varidan
MANAGED IT SERVICES

For everything IT

Who we are

Varidan provides Managed IT Services, communications and Data solutions to many small businesses with 10 to 200 employees. With Varidan's simple approach and pricing it is now easier than ever to have the resources of a complete technology department. Varidan works with progressive companies and organisations that know the value of technology and want to get the most out of their IT investments.

IT Services

The Varidan Solution

The Varidan solution provides support, management, and strategic guidance in the areas of; PC Management, Server Management, communications and Network Management. Varidan has a technology support plan that will meet your specific needs and budget.

Full Service IT Department

Technology is a vital aspect of just about every business; it is critical to both the day-to-day operations and the strategic growth of your business. Having a complete IT department with a CTO, Network Manager, Help Desk, and Purchasing Manager is out of reach for most organizations. Varidan delivers all of these benefits and more.

Our People strive every day to be an indispensable resource for our clients, bringing together all of our resources each day to help our clients reach their goals.

Less downtime, less impact to your business and less IT hassles.

With Varidan, help is only a phone call away. Using the latest remote management tools, we can typically fix 90% of all IT issues quickly and easily without even needing an onsite visit. This means less downtime for you, less impact to your business and less IT hassles.

Flexible Service Plans

Varidan's flexible, simple to understand pricing plans provide a complete solution for supporting and managing the overall health of each computer and server in your company, ensuring that your IT infrastructure is functioning properly, protected, and secure against technology threats and disasters.

GOLD PACKAGE

Perfect for any business where IT is critical. This all inclusive, unlimited service plan becomes very cost effective as it removes the hidden costs of IT ownership. The fixed monthly cost ensures you keep within your IT budget.

Included package services

Maintenance

Event Log Monitoring	✓	Event logs errors are investigated and resolved
Drive Space Monitoring	✓	Free available hard disk drive space is monitored
Backup Monitoring	✓	Backup errors are investigated and resolved
UPS Monitoring	✓	UPS monitoring is enabled (if available)
Server Performance	✓	Regular Server maintenance
Desktop Performance	✓	Regular Desktop maintenance

Service Desk

Phone Advice	✓	Phone advice on a range of IT solutions
Remote Support	✓	Issues resolved by remote access
Onsite Support	✓	Issues resolved by technician call out
Installation/Project Services	charges p/h	Installation of new hardware or software

Security

Microsoft Patch Management	✓	Microsoft updates maintained
Anti-Virus Software Management	✓	Anti-Virus updates maintained
Anti-Spam Software Management	✓	Anti-Virus updates and changes maintained
Firewall Management	✓	Firewall changes maintained
VPN Management	✓	VPN changes maintained
User Accounts Management	✓	User accounts maintained

Reporting

Service Desk Report	Monthly	Report of all service requests completed
Maintenance Report	Monthly	Health report of your IT infrastructure
Asset Report	On Request	Hardware and Software audit report

SILVER PACKAGE

Businesses that want pro-active preventative maintenance, unlimited phone and remote support and access to Varidan's high level of customer service and experienced team of technicians, but who are not yet ready to move to the Gold Package.

Included package services

Maintenance

Event Log Monitoring	✓	Event logs errors are investigated and resolved
Drive Space Monitoring	✓	Free available hard disk drive space is monitored
Backup Monitoring	✓	Backup errors are investigated and resolved
UPS Monitoring	✓	UPS monitoring is enabled (if available)
Server Performance	✓	Regular Server maintenance
Desktop Performance	✓	Regular Desktop maintenance

Service Desk

Phone Advice	✓	Phone advice on a range of IT solutions
Remote Support	✓	Issues resolved by remote access
Onsite Support	charges p/h	Issues resolved by technician call out
Installation/Project Services	charges p/h	Installation of new hardware or software

Security

Microsoft Patch Management	✓	Microsoft updates maintained
Anti-Virus Software Management	✓	Anti-Virus updates maintained
Anti-Spam Software Management	✓	Anti-Virus updates and changes maintained
Firewall Management	✓	Firewall changes maintained
VPN Management	✓	VPN changes maintained
User Accounts Management	✓	User accounts maintained

Reporting

Service Desk Report	Quarterly	Report of all service requests completed
Maintenance Report	Quarterly	Health report of your IT infrastructure
Asset Report	On Request	Hardware and Software audit report

PROACTIVE PACKAGE

Businesses with limited budgets seeking more than just reactive hourly IT support, who are not ready for dedicated and fully managed IT service but want the added resources of Varidan's IT professionals and state of the art remote monitoring & management tools.

Included package services

Maintenance

Event Log Monitoring	✓	Event logs errors are investigated and resolved
Drive Space Monitoring	✓	Free available hard disk drive space is monitored
Backup Monitoring	✓	Backup errors are investigated and resolved
UPS Monitoring		UPS monitoring is enabled (if available)
Server Performance	✓	Regular Server maintenance
Desktop Performance	✓	Regular Desktop maintenance

Service Desk

Phone Advice	✓	Phone advice on a range of IT solutions
Remote Support	charges p/15 mins	Issues resolved by remote access
Onsite Support	charges p/h	Issues resolved by technician call out
Installation/Project Services	charges p/h	Installation of new hardware or software

Security

Microsoft Patch Management	✓	Microsoft updates maintained
Anti-Virus Software Management	✓	Anti-Virus updates maintained
Anti-Spam Software Management	✓	Anti-Virus updates and changes maintained
Firewall Management		Firewall changes maintained
VPN Management		VPN changes maintained
User Accounts Management		User accounts maintained

Reporting

Service Desk Report	Half Yearly	Report of all service requests completed
Maintenance Report	Half Yearly	Health report of your IT infrastructure
Asset Report	On Request	Hardware and Software audit report

VENDOR MANAGEMENT

Let Varidan do the talking for you with our vendor management services package. Varidan can act as an intermediary for any situation with these suppliers, and provide vital information direct to these suppliers.

Included package services

Management

ISP Management	✓	Internet Service Provider
Web Hosting	✓	Web Hosting Provider
3rd Party Application	✓	Specialised Software – Database, Accounting, etc
Hardware Vendor	✓	Backup errors are investigated and resolved
DNS Registrar	✓	Domain Name Registration
Antivirus Vendor	✓	Anti Virus
Antispam Vendor	✓	Anti Spam Software or remote hosted
SSL Provider	✓	SSL Certificate Provider

VIRTUAL PRIVATE SERVER (VPS) HOSTING

Businesses with limited budgets that cannot afford the initial cost of server hardware costs, or highly mobile businesses that need on demand access, VPS hosting is the right solution.

Included package services

Hardware

Virtual Processor	✓	
512Mb Ram	✓	
25 Gigs HDD Space	✓	
UPS Protection	✓	
Limited Backup Service	✓	
Additional RAM		
Additional HDD Space		

Maintenance

Event Log Monitoring	✓	Event logs errors are investigated and resolved
Drive Space Monitoring	✓	Free available hard disk drive space is monitored
Backup Monitoring	✓	Backup errors are investigated and resolved
UPS Monitoring	✓	UPS monitoring is enabled
Server Performance	✓	Regular Server maintenance

Service Desk

Phone Advice	✓	Phone advice on a range of IT solutions
Server Support	✓	Server related Support
Remote Support	charges p/15 mins	Issues resolved by remote access
Installation/Project Services	charges p/h	Installation of new software

Security

Microsoft Patch Management	✓	Microsoft updates maintained
Anti-Virus Software Management	✓	Anti-Virus updates (if purchased)
Anti-Spam Software Management	✓	Anti-Virus updates (if purchased)
Firewall Management	✓	Firewall changes maintained
SSL/HTTP Access	✓	SSL/HTTP VPN Access
User Accounts Management	✓	User accounts maintained

Other Services

• **Backup**   • **Virtual Servers**   • **Internet**

• **CTO Services**   • **Web Hosting**   • **Communications**

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Contact Details

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