



GEEX IT SUPPORT
we focus on your IT, so you can focus on your business



COMPANY PROFILE

GEEX | MANAGED IT SERVICES





WHO ARE GEEX?

GEEX is a leading Johannesburg based computer support, managed IT service provider in the Information and Communications Technology (ICT) sector that's operated by industry professionals and specialists. We provide efficient, fast, and friendly IT support & consultation for desktops, servers, networking devices and applications.

We provide technology based solutions for enterprises. We offer contracted IT services, assist your current in-house IT team with technical projects, manage outsourced projects. Our experienced team of professionals can provide solutions in any IT landscape to enhance the life cycle of data across your enterprise and streamline data management to minimize costs and maximize production.

GEEX works by simplifying IT operations and improving the reliability of networks. Instead of spending time worrying about technology, business owners can stay focused on growing their businesses.





INTERNET

OUR SERVICES & WHAT WE OFFER TO YOU

Our IT support and solutions is exclusively designed for each individual business. We believe in helping you build your business with IT Support that actually works. No jargon no empty promises just IT that actually works!

FIREWALL

SERVER

SERVER





WHAT WE DO

- Fully Managed Business IT Support Services
- Corporate, SME, & SOHO Solutions
- Virus, Spyware & Malware Removal/Prevention
- Setting Up Of Networks (Wired & Wireless)
- Server & Infrastructure Installations
- Computer & Printer Setup
- Remote Access Setup
- Computer Equipment Supply & Services
- Data Backup & Recovery Solutions
- Web Design & Hosting With GEEX IT Hosting
- Network Design, Installation, Security, & Support
- Computer & Laptop Repairs
- Email Management & Continuity Services
- Cloud Services
- Server Hosting Services
- Equipment Recycling
- Network Cabling
- Hardware & Software Installation & Support
- Web Design Services





CORE SERVICES

CONSULTING

Transforming organizations with top-of-the-wave innovations

GEEX deploys its highly skilled experts to help our clients prepare for and adapt quickly to changes in the market, outperform competitors and provide outstanding services to their customers.

SYSTEMS INTEGRATION

Seamless business systems for operational excellence

Our teams manage all aspects of solution design and implementation, and work with our clients to develop, implement, and maintain systems that will support and enhance their overall business strategy. Our global delivery model adds quality, scalability, predictability and flexibility.

MANAGED SERVICES

Creating business benefits through intelligently managed IT

We are Joburg's leading provider of managed IT services and we have in-depth expertise in workplace management, managed infrastructure, application operations, network and communications. Within our project service unit we deliver infrastructure consult, design and build capabilities to our customers.



WHAT ARE YOUR ISSUES ?

- **What Support Is Missing Or Lacking From Your Current Provider Or Staff ?**
- **Is Your It Staff Getting Bugged Down With Day To Day Repairs And Not Helping To Advance The Organization's Mission ?**
- **Do You Have Remote Locations That Are Difficult To Support ?**
- **What Services Do You Need To Retain In-House ?**
- **What Are The Day To Day Support Issues ?**
- **Is The Current IT Infrastructure Effective ? Is It Meeting Your Business Needs ?**
- **How Can Proactive Support & A Help Desk Make Your Business Run More Smoothly ?**



WHAT CAN GO WRONG ?



DELETED FILES

THEFT

CORRUPTED DATABASE

VIRUS OR HACKER ATTACK

DISK CRASH

SERVER CRASH

LOCAL/REGIONAL DISASTER





SUPPORT PLAN OPTIONS #1

As a business owner, you are constantly looking for ways to minimise IT support costs while maximising IT uptime. As a result we offer various types of IT support services to fit in with your requirements and budget:

PAY-AS-YOU-GO

This type of IT support has been very common in the IT services industry since IT support became a industry. It is also known as "Time and Materials" IT support or call out based IT support.

The concept behind this type of IT support is that the customer pays for the materials as well as pays our hourly rate when they you a problem. It is useful for small companies of 5 users or less who have infrequent IT problems, and when they do they can afford to be down for several hours if need-be. It is also referred to as a break-fix IT support model as something needs to break first to warrant a call out and that is not a very effective way to deal with IT

- **24 HOUR SUPPORT**
- **SAME DAY SERVICE**
- **PAY ONLY WHEN NEEDED**
- **NO CONTRACTS**
- **FAST RESPONSE TIME**
- **IDEAL FOR SMALL OFFICE / HOME OFFICE**





SUPPORT PLAN OPTIONS #2

As a business owner, you are constantly looking for ways to minimise IT support costs while maximising IT uptime. As a result we offer various types of IT support services to fit in with your requirements and budget:

BLOCK HOURS

Our Block Hours Support provide our customers with a customised number of hours each month for which all maintenance services, onsite and remote support services are deducted. We also include the remote maintenance and monitoring of your key IT devices.

This type of IT support is good for smaller companies as it provides an overall saving on the monthly spend on IT services averaged out over time. It is still, however, unsuitable for companies that cannot afford downtime as we are still working on a break-fix IT support model in this instance

- **24 HOUR SUPPORT**
- **SAME DAY SERVICE**
- **FIXED BLOCK COST**
- **NO CONTRACTS**
- **FAST RESPONSE TIME**
- **IDEAL FOR SMALL MEDIUM SIZE BUSINESSES**





SUPPORT PLAN OPTIONS #3

As a business owner, you are constantly looking for ways to minimise IT support costs while maximising IT uptime. As a result we offer various types of IT support services to fit in with your requirements and budget:

MANAGED IT SUPPORT

GEEX offers a one stop shop for all your IT Managed Services (management and support requirements) at a fixed monthly cost.

A complete, proactive and automatic Managed IT Services systems management strategy can eliminate many of the tedious manual tasks typically associated with IT maintenance, allowing our IT professionals to improve efficiencies, increase performance, reduce risk and manage growth.

- **24 HOUR SUPPORT**
- **SAME DAY SERVICE**
- **6 MONTH – 12 MONTH SERVICE AGREEMENTS**
- **FAST RESPONSE TIME**
- **IDEAL FOR SMALL MEDIUM SIZE BUSINESSES**





GEEX | IT SUPPORT BUSINESS SOLUTIONS

Our IT Outsourcing service is aimed at supporting your IT strategies where and when you require that support – and you are able to maintain full management control.



BENEFITS OF OUTSOURCING TO GEEX

❑ CONTROL YOUR IT SUPPORT COSTS

With GEEX avoid unexpected expenditure with fixed monthly costs. We guarantee to provide IT services for cheaper than doing it in-house.

❑ FLEXIBILITY

An IT Support agreement will include the ability to cover you over holidays and other IT related issues.

❑ TRAINED, EXPERIENCED, QUALIFIED & CERTIFIED IT SUPPORT TECHNICIANS

If your staff is not IT trained, what do you do ? Outsource your IT functions to our qualified, experienced IT Support staff.

❑ QUICKLY IMPLEMENT NEW TECHNOLOGY

We have the resources and flexibility to start new projects very quickly. Handling the same project in-house might involve weeks or months.

❑ STAY FOCUSED ON YOUR CORE BUSINESS

Outsourcing your IT Support function can help your business stay focused on your core business and not get distracted by complex IT problems. In rapid growth periods, the back-office operations of a company will expand also.

❑ COMPLIANCE AND SECURITY

Is your company data backed up ? Is your firewall up to date ? Do you audit your Workstations and Servers ? Do you check your antivirus status regularly? Our outsourced IT Support services include these aspects to give you peace-of-mind.



BUSINESS FEEDBACK SESSIONS

Monthly/Quarterly reviews will help you to understand where, when and how to best invest your IT budget & control costs.

EXECUTIVE SUMMARY

Provides an overview of entire site status

WEBSITE MONITORING

Up-to-date information on website reliability

PATCH STATUS

Summarizes security patches that were applied for targeted devices

SERVER HEALTH

Establishes performance baselines and identifies areas of improvement

SITE PERFORMANCE

Identifies the top most-stressed devices by memory usage and CPU

WORK COMPLETED

Summarizes information on cleared alerts, completed tickets, and script



I.T SIMPLIFIED!



**GEEX Designs IT. Installs IT.
Updates IT. Manages IT**



SO **YOU** CAN RUN



YOUR BUSINESS BETTER!



STRATEGY

67%

OF COMPANIES THAT USE MANAGED SERVICES DO IT TO SIMPLIFY NETWORK AND IT OPERATIONS.

GAIN THE BENEFITS OF AN IT EXECUTIVE WITHOUT THE COST.



Risk Analysis & Business Impact



Project Planning & Management



Budgeting



Vendor Management



Research & Trends

MANAGED SERVICES

SOUND INFRASTRUCTURE PROMOTES A STABLE, RELIABLE NETWORK WITH MAXIMUM RECOVERABILITY.

An ideal network infrastructure has the following elements:



Antivirus



Security



Backup



Disaster Recovery



Business Continuity



73%

OF BUSINESSES HAVE HAD SOME TYPE OF OPERATIONS INTERRUPTION IN THE PAST

During that time, businesses have lost over \$70,000,000 due to an average of 7.5 hours of downtime per year in the cloud.



INFRASTRUCTURE

INTEGRATION

8X

EMPLOYEE ENGAGEMENT IN AN INNOVATIVE ORGANIZATION IS 8X MORE THAN THAT OF A TRADITIONAL ORGANIZATION

USE DATA TO FOSTER HAPPY, EFFICIENT USERS AND SEAMLESS, PRODUCTIVE OPERATIONS WITH POSITIVE TECHNOLOGY INTERACTION.



Employee Satisfaction Surveys



Process & Workflow Improvement



Application Training



Help Desk



Escalated Support



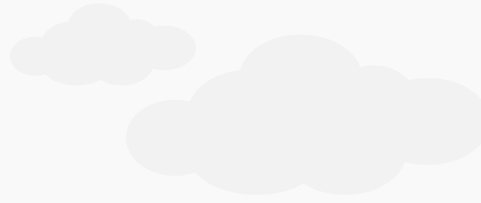
Service Level Agreement

SUPPORT

90%

OF IT MANAGERS LACK CONFIDENCE IN THEIR COMPANIES' ABILITY TO DETECT PROBLEMS.

A team of credentialed professionals at your disposal with ticketing and helpdesk for documentation and a seamless user experience without hours of waiting and wondering.



The main focus of GEEEX is to provide a long term I.T. partnerships with our clients. These long term relationships allow us to understand our clients' unique needs and requirements and provide a high level of service.

We will provide cost effective service & support allowing you to get the best from your I.T. investment and at the same time aligning your IT services with your business requirements.

If you are interested in knowing how GEEEX can help you better manage and utilise your IT systems, give us a call and let's discuss your Managed Service Requirements.

GEEEX

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A photograph of two men in business attire sitting at a table in a meeting. They are looking at a tablet together. On the table, there is a laptop, a glass of water, and some papers. The scene is brightly lit, likely from a window in the background. A blue semi-transparent banner is overlaid across the middle of the image, containing the text.

THANK YOU
FOR YOUR BUSINESS



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