IBS

INFORMATION SYSTEMS

For all your IT needs!

IBS
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OUR MISSION

To deliver a superior IT service to clients based on the concept of honesty, dedication, loyalty, knowledge and trustworthiness. Through this commitment and service we must add value to the business of our clients.

OUR VISION

To assist and equip our clients through the services we deliver, to make informed decisions and add value to the businesses of our clients.

ABOUT US

IBS Information Systems is an IT Company that is geared at providing business IT solutions in the information technology sector. We strive to provide solutions to empower your business.

Not only will we supply you with the technology to realize your businesses true potential, but also empower you by making information available to you any time required, anywhere in the world. After all, information is what drives the business world.

IBS Information Systems services has become an invaluable tool for successful companies which could set you apart from your competitors.

Unfortunately, smaller companies can seldom afford to have their own IT department, and it makes business sense for companies to outsource some of the larger IT related tasks. It's for this reason that we offer a wide range of IT services to suit your IT needs.

Our clients range from small independent to large national and multi-national organisations. We provide each client with an experienced team, who understands your business, recommends and implements solutions. We offer our clients flexible and the most cost effective IT service solutions to save them money where possible.

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I.T. OUTSOURCING

Outsourcing your IT Solutions to IBS means you're able to focus on the important things in your business. We're the experts in finding faults, designing systems and implementing IT solutions for your company. We'll make sure you have the best IT Solutions helping you increase productivity, cut costs and access the latest technology.

WHY USE IBS?

IBS rated by its clients provides Managed IT Service with a track record of outstanding service levels.

Contact our offices to make an appointment & get started with us today!

SERVICE LEVEL AGREEMENT (SLA)

Our Service Level Agreements (SLA's) are designed for fast and efficient support. We will firstly attempt to resolve the problem remotely and then send an IT Support technician to your site if necessary.

Our clients range from small independent to large national and multi-national organisations. Each client has access to an experienced team, who understands your business, recommends and implements solutions. We offer our clients flexible and the most cost effective IT service solutions to save them money where possible.

Our support packages are tailored to meet your business requirements and can easily be scaled up as your business grows. We have a helpful helpdesk that is manned by experienced technical engineers. 90% of telephone support queries we receive can be resolve remotely. For critical issues requiring on-site support one of our helpful IT engineer will be there within a guaranteed period.

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We offer the following service Level Agreements

1. SERVER /DESKTOP (SLA) CONTRACTS

2. BACKUP SOLUTION (SLA) CONTRACTS

3. FIREWALL SOLUTION (SLA) CONTRACTS

4. SAGE SUPPORT (SLA) CONTRACTS

PRO-ACTIVE SUPPORT

At IBS, we believe in pro-active rather that re-active Server / Infrastructure Maintenance. Our technical team continuously monitor and screen for server / infrastructure faults.

As part of our daily routine is to monitor Server Performance, Maintain Backups, Check Antivirus Updates and Detections, Identify Security Risks and screen for issues that may arise.

If any risks are identified, we book a ticket to prioritise and attend to as soon as possible.

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IT On-Site / Remote Support

Read more on our Website

IT Infrastructure Support

Our IT Infrastructure support service is included in every IT support contract and delivers hardware and software support for all of your office equipment including desktop computers, laptops and servers, their OS and day to day applications such as email, antivirus, accounting and office tools and many more.

Infrastructure support includes

- Desktop / Laptops
- Software
- Networking Equipment
- Server
- Hardware Consumables
- Printers

Technical Support

Read more on our Website

PRODUCTS

IBS prides itself in providing top of the range, reliable and efficient hardware and software sales. We're specialists in the small to medium market and sell only the highest quality products at competitive prices.

We supply the complete Infrastructure solution including: Desktops \ Workstations, Servers, Software, Hardware Consumables, Networking Equipment and Printers solutions for you and your Business.

All equipment comes with a standard supplier warrantee. We also offer extended warrantees where possible.

Hardware, Server and Networking Equipment can be a costly affair, and at times simply too expensive to do as a single project. Therefore, considering a rental option opens you to a variety of possibilities in terms of equipment and upgrades without the heavy financial burden.

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Desktops / Laptops

Unique relationships with global suppliers and technology leaders means we're able to bring you the best IT Hardware at the best price.

Major Brands Include:

Hardware is tested extensively before delivered to the client.
Gain access to the latest hardware with IBS Information Systems.

Servers

We supply, install, maintain, and support a wide range of servers includes.

A server support warranty can be anything up to 3 years , and often represent excellent value, ranging from a Next Business Day (NBD) support agreement, to a 24×7 4-hour on site response.

We also provide Windows Server Software and Licensing such as Server Operating Systems, User \ Device Call's, Terminal Service Licensing etc.

Gain access to the latest hardware with IBS Information Systems.

Software

IBS offers a comprehensive range of Software. Whatever you need, we'll get it for you.

We supply and install all mainstream software packages such as Microsoft operating systems, Office applications , Sage accounting software

We offer only of the most trusted software solutions to maximize your business potential to its fullest extent, our consultants are equip to maintain any of the preferred business software which include the setup and installations thereof.

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From servers to desktops to systems software, we've got you covered.
Gain access to the latest software with IBS Information Systems.

Hardware Consumables

Unique relationships with global suppliers and technology leaders means we're able to bring you the best IT Hardware at the best price.

We supply and install all mainstream consumables / parts that you may require.

Whatever you need, we'll get it for you.

Hardware is tested extensively before delivered to the client.

Gain access to the latest hardware with IBS Information Systems.

Networking Equipment

As Connectivity and stability is key for any business IBS takes special care in Networking Infrastructure, as this is what keeps operations running.

We supply and install all mainstream Networking Equipment required for your specific environment.

Major Brands Include:

Equipment is tested extensively before delivered to the client.

Gain access to the latest networking equipment with IBS Information Systems.

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Printers

We supply and install a wide range of printers for whatever your requirement may be.

Additional Printer consumables such as cartridges and ribbons can also be supplied.

Major Brands Include:

Canon   LEXMARK   hp   OKI   EPSON   brother

Printers are tested extensively before delivered to the client.

INFRASTRUCTURE

Networking

A Company's computer network is the framework on which all IT systems are based. It's therefore essential that the network be fast and above all stable and reliable. Networks must be flexible and have room for expansion.

Read more on our website

A strong IT infrastructure for your network will often make the difference between happy users and frustrated users.

We offer the following networking services:

- Onsite assessments
- Network Design
- Network equipment Sales, Support and Implementation

- Network Cabling
- WAN configurations
- Wireless Setup and Solutions

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System Audits and Network Design

IBS Information Systems offers IT Audit Services that includes on-site inspection of your current network.

It is our mission to find out what your IT Infrastructure has, what you don't have, what you need and how we can design a solution and provide you with comprehensive IT support.

South Africa's leading computer equipment companies supply us with high quality components & pre-assembled computers.

Asset Management

IT related asset registers are often not maintained and causes you to loose control of your company assets. An up to date asset register could assist in ensuring you are correctly covered by you insurer and also help with budget planning etc.

Our Services Include:

- Maintain a complete product catalog of all assets owned by the company with price and warranty details.
- Keep track of warranties expiry in advance.
- Give recommendation based on results.

Project Management

IT project management is the process of planning, organizing and delegating responsibility for the completion of an organizations' specific information technology (IT) goals.

Whether you are re-locating, re-constructing or planning major infrastructure changes such as server or application rollouts you have access to a project manager ensuring that all goals are met and all phases of the project is done as planned.

As we know there are always challenges with new rollout and having a Project Manager handy gives you peace of mind that everything is taken care of.

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CONNECTIVITY AND HOSTING

Connectivity and Email Solutions

INTERNET SOLUTIONS

Connectivity is what drives our Businesses daily; it makes operations so much faster and improves productivity. With the correct solution, you can even save costs. We provide remote log-in via VPN and RDP for clients. Security of this service is of the highest level.

- Fibre , LTE, Microwave, ADSL

We provide remote support to our clients that enable us to give to you the quickest possible support on any queries, as long as there is in internet connection. This is a highly encrypted and password protected service to ensure your data stays safe. However, we would always recommend protecting a network with a managed firewall.

EMAIL SOLUTIONS

We offer numerous email solutions being Pop3, IMAP, Hosted Exchange, Private Cloud Exchange or O365.
All Internet and Email Solutions are provided by ISP's we have created relationships with over the years.

Hosting (Cloud) Solutions

It's time to move your business to the Cloud with Hosted Services. Why waste time and energy with outdated and unreliable technology and risk physical damage or loss?

The most common types of Cloud Services are Hosted Exchange (E-mail), Website Hosting (Website) , Share Point (File System) Application Servers

All this means is that your IT Services are hosted in a DataCenter somewhere in the world, safe and secure from hackers, theft or damage.

All Hosted Solutions are provided by ISP's we have created relationships with over the years.

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DATA SECURITY AND BACKUPS

Data and Endpoint Security

There is no reason a temporary setback should turn into a permanent failure – if you protect your organization before disaster strikes.

One of the most important aspects of your company's IT Infrastructure is IT Security.

Our priority is your IT security. Find out how we can protect you.

A disaster recovery plan is put into place to ensure a peace of mind for any business.

We recommend Veritas System Recovery as the heart of your backup solution. Veritas offers a full functionality solution of what a backup solution should be. It is able to do clone backups (that can be restored on any hardware) and also restore specific files. Our goal is to ensure you have sufficient backups and that a proper disaster recovery plan is in place.

What is a Backup and Disaster recovery plan?

A Backup and Disaster recovery plan is planned procedure of how a server should be backed up and reinstated in a disaster recovery situation. A planned procedure is followed to ensure minimum down time at the most cost effective solution.

Benefits of having a Backup and Disaster recovery plan

- Minimum down time in case of server crash or theft.
- Cost effective reinstated server solutions.
- Daily managed server backups.
- Backups are kept off-site.

Firewall Solutions

A Firewall is a system which limits network access between two or more networks. Normally, a Firewall is deployed between a trusted, protected private network and an untrusted public network. For example, the trusted network might be a corporate network, and the public network might be the Internet.

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ADDITIONAL SERVICES

Computer Rentals

A major upgrade of your company's computer network or workstations can be a costly affair, and at times simply too expensive to do as a single project. Therefore considering a rental option opens you to a variety of possibilities in terms of equipment and upgrades without the heavy financial burden.

Benefits of a computer equipment rental option:

- No large initial financial investment
- An operating lease is usually off-balance sheet
- Obtain max taxation advantage by claiming the full rental as a tax expense

- Entire company IT system can be upgraded at once without delay
- Refresh technology: At lease end, you have the option to "trade up" to new equipment so you can leverage the latest

Camera and Surveillance Systems

CCTV have become such an important part of company's risk management, that we doubt anyone can deny it's importance in security today. All industries are making use of CCTV systems to:

- Monitoring/Prevent Criminal Activity
- Manage staff efficiency
- Access control
- Remotely monitor sites
- General Security purposes

Read more on our website

Access Control

Read more on our website
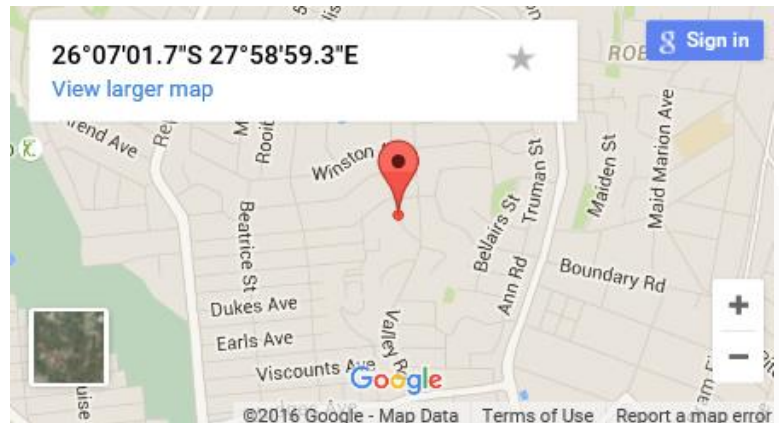
Biometrics Time and Attendance

Read more on our website

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