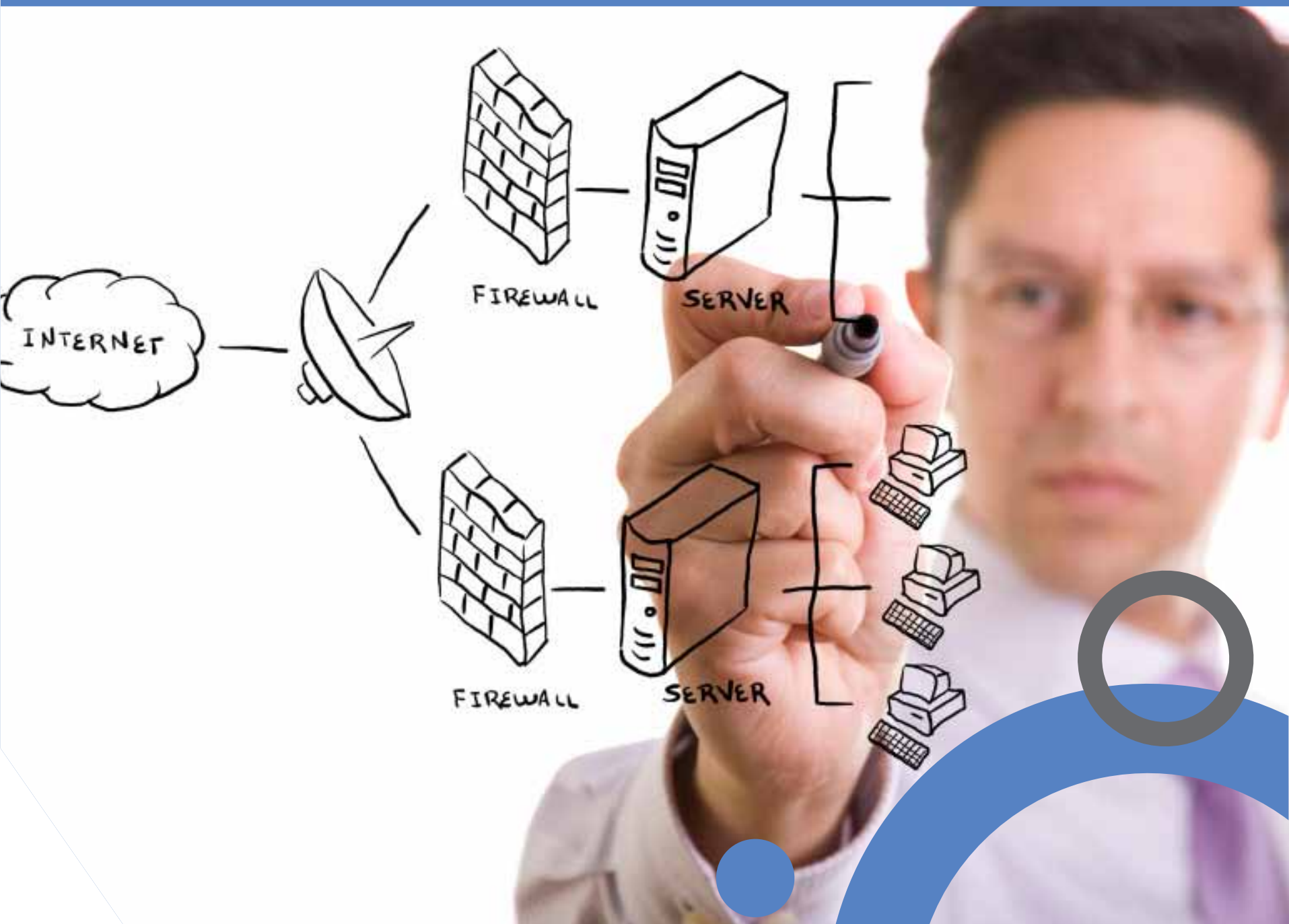
de facto
INFOTECH
www.defactoinfotech.com

Core Infrastructure Services



Microsoft Partner

Why Choose De facto Infotech Core Infrastructure Services?

De facto Infotech is recognized worldwide

as the premier Core Infrastructure Services firm. Our Core Infrastructure Services will help your organization to move toward a secure, well-managed, and dynamic IT infrastructure that helps reduce overall costs and promotes better utilization of your resources. Our solutions can help your organization advance from a costly and inefficient IT environment to an optimal IT infrastructure so that more human and financial resources will be available for IT innovation.

De facto Infotech is the preferred choice among companies that want a low-risk implementation driven by a team with proven experience.
We understand that every organization has its own unique needs and may be at different stages. This is why we have designed a flexible engagement model to fully understand your business objectives and to work with you to specify solutions that meet your business requirements.

About Us

De facto Infotech is a technology consulting firm delivering strategic services and Microsoft technology solutions since 1996. Headquartered in Punjab, India, De facto Infotech provides consultation and implementation services to companies of all sizes, including both Fortune 500 companies and small and medium businesses, spread across the USA, Canada, Europe, Australia and Africa.

De facto Infotech strongly believes in delivering long-term effective solutions in a timely manner to maximize the return on investment with huge savings in time and money.

Quick Facts

- Senior Management with over 10 years of experience in handling large scale Infrastructure management projects across continents.
- 92% recommendation rate and rave reviews prove that our personal commitment to the success of each customer engagement works perfectly.
- Clients' portfolio includes Fortune 500 companies, midsize businesses, such as Nestlé, Aaron equipment, Alaska Pacific University among several others.

Operational Excellence

At De facto Infotech, our Core Infrastructure Services are methodically designed for superior quality. This approach runs across our end-to-end services process.

- Engineering: Our services are engineered by some of the leading IT experts with a strong focus on repeatability and flexibility to deliver the highest levels of quality, performance and value.
- Delivery: Our service teams improve execution by incorporating best practices and applying targeted services technologies to delivery.
- Measurement: De facto Infotech rigorously tracks and measures our service offerings in order to uncover new ways to optimize performance. We regularly share metrics with you so that you can see performance improvements and opportunities.

Single Point Accountability

At De facto Infotech, we recognize that IT infrastructure have complex environment requiring integration and management across multiple vendors and technologies. We manage our services end to end, so that you don't have to synchronize execution from disparate vendors. The result is a better, easier experience for you and your IT staff.

Virtual team & Support

Our team provides excellent functional & technical assistance. All members of Core Infrastructure technical support team undergo rigorous training and testing to ensure that they are best placed to efficiently and effectively handle any technical issues through remote access support. In addition to that, we have 24x7 technical and functional assistance supported by well equipped infrastructure to be at your assistance at all times via telephone, email or web support.

Contact us today to learn more about De facto Infotech & our services.

Service Offerings

Devices and Deployment Services

Our devices and deployment services empowers your organization to use the devices and applications they need to be productive, while maintaining corporate compliance and control. It provides a unified infrastructure for mobile, physical, and virtual environments that allows IT to deliver and manage user experiences based on identity, connectivity, and device.

Technology Landscape

- Microsoft Windows server - Windows Server 2003/2008
- Backup servers – DPM, Symantec Backup Exec, Windows Server Backup
- Antivirus and Firewall solutions – Symantec, TMG 2010, McAfee, ESET, Checkpoint, Kaspersky
- Microsoft SharePoint – WSS, SharePoint 2007, SharePoint 2010, SharePoint 2013
- Microsoft SQL Server - 2005/2008/2012
- Microsoft CRM 4/2011
- Microsoft Exchange servers
- Virtualization - Hyper-V
- Microsoft Azure Cloud services
- Infrastructure monitoring
- Microsoft Partner Program consulting and Licensing

- Providing 'Touch-Free Global Devices Services' which enable remote management of dispersed devices from centralized locations
- Standardization of devices across the organization to ease administration
- Proactively manage device environment by robust policy administration
- 24x7 IT Service Desk/ End-User Support
- Remote Patch Deployment
- Desktop OS and Office Applications Support
- Desktop Standardization and Imaging
- Packaging/Repackaging of Standard and Custom Applications
- Remote Package, Patch and AV Definition Deployment
- Technology Refreshes and Upgrades
- Asset Management

Identity and Access Services

Our Identity and Access (IDA) Services will help your organization adopt best practices to manage and protect user identity and authenticate and authorize business resources and applications. It also helps manage access for corporate mobile users, customers, and partners outside the firewall. The security services are offered for all of the four infrastructure towers i.e. Servers, Network, Application and Desktop.

- Management of firewalls: configuration management, backup, archival, software version upgrades and network address translation management.
- Malicious content and Internet filtering: URL screening, Trojans, virus scanning, protection and detection, blocking malicious java applets
- Management of virtual private networks: configuration changes, software upgrades and generation of logs and reports.
- Desktop / Server Security (including patch management, ant virus services)
- LAN based security
- Security audits and log review services
- Monitor failed and successful authentications
- Monitor access and privileges to critical infrastructure components
- Implement perimeter security products for load balancing and high availability
- Infrastructure Security Architecture Design and Implementation Services
- Infrastructure security product evaluation
- Design perimeter security architecture
- Operational Support Services
- 24x7 Monitoring & Management of security devices
- Network attack detection & prevention

Contact us today to learn more about De facto Infotech & our services.

Service Offerings

Datacenter Management and Virtualization Services

Datacenter Management and Virtualization services will help your business manage and maintain servers, storage devices, network components, and other hardware and software assets in the data center. It provides consolidated views of all management tools and consistent reporting across heterogeneous systems. Server virtualization enables organizations to reduce their hardware footprint, save on utilities costs, and reduce IT labor costs. Deployment of virtualization projects, however, is complex and its success depends on the skills and expertise of a reliable integration partner.

Why outsource your Core Infrastructure Management to De facto Infotech?

With assistance from De facto Infotech infrastructure management experts, your business can:

- Increase the value of IT to the business, gain greater control in supporting innovation and business strategy, and put less focus on maintenance and operations
- Reduce the complexity of infrastructure management, relying on De facto Infotech to tackle the daily challenges of maintaining your IT infrastructure
- Gain predictability in spending and allocating funds for strategic projects instead of maintenance and operations

- Analysis of base architecture and overview
- Access infrastructure assets including Application, Services, CPU's, Drives, NIC's & RAM
- Measure the performance statistics and trends
- High level review of business application infrastructure
- Identify the virtualization candidates
- Create operational design and project plan for implementation of virtual infrastructure
- Determination of the impact of virtualization on the IT organization and infrastructure
- Define requirements for new environments
- Implementation of virtual Infrastructure: Installing hardware
- Completing configurations and building virtual machines
- Integration with application, storage and network
- Define process for backup, store patching/upgrading and monitoring
- Define road map for expanding new area of virtualization desktop, business
- Server consolidation and operations optimization
- Applications & Platforms- Windows ; Microsoft Dynamics CRM & SharePoint

Server Platform Services

Our server platform services makes it nearly as easy to manage many servers across multiple sites as it is to manage a single server, while delivering the reliability and scalability of multiple servers. De facto Infotech, a Microsoft Certified Silver partner, has expertise in building, designing, deploying, and supporting the Windows Server operating system, Windows Server–based applications, and the Microsoft server infrastructure.

- Support for enterprise-wide server hardware, server OS and storage devices
- 24x7 incident and problem management (L1/L2/L3 Support)
- User and group management
- Access control and security management
- Performance and capacity management
- OS Installation, configuration and hardening
- Version migrations and up gradation
- High availability set-up - configuration and administration
- Storage Design and Implementation

Get Started Today!

If you have questions concerning our Core Infrastructure Services, please contact our consultants today for a no-risk assessment of your project.

Contact us today to learn more about De facto Infotech & our services.

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