

## SOLUTION and SERVICES CATALOGUE

### NETWORK SOLUTIONS & SERVICES

- **LAN/WAN Provisioning & Management** – data carriage, provision of network links, secure data transmission, encryption, routing, switching, Firewall/VPN, IDP, IDS active/active, WAN acceleration, server, desktop, dashboard, real time event monitoring and software distribution. Network fault monitoring and diagnosis, MIB browser and Switch Port Mapping.
- **LAN/WAN Device Management** - device management using tools including ICMP Ping, Trace Route, Remote Desktop Session, Telnet, SSH session. Features display of traffic in real time, monitoring and management with device performance graphing.
- **Network Security** – audits, vulnerability assessment, penetration testing, security policy review, regulatory compliance assessment against ISM and PSM..
- **Secure Gateway** – IPS, IDS, HIPS, NIPS, secure remote Internet access, secure web hosting, email gateway, email filtering, forward proxy, reverse proxy, content filter, continuous vulnerability assessment, application based filtering, online change management, structured transition/migration methodology.
- **Network Availability Monitoring & Management** – proactive performance management, capacity threshold alerting, system administration, trend ICMP, SNMP traps and Syslogs from network devices with alerting by email, SMS. Automated logging of incident and creation of an Incident in the Service Desk system. Circuit IDs of links, network visualisation, contact details and escalation points are stored centrally to reduce throughput time in addressing link and device related issues.
- **Network Utilisation** - threshold mapping, decision support, trend analysis, capacity planning and management.
- **Secure Authentication** – SyferLock solution delivers reusable one time password (OTP) with “token less” 2 Factor authentication (2FA), zero client side footprint, no modification to existing Desktop SOE. Highly cost effective with minimal support overhead through end user administration and activity logging.
- **User Activity Monitoring** - User-ID enables policy control over applications and content based on the user or group identity through seamless integration with Microsoft Active Directory. Performs analysis on application, threat and web surfing activity based on an individual or group of users. Identify users and apply policy controls over their respective application usage. Build and deploy policies to enable application usage for specific groups or Departments.
- **Application Performance Monitoring & Management** - ensures end users access to applications is optimised and decision based support can be delivered in diagnosis of performance related problems. Monitoring of response times for applications and databases inclusive of dashboards and pre-configured monitors for MS Exchange, MS SQL and Active Directory. Once application monitors are added automatic assignment of industry-standard monitors and thresholds is applied. Monitoring capabilities (include but not limited to) Windows Servers, Exchange Server, Active Directory, SQL Server and other customer specific applications in providing visibility upon which informed decisions and corrective action can be taken.
- **WAN Latency Management** - utilising IPSLA technology, trouble-shooting of WAN RTT problems through accurate identification of high latency network devices and paths.
- **WAN Traffic Analysis** - visibility of the traffic passing through and across the WAN. Identifies which user or application is generating the highest traffic, traffic prioritisation, WAN bandwidth management and identification of traffic from applications such as SAP or Siebel that use dynamic ports.
- **Network Change & Configuration Management** - reduces the frequency and impact of network outages and performance issues through automated configuration management and update of network devices.
- **VoIP Performance Management** - commences with VoIP readiness testing, monitoring VoIP performance, through to troubleshooting VoIP call quality.
- **Service Response Management** - device discovery captures all services running on Windows & Linux servers and commences monitoring for performance and availability. If response or availability of any server presents as an issue, a self healing script can be triggered to restart the service or server based on preset priority and criticality.
- **Website Monitoring** - monitoring and management of a URL with capability to search on specific text residing on the website. When text is found to be missing or has been modified outside of change control, a preset alert threshold is triggered indicating that the website has been potentially compromised.
- **Network Performance Reporting** - integrated and centralized network management solution for network resources distributed across the enterprise. The central server acts as a network operating console with site-based inventory on the

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device health and availability as well as providing a centralized, global view of the entire network. A robust persistence mechanism ensures 0% data loss between the probe and central servers even when there is a connection loss between the servers. Communication between the central server and the remote probe is done through XML over HTTPS. This facilitates functioning of the remote probes even behind proxy servers and firewalls.

- **Remote Site Monitoring & Management** - a device deployed at each site performs all the network-facing capability such as discovery, mapping, fault monitoring with reporting back to the central server located at either the NOC or Data Centre. Ping and TraceRoute requests can also be executed within the probe from the central server to allow problem diagnosis and resolution at remote sites. Any service pack upgrades performed on the central server are automatically pushed to the remote devices.

## INFRASTRUCTURE SOLUTIONS & SERVICES

- **Server Provision** – project based or delivered under a Secure LAN service.
- **Desktop provision** – PC and or thin client integration. Project based or delivered under a Secure LAN service.
- **Desktop/Notebook Refresh & Replacement** – project based or delivered as a service.
- **Virtual Desktop Infrastructure (VDI)** – VDI combines all of the benefits and flexibility of server virtualisation with the power and personalisation of traditional desktop computing. VDI virtualises a desktop image that is deployed from a centralized server. The solution delivers an organisation reduced operating costs, improved security, and consistent familiar end-user experience with little to no learning curve.
- **Desktop Support** - warranty management, replacement of faulty equipment, return to manufacturer for repair and return to pool, printer access, and printer support.
- **Desktop SOE** – development, deployment, patching, applications interoperability testing and optimisation, support of standard notebook configurations, mobile home user SOE support.
- **Server Performance Management** - monitors server availability and performance utilising over 300 server performance metrics including CPU utilization, partition-wise disk space, memory utilization, processes, thru to individual device environmental status. Service includes pre-configured health monitoring for Dell, HP & IBM servers with SNMP, WMI and CLI (Telnet/SSH) based monitoring of other vendor devices.
- **Infrastructure as a Service (IaaS)** - short medium or long term provision of infrastructure through hosting for DR, IT Service and Business Continuity, Development, Test, Training, Pre-production, Application Modelling, Capacity Planning, System Performance Assurance, Web Site/Portal development.
- **ESX Server & VM Instance Management** - monitoring dashboard for each ESX server providing real-time information on CPU, memory and disk utilization for each of the guest VM instances running. The dashboard report shows the different VM instances on the ESX Server, highlighting the status of each instance. Monitored resources and parameters include: allocated system resources, percentage of resources utilized CPU, Memory etc, the Disk I/O, Network I/O, the traffic sent out or received through the virtual Ethernet network and storage adapters (VMnic and VMnet). The service also provides options to Start, Stop and Suspend VM instances running on the ESX server with alert generation should a VM be consuming excessive resources with the facility to remotely stop or suspend a VM when required.
- **Email, Fax & Blackberry** – clustering, multi real-time black hole listings, Xwall mail filtering, grey listing, heuristic spam filtering, Phishing filter, senderbase filtering, Bayesian pattern filtering, message blocking, ESA Tinformer reporting. LanFax manager advanced inbound routing. RIM blackberry enterprise server.
- **File and Print** – clustering, active active, active passive, antivirus, roaming profile, user storage management, shared file storage management, user authentication, permission management, backup, restore disk and tape
- **Intranet Access** – content management, migration of existing Intranet sites, Bitmap acceleration, Sharepoint integration, Patch management, antivirus, backup, user account management, security permissions.
- **Active Directory** – AD management, health monitoring, issue identification and resolution, high availability and redundant solution design.
- **Software Licence Management** - procure and manage software licences, SaaS licensing option, compliance auditing and services planning for budget preparation.
- **Remote Support** – Terminal Services Shadowing, Daneware and Remote Desktop take-over delivered through the Service Desk in conjunction with the Network Operations Centre.
- **On-Site Support** – thru partner support network covering all states and territories, city, regional and remote locations Australia wide.
- **Proactive Maintenance** – threshold monitoring, capacity management, utilisation reporting, trend analysis and decision support for server, storage and LAN connectivity, emergency change, preventative maintenance based on agreed scheduled maintenance windows.

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## CROSS PLATFORM SERVICES

- **Service Desk** – Service Desk is ITIL compliant. Customer access via online services portal, email or toll free 1800 number. Service request, service restoration, end user knowledgebase, commonly asked questions, fixes, help and issue remediation. SLA measurement, management and reporting, problem resolution, escalation, service restoration, root cause analysis with remediation. Management services include, incident, problem, configuration capacity, change, release, asset inventory, software licencing, service continuity,. Service management services are delivered though the Service Desk underpinned by the NOC.
- **Network Operations Centre** – integrated with the Service Desk in delivery of proactive systems management, alert monitoring, security management, application performance and usage monitoring, patch management, remote troubleshooting, performance tuning, capacity management and problem resolution.
- **Data Centre Hosting** – Infrastructure as a Service (IaaS), short medium or long term hosting for DR, IT Service and Business Continuity, Development, Test, Training, Pre-production, Application Modelling, Capacity Planning, System Performance Assurance, Web Site/Portal development.
- **Service Delivery Management** – consistent professional engagement in delivery of high value outcomes. Activity includes setting and reporting against, KPI's, issue management, invoice preparation and presentation, planning and costs preparation for budgets, future service planning and procedures manual preparation.
- **Contract Management** – financial management and reporting, resource management, 3rd party licence, hardware, software and application licence management.
- **Virus Prevention & Protection** – encompasses all incoming and outgoing data, email and web traffic. Protection against viruses, spyware, hacker attacks, phishing and spam. Proactive protection from new malicious programs covering mail servers, file servers, scanning off web traffic in real time. Quarantine of infected workstations, blocking of virus epidemics, centralised reporting, centralised installation and management, support for hardware proxy appliances and automatic updating of databases.
- **Storage Management** – centralised, high availability redundant RAID, clustering, thin provisioning, snap shooting, remote copy, provisioning of storage space and data storage resources including backup media. Optimisation services, data availability ensuring sufficient storage for database recovery, database tuning, application testing and training. Monitor and report on storage space utilisation, reliability, issues and recommendations for improvement.
- **Backup, Archive and Restoration Management** – perform, monitor and retain backups of all data, business applications, system, transaction, security logs. Re-run backups when required, label backups, store backup media in offsite fireproof storage . Maintain supply of backup media, manage media disposal, retain in accordance with the Archives Act 1993 or other prescribed data retention policy.
- **Project Services** – provide proposals based on agreed labour rates and scope, prepare project management plans, implementation, delivery and post implementation support. Solutions include but not limited to systems installation, desktop & notebook refresh, remote access & secure authentication, wireless solutions, Virtual Desktop Infrastructure (VDI), VoiP, email archive, Web2.0, Content Management, System Staging and Implementation.
- **Data Migration and Service/Infrastructure Transition** - develop and deploy implementation plans for customer data migration, service transition, implementation, post implementation support, risk management & mitigation, end user training and services lifecycle support.
- **Services Reporting** – specific to each client and delivered monthly in person. Typical reporting includes service levels, service desk, incident management, problem management, change & release management, availability management, backup and archive, configuration management, security management, capacity management, network operations, project reporting.
- **Capacity Management** – system performance and capacity report against agreed thresholds for all Infrastructure and storage components. Response to thresholds breaches due to incidents as a result of insufficient capacity. Commentary on ability of the infrastructure to meet required system performance, service levels including trend reporting.

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## ARCHITECTURE SERVICES

- **Network Architecture Design and Installation** – Virtual Desktop Infrastructure, Server consolidation, HW, SW virtualisation, WAN, LAN, Terminal Services, Security, Storage, email archiving, content management, VoIP, Backup, Recovery, DR, BCP and IT Service Continuity
- **System Security Architecture Design** - review, preparation, presentation and compliance assessment against applicable policy and standards: ISM, PSM, AN/NZS 7799.
- **Operations Assessment** - audit and risk studies that include a comprehensive analysis of capacity, performance levels, contingency, business continuity, threat, vulnerability and security planning. The output of this service is a report and presentation of findings, issues, recommendations and suggested mitigation strategies.
- **Services Planning** – provide input into our customers IT planning and budget preparation process to provide cost certainty, IT spend forecasts, maximise IT investment aligned to business need and assist in supporting the organisations IT strategic direction.

## DATA MANAGEMENT SERVICES

- **Data monitoring, reporting and analysis** – proactive real time monitoring and reporting. mbits keep your data stores running smoothly by providing proactive real-time advanced monitoring.
- **Data storage and security** – security infrastructure aligned with our customers business. Shared storage and backup architecture enabling rapid deployment across all areas of business operations utilising one security framework and common process.
- **IT Services Continuity and Disaster Recovery** – comprehensive risk analysis DR service provision inclusive of DR assessment, DR planning, DR plan preparation, DR running and participation in DR testing. that allows your entire organization to function as soon as possible.
- **Database & Applications** - maintain the database environment to ensure stable, well tuned and efficiently managed customer database and application environments. Includes upgrades, patches, disk quotas, memory, batch and print queues, performance monitoring, backup, restore, monitor system server logs, scheduled and emergency maintenance.

## SOFTWARE AS A SERVICE (SaaS)

- **tenderingBITS** – web based application developed by mbits to significantly reduce the resource, cost overheads and streamline the process in managing and responding to a RFT, EOJ or RFP. Built to adhere with Commonwealth Procurement Guidelines. mbits provide tendering bits as a hosted application under a Software as a Service (SaaS) model. The customer (Tender Issuer) takes a service for the duration of the process. At conclusion of the engagement all data is provided to the customer on CD for audit and data retention purposes and the environment is removed. The solution has been successfully used by a number of Federal Government agencies to date in running and RFT with tender respondents providing positive feedback as users of the system in responding to the RFT.

## SECURITY COMPLIANCE SERVICES

- mbits are experienced practitioners in Fed Government IT security standards (ISM formerly ACSI-33) and PSM. mbits deliver advisory services to Departments and agencies to identify areas of non compliance and then work with the agency concerned to mitigate and address potential areas of non compliance.
- **Threat and Risk Assessment (TRA)** – TRA preparation and presentation.
- **IT System Compliance Assessment & Review** – review and assessment against ISM, PSM, AN/NZS 7799 and other information and data communication standards applied across Federal Government.

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