Platned

Platned IT and infastructure services

Office 365

Office 365 Services

1 **Consultation and Assessment:** Assist businesses in understanding their needs and goals related to Office 365. Conduct assessments of their current infrastructure and recommend suitable Office 365 plans and configurations.

2 **Migration Services:** Help businesses migrate their existing email systems, such as Exchange Server, to Office 365. This includes planning, data migration, testing, and post-migration support.

3 **Setup and Configuration:** Assist with the initial setup and configuration of Office 365 accounts, including user provisioning, domain setup, security settings, and compliance configurations.

4 **Training and Adoption:** Provide training sessions for employees to familiarise them with Office 365 applications and features. Help businesses drive user adoption by demonstrating the benefits and best practices of using Office 365.

5 **Security and Compliance:** Implement security measures to protect Office 365 data, such as multi-factor authentication, data loss prevention, encryption, and threat management. Ensure compliance with industry regulations and standards.

6 **Backup and Recovery:** Offer backup solutions to protect Office 365 data from accidental deletion, corruption, or malicious attacks. Provide recovery services to restore data in case of data loss incidents.

7 **Support and Maintenance:** Provide ongoing support for Office 365 users, including troubleshooting issues, resolving technical problems, and addressing user inquiries. Perform regular maintenance tasks, such as updates, patches, and monitoring.

8 **Customisation and Development:** Customise Office 365 applications and workflows to meet specific business requirements. Develop custom solutions using Microsoft Power Platform, SharePoint, and other Office 365 tools.

9 **Integration Services:** Integrate Office 365 with other business applications and systems, such as CRM software, ERP systems, document management systems, and third-party cloud services.

10 **Microsoft Intune:** Mobile device management (MDM) and mobile application management (MAM) service manage and secure devices, apps, and data across various platforms, including iOS, Android, Windows, and macOS.

11 **License Management:** Assist businesses in managing their Office 365 licenses effectively, including license procurement, allocation, and optimisation to ensure cost-effectiveness.
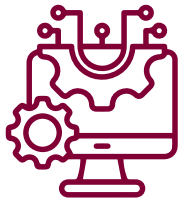
IT Infrastructure Support and Services

1 **Help Desk Support:** Offer remote technical support to end-users for troubleshooting software, hardware, and network issues.

2 **On-Site Support:** Dispatch technicians to customer locations for hands-on support with hardware installations, network configurations, and other on-site IT needs.

3 **Proactive Monitoring and Maintenance:** Implement monitoring tools to proactively identify and address potential IT issues before they escalate. Perform regular maintenance tasks such as software updates, security patches, and system optimisations.

4 **Network Infrastructure Support:** Design, deploy, and maintain network infrastructure including routers, switches, firewalls, and wireless access points. Ensure network reliability, performance, and security.

5 **Server Management:** Manage and maintain server infrastructure, including installation, configuration, and ongoing support for Windows Server, Linux servers, virtualisation platforms (e.g. VMware, Hyper-V), and cloud servers (e.g. Azure, AWS).

6 **Backup and Disaster Recovery:** Implement backup solutions to protect critical data and systems from data loss due to hardware failures, human error, or cyber-attacks. Develop and test disaster recovery plans to ensure business continuity.

7 **Security Services:** Provide cybersecurity services to protect customer data, networks, and systems from cyber threats. Offer services such as vulnerability assessments, penetration testing, antivirus management, and security awareness training.

8 **Cloud Services Management:** Assist with migrating to and managing cloud services such as AWS, Azure, and Google Cloud Platform. Provide support for cloud infrastructure, applications, and data migration.

9 **IT Consulting and Strategy:** Offer strategic IT consulting services to help align IT investments with business objectives. Provide guidance on technology roadmap planning, IT budgeting, and digital transformation initiatives.

Cybersecurity Services

1 **Microsoft Security Services**
(Defender for Office 365, Cloud, Endpoint)

2 **Email Security and Protection**

3 **Endpoint Security Solutions**
(EDR/XDR)

4 **MPLS to SASE Migration**

5 **Remote Access Security Solutions**
(SASE/ ZTNA / Zscaler / Cloudflare Zero trust)

6 **Security Standards Compliance**
(Cyber Essentials / Essentials Plus)

7 **Vulnerability Management**

8 **Vulnerability Assessment and Penetration Testing**

For enquiries and more information please email or
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