ transported equipment tests
- ▶ replacement parts guarantee in case of failure





Technical Support

► Desktops, Laptops, All-in-one Computers, Tablets, and Printers Technical Support

With a nationwide service network, we provide services throughout the country. We ensure repairs are made within the most demanding deadlines.

What Sets Us Apart?

- unrivaled Lenovo technical support repairs rates in all the Central and Eastern Europe
- Lenovo, HP, and Dell authorized warranty service
- the capability to extend the standard terms of Lenovo warranty support
- post-warranty technical support of all manufacturers' equipment
- ISO 9001 standard compliance certificate
- distinguished by Lenovo with a Top Partner Award in the "PC Project" category
- ensuring repairs are made within most demanding deadlines
- dedicated ticket handling and monitoring system



In addition to standard service offerings, we provide:

- the ability to extend the terms of warranty and post-warranty support
- selection, sale, and installation of original service parts and accessories
- new hardware assembly, delivery, and on-site migration

Software Company

As a software company, we support IT teams in IT service management (ITSM) and centralized computer management. Our solutions are used by over 1,500 companies and public institutions, increasing the efficiency of IT resources and significantly reducing their cost.

The built-in toolsets optimize IT administrators' work and its modular design helps select and implement the needed functionalities.

In addition to system licenses, we provide comprehensive services including software installation, customization according to the client's individual requirements, IT team administrative training, and post-implementation support.

► Servers, Storage Arrays, and Tape Libraries Technical Support

Our hardware infrastructure technical support guarantees:

- raising SLA levels above the range offered by equipment manufacturers
- extending technical support coverage beyond the manufacturers' standard warranty period

Our post-warranty support also provides high flexibility. We customize the response time as well as the guaranteed repair time to match your company needs.

The support we provide to our clients includes ongoing maintenance of infrastructure, such as servers, SAN switches, disk arrays, and tape libraries. The quality of our services is best confirmed by numerous contracts and many happy clients.

We Ensure

- post-warranty service with the required guaranteed repair time
- IT infrastructure service support, including servers, SAN switches, disk arrays, and tape libraries
- nationwide technical support
- maintaining ISO 9001 compliance standards

Our Systems

- ITManager
- OXARI
- CRU - Centralny Rejestr Umow (Central Register of Contracts)
- Sygnalista (Whistleblower)
- Monitoring Pracownikow (Employee Monitoring)
- Darczynca (The Giver)

What We Do

We provide comprehensive services, encompassing construction, managing, maintaining, and servicing IT infrastructure.

We specialize in storage solutions, backup, virtualization, as well as software and hardware integration. We perform infrastructure audits, implement highly efficient, stable, and secure solutions, and maintain the implemented environment at the next stages of cooperation.

We provide the highest quality of warranty and post-warranty service under long-term contracts with our partners.

We are not only infrastructure integrator, but a software company as well. Our systems, ITManager and OXARI, are currently the most popular Polish IT Service Management software.



Solutions

- ▶ Virtualization
- ▶ Virtual Desktop Infrastructure (VDI)
- ▶ Hyperconvergence
- ▶ Storage solutions
- ▶ Backup
- ▶ Computers, laptops, and accessories



Services

- ▶ Audits
- ▶ IT infrastructure integration and optimization
- ▶ Migrations
- ▶ Relocations
- ▶ IT processes outsourcing
- ▶ Servers, storage arrays, and tape libraries technical support
- ▶ Desktops, laptops, all-in-one computers, tablets, and printers technical support



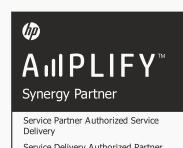
Software

- ▶ ITManager: the most popular Polish ITSM system, supporting management of IT processes and resources
- ▶ OXARI ITSM: managing company's IT services according to ITIL standards
- ▶ Monitoring Pracownikow (Employee Monitoring): PC work analysis system
- ▶ Darczynca (The Giver): the only solution available on the market that enables cities and NGOs to manage donations in coordinated and transparent way

Our Partners

Lenovo

Silver
Business
Partner



veeam

vmware®

NUTANIX

Hitachi Vantara

COMMAVULT

DELL Technologies
GOLD PARTNER



Reliable IT Partner

Find Out Why 6,500 Clients Have Trusted Us for Three Decades

- ▶ we continue to develop our competencies; we are aware of the importance of training and skills development; we keep investing in this area
- ▶ our team of experts have been working for us for many years
- ▶ we can point our clients in the right direction for infrastructure expansion and investment
- ▶ we introduce innovative solutions
- ▶ we maintain long-term cooperations and partnerships
- ▶ we expand cooperation with global manufacturers; we carefully select our partners



Contact

Infonet Projekt SA

ul. Towarowa 2
43-300 Bielsko-Biała

Warsaw Branch

ul. Bakalarska 34
02-212 Warszawa

Sales Department

contact@infonet-projekt.com
+48 33 497 84 54 ext. 26
+48 22 841 00 88



www.infonet-projekt.pl/en