Introduction to Synopsis Group

Date Created: 27th November 2019

Version Control:

Version	Description of Changes	Date	Author(s)
Draft	Creation of document	27/11/2019	Nardus Schroeder

Introduction to Synopsis Group

Contents

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Introduction

Synopsis Group (PTY) Ltd is a family run business that began as Synopsis technologies in 2006. Due to the growth in services provided and our customers growing needs, we restructured and gave the company a new face earlier this year. From Large enterprise to SME we treat our customers with the same consideration as a family member.

With our technical department having staff with more than 15 years in the industry and having worked for companies such as Microsoft, EOH, Barloworld Equipment and Kumba Iron Ore, your technical needs are in good hands. In order to enforce our customer care policy, our technical team has implemented a helpdesk and webmail access from our website where any query can be dealt with in a timely manner.

Our sales and marketing team has staff with more than 15 years' experience in various sales and marketing positions having worked for companies such as Wetherlys, Toyota and various companies in London. With acclaimed products and reliable technical staff, our sales team are there to be the link between the fast moving products that can feel so overwhelming and the unique needs.

This brings a unique viewpoint that can assist in not only prepare your company for the local market but the international market too.

our Mission

Maintaining your computing environment can be difficult and quite complicated. As a leading supplier of computing services, in all environments countrywide, we aim to reduce this complexity for you. As such, we offer all-inclusive solutions, customised to your particular needs. These range from maintaining your current environment, to providing you with a full end-to-end solution. This includes device, operating system, application, cloud storage, domain registration, website hosting, disaster recovery, device security and asset management, as well as remote and on-site support. We customise all this for you in the form of a service level agreement at a fixed monthly cost, designed to suit your business needs, ensuring that we deliver a world leading service to you.

These technologies enable us to reduce downtime and ensure a high first time fix rate, while driving efficiencies and reducing the cost of maintaining your environment. We have consistently demonstrated our solid experience in tackling large-scale ICT projects, and our track record when it comes to delivering measurable improvements in service levels – coupled with decreases in cost of service in real terms – is undisputed, even by our most discerning customers. We support most leading manufacturers' hardware and associated peripherals across South Africa and neighbouring countries, and we have the management depth, experience, systems, processes, work ethic and expertise to deliver the required results and contribute meaningfully to reducing the total cost of ownership of your computing environment. These technologies enable us to reduce downtime and ensure a high first time fix rate, while driving efficiencies and reducing the cost of maintaining your environment. We have consistently demonstrated our solid experience in tackling large-scale end-user computing projects, and our track record when it comes to delivering measurable improvements in service levels – coupled with decreases in cost of service in real terms – is undisputed, even by our most discerning customers.

We support leading manufacturers' hardware, software and associated peripherals across South Africa and neighbouring countries, and we have the management depth, experience, systems, processes, work ethic and expertise to deliver the required results and contribute meaningfully to reducing the total cost of ownership of your computing environment.

Internet of Things

IoT is one of the hottest topics in the ICT environment right now, and as a leading solutions provider within this sector, we have embarked on an IoT strategy that will assist us to deliver a more predictive service to our customers in the future. By incorporating IoT sensors into devices, we are able to capture operational statistics that can be analysed and used to predict or even prevent potential failures. The condition is captured by the sensor, sent to the IoT hub and forwarded to our software platform for alerting, analysis and reporting purposes.

Imagine a sensor in a device that can raise an alarm when someone it trying to tamper with the device or a sensor that listens for a defective piece of equipment in a device and warns you of this condition, enabling you to replace it before it causes a full system failure. The possibilities created by the IoT are endless, and we can assist you with all your IoT needs – from maintaining current IoT equipment to designing a solution for your future IoT needs.
IoT is also the future of asset management, as the introduction of IoT solutions will provide real-time 24/7/365 condition-based monitoring, focusing not only on the asset, but also tracking variations in operating conditions, both of an environmental nature as well as operator and user behaviour patterns. This information will change the way assets are managed, providing additional cost benefits to your business.

Device Management

Ever heard the phrase: "What you cannot see, you cannot manage?" It is so true in our tech-savvy world today, where even networks that are considered to be small, have hundreds of connected devices ranging from workstations, servers, printers, network switches and routers to smartphones and now IoT connected devices – and let's not forget the shadow IT devices that we so easily miss.
With all these connected devices, it has become so important for us to understand and know what is connected to our network. Our remote management and monitoring solutions enables us to scan the network on a regular basis and detect new devices that are attempting to connect to the network. Alerts are raised for the newly detected device and sent to the service desk for investigation.

Depending on the device classification the toolset will, through automated procedures, either install an agent on the endpoint and through policies ensure that the necessary security products and settings are applied to ensure the device complies with the company's security policy or apply a monitoring set to the device. Now we can start to manage the device through our toolset and ensure patches, antivirus and software we update on a regular basis.

Utilise the single pane of glass to manage your estate – i.e. vulnerability management, hardware and software lifecycle management, backup and disaster recovery, remote monitoring and management, identity and access management, network and cloud management and power management etc. Furthermore, we offer solutions beyond simple monitoring and device management, as our toolset provides automated remedial intervention and automation of daily repetitive tasks.
Availability Management

The services landscape is undergoing a significant change, with an increasing number of customers moving from a traditional Service Level Agreement to an Availability Agreement. The latter being where the measurement is more focused on the systems availability during trading hours than the time to remediate the incident. Understanding this, we now implement tool-sets from our solutions, designed to simplify the support of your IT landscape. These tool-sets monitor the operability of all devices, such as your Point Of Sale and attached peripherals, and immediately provide an action/ alert should an intervention be required to ensure targeted operability is achieved at all times. Furthermore, utilising these tools allow us to pick up trends and proactively prevent a future failure in off-peak periods, before such an issue can affect the availability of your systems. We also monitor any device for threshold breaches and implement auto-remediation where possible. We also

provide customers with access to real-time status information, which is available via a web portal, enabling you to gain up-to-date reporting.

Security

Synopsis Technologies offers solutions that secure every layer of your environment, from the cloud to the core. Our solutions seamlessly integrate with your existing infrastructure, providing additional protection while maintaining Business-As-Usual. We prevent breaches before they even occur, utilising White List DNS-filtering to ensure that only pre-approved connections can be made. Our secure connectivity solutions, creates a PCI and FIPS-approved (US Federal Information Protection Standard) encrypted connection over any available medium. Where a redundant connection is available, it seamlessly fails over in the event of a primary connection failure. We provide security and compliance support by offering vulnerability scanning, highlighting issues in your environment. Reports will be sent directly to our helpdesk for resolution. Your ASV (Approved Scanning Vendor, Symantec, MacAfee etc.) PCI (Personal Credential Integrity) scans and reports enables you to automate and maintain your PCI compliance. Preventing unauthorised access is vital to ensuring integrity. We provide multi-factor authentication capabilities using a variety of solutions, fully customisable to your requirements.

Services offered:

- Document and Email Classification Solutions
- LAN and WAN Network consulting, analysis and design.
- Hardware and software supply, installation and support.
- Connectivity, Back Office and email solutions.
- Identity and Access Management
- Managed installations
- Remote and on-site support
- Contracted (SLA) and /or outsourced support
- Pro-active maintenance
- Consulting services including Business Consulting, Solutions Architecture and Worldwide Web.
- Internet site and server hosting.
- Anti-virus solution, network security and firewalls.
- On-site and off-site Disaster recovery and backup solutions
- Wireless-, Local-, Municipal- and Wide area networks & Bandwidth Management
- Uninterrupted Power Supply solutions including power generators, Distribution boards and full articulation.
- Mobile Solutions, including specialized Notebook sales, repairs and upgrades.
- Asset track and trace solutions from IT assets, including software, to physical assets.
- Project management
- Electronic document archiving and retrieving
- Full unified messaging, including SMS, Voicemail, Lync/Skype
- Installation, support and maintenance of Wireless WAN & LAN connectivity solutions
- Remote video security management and CCTV installation
- Cloud Based Storage and Computing through Azure
- Environment Virtualization
- VPN configuration and management
- Infrastructure and Service Consolidation
- License Management

Introduction to Synopsis Group

- IT Operational Management
- Shared Linux Hosting
- Power Linux Hosting (Twice the processing speed)
- Email Hosting
- Bulk Hosting
- Anti-Spam Filtering
- Anti-Virus Solutions
- Free SSL Certificates (Free through LetsEncrypt)
- Paid SSL Certificates (Commercial eg. Comodo or RapidSSL etc.)
- CDN (Content Delivery Network) services
- Domain Registrations en Transfers
- Mail Archiving
- Social Platform Presence

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