MANAGED SERVICES

Learn how your company can be completely relieved of the responsibility of monitoring, managing, and maintaining the IT environment through our « Managed Services »

MANAGED SERVICES

Sustaining a competitive advantage represent a continual challenge for businesses, underscoring the significance of maintaining focus on their primary operations.

Managing progressively intricate IT systems poses a formidable challenge, as having the latest technologies and ensuring security are crucial elements in attaining these objectives.

We establish a strategic partnership with Managed Services to oversee the ongoing monitoring, management, and maintenance of the IT environment.

We consider « Watch » to be the fundamental security standard for all organizations, encompassing vital components to offer customers peace of mind.

« Guard » enhances security measures. This comprehensive formula includes the most proactive and reactive security components, making it the best value-for-money option for customers.

« Shield » represents a customized solution that fully alleviates organizations from their IT environment. We consider this to be the pinnacle of security standards for top-tier performance.

Most popular

Watch

Essential Items

Tranquility

Prioritize safety

Guard

Enhance your IT investment.
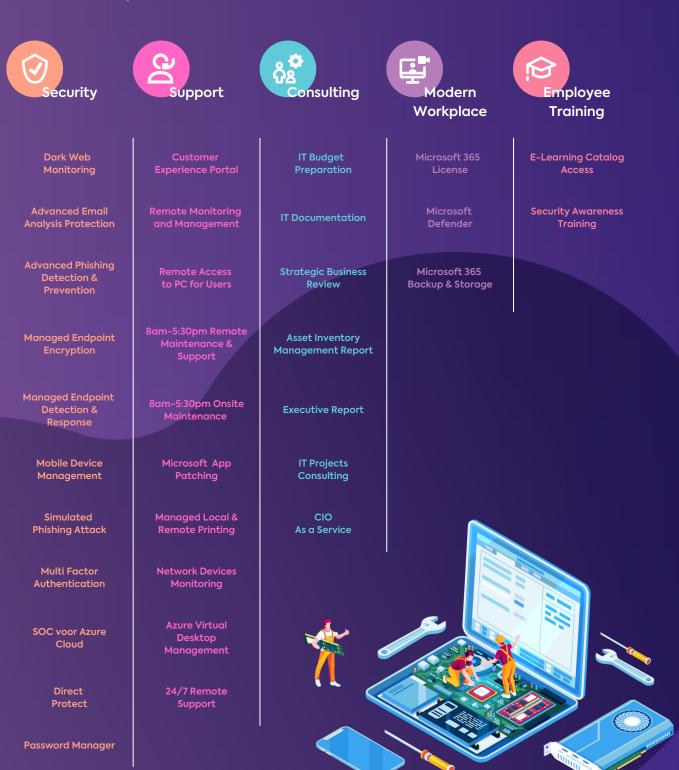
Proactive strategy

Client Success

Shield

Best-in-class

Tailored

Comprehensive care

« MANAGED SERVICES »
PACKAGES

Every Managed Services Pack is based on five IT service components. The solutions for each component vary in quantity and sophistication based on the plan.

Security	Support	Consulting	Modern Workplace	Employee Training
Dark Web Monitoring	Customer Experience Portal	IT Budget Preparation	Microsoft 365 License	E-Learning Catalog Access
Advanced Email Analysis Protection	Remote Monitoring and Management	IT Documentation	Microsoft Defender	Security Awareness Training
Advanced Phishing Detection & Prevention	Remote Access to PC for Users	Strategic Business Review	Microsoft 365 Backup & Storage	
Managed Endpoint Encryption	8am–5:30pm Remote Maintenance & Support	Asset Inventory Management Report		
Managed Endpoint Detection & Response	8am–5:30pm Onsite Maintenance	Executive Report		
Mobile Device Management	Microsoft App Patching	IT Projects Consulting		
Simulated Phishing Attack	Managed Local & Remote Printing	CIO As a Service		
Multi Factor Authentication	Network Devices Monitoring			
SOC voor Azure Cloud	Azure Virtual Desktop Management			
Direct Protect	24/7 Remote Support			
Password Manager				

SECURITY

	W	G	S
Dark Web Monitoring Proactively monitoring your domain(s) and actions for infringements.	✓	✓	✓
Advanced Email Analysis Protection Cluster analysis is utilized to identify emails pertaining to an attack and initiate appropriate measures.	✓	✓	✓
Advanced Phishing Detection and Prevention Enhanced detection and prevention methods include anti-phishing policies and campaign analysis using machine learning and AI.	✓	✓	✓
Managed Endpoint Encryption Here, we safeguard the hard drive using an encryption key to prevent unauthorized access to data stored on a misplaced device.	✓	✓	✓
Managed Endpoint Detection & Response A quality endpoint detection and response solution aids in detecting anomalies and responding appropriately.	✓	✓	✓
Mobile Device Management Assistance in configuring, monitoring, and securing smartphones, tablets, and laptops that are connected to your IT infrastructure.	✓	✓	✓
Simulated Phishing Attack Through automated and customized simulations, employees develop the ability to identify and address genuine threats.	✓	✓	✓
Multi-Factor Authentication Authorized users who can verify their identity are granted access to your environment across various platforms and levels.	✓	✓	✓
Azure Cloud SOC The Security Operations Center safeguards and supervises cyber threats using the security features of the Microsoft Azure Cloud.	✓	✓	✓
Direct Protect A platform featuring ring fencing, allowlisting, elevation control, storage control, and Network Access Control.		✓	✓
Password Manager Assist in the management of login credentials and passwords to enhance the security of relevant accounts and systems.		✓	✓

SUPPORT

	W	G	S
Customer Experience Portal A centralized platform where all current, closed, or pending tickets can be located. New requests can also be submitted here.	✓	✓	✓
Remote Monitoring and Management Monitoring and managing can be conducted through client software installed on every server and PC.	✓	✓	✓
Remote Access to PC for Users Remotely intervene and assume control of a computer to promptly and effectively address particular issues.	✓	✓	✓
Microsoft App Patching To maintain the security of operating systems in your environment and ensure adequate protection, we ensure that everything stays up to date.	✓	✓	✓
Managed Local & Remote Printing To maintain the security of operating systems in your environment and ensure adequate protection, we ensure that everything stays up to date.	✓	✓	✓
Network Devices Monitoring Monitoring and managing various devices within your network to guarantee business continuity and reduce downtime.	✓	✓	✓
Azure Virtual Desktop Management With AVD, applications are no longer executed on personal computers but in the cloud. This enables automatic resource scaling through management.	✓	✓	✓
8am-5:30pm Remote Maintenance & Support A team of Customer Experience Engineers assists with the daily management of your digital workplace.	✓	✓	✓
Maintenance Onsite 8am-5:30pm Remote assistance is not feasible? An engineer will subsequently visit to resolve the issue.		✓	✓
Managed Email Signatures Managing and standardizing employee email signatures to ensure a consistent and professional look.		✓	✓
24/7 Remote Support A contact number to reach an available employee for remote assistance.			✓

CONSULTING

	W	G	S
IT Budget Preparation Request the customer to prepare an IT budget.	✓	✓	✓
IT Documentation Centralize all customer-related data on a unified platform for swift and constant access to the customer's current environment.	✓	✓	✓
Technology Business Review A meeting where the Account Manager assesses the current and future Operational Maturity Level (OML) in relation to IT.	✓	✓	✓
Asset Inventory Management Report An overview of pertinent information regarding your IT equipment and software for monitoring and managing their performance and lifespan.		✓	✓
Executive Report Concise, strategic reports for executives, including analyses, performance summaries, and recommendations to enhance the IT environment.			✓
IT Projects Consulting All projects following are also included without a fixed fee.			✓
virtual Chief Information Officer An unbiased consultant seated at the executive table, establishing a strong technological groundwork for the organization to develop upon.	Optional		✓

EMPLOYEE TRAINING

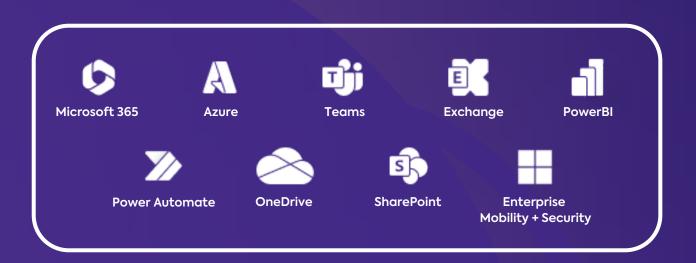|	W	G	S
E-Learning Catalog Access A platform featuring training courses and a Learning Management System for adding videos and monitoring employees.	✓	✓	✓
Security Awareness Training These tools are utilized to educate users on identifying and preventing threats like phishing, malware, and social engineering.	✓	✓	✓

MODERN WORKPLACE

	W	G	S
Microsoft 365 License The essential Microsoft license is consistently supplied for your users.	✓	✓	✓
Microsoft Defender A cloud-based security solution enhances the security of your business devices and identities.	For Business	For Endpoint	
Microsoft 365 Backup and Storage Thanks to this service, we safeguard against the loss of access to and control over your Microsoft 365 data.	✓	✓	✓
Update Manage Secure Workplace Thanks to this service, we safeguard against the loss of access to and control over your Microsoft 365 data.	✓	✓	✓

Microsoft 365 **Azure** **Teams** **Exchange** **PowerBI**

Power Automate **OneDrive** **SharePoint** **Enterprise Mobility + Security**
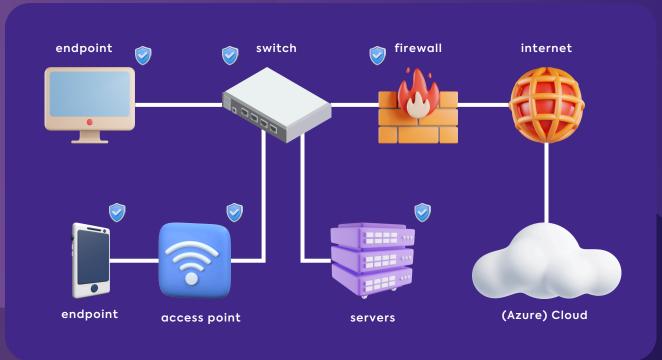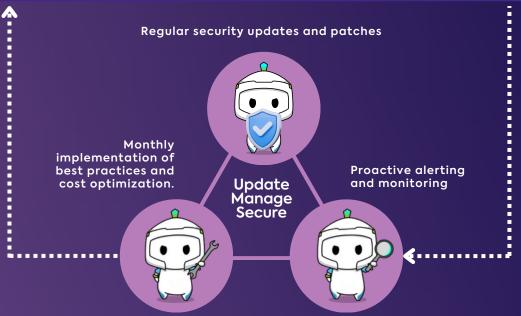
Our experts primarily favor the Microsoft Technology Stack for its integration, reliability, and security. This ecosystem provides an effective work environment, high security, and scalable solutions that expand alongside your organization.

Our concentration on Microsoft enables us to deliver cutting-edge IT assistance that enhances productivity and safeguards data, empowering you to concentrate on business expansion with confidence in a strong technological base.

« MANAGED INFRA »
PLAN

Simultaneously, your infrastructure conforms to our elevated standards. A supplementary managed layer is consistently implemented at this stage. Referred to as « UMS » or Update, Manage & Secure, this proactive approach ensures the efficiency and safety of the devices within your IT setup. Consequently, it enhances end-user satisfaction and enables efficient cost management.

endpoint · switch · firewall · internet

endpoint · access point · servers · (Azure) Cloud

Regular security updates and patches

Monthly implementation of best practices and cost optimization.

Update Manage Secure

Proactive alerting and monitoring

CASE STUDY

The scenario

After years of success and growth, an East Flemish production company relocated to modern offices. Consequently, management opted to prioritize other investments over technological ones. With no IT partner in place, the predominantly outdated infrastructure was transferred from the old to the new premises.

However, disaster quickly ensued. Following a few months in the new facilities, their production systems experienced a catastrophic setback: a significant cyber attack impacted them.

The outcome

The company swiftly lost all data and access to its applications. Consequently, all operational work ground to a halt due to this chain reaction.

The robust company, with a significant workforce and a turnover of millions, found itself in a challenging situation: it had lost access to its accounts, administration, sales, and customer data.

Identification of threats

Amidst the chaos, Easi was contacted by the head of Operations. Our cybersecurity specialists promptly identified the threat: ransomware jeopardizing access to crucial company data unless a ransom was provided.

To the rescue

Initially, we successfully restored the company's operations within the hour. To ensure a sustainable resolution, we comprehensively secured the entire IT environment, including Payroll, Accounts, CRM, company data, and more.

Ultimately, the operational, sales, accounting, and customer service teams regained access to their systems. Consequently, within half a day, operations returned to normal.

Despite the initial panic, we successfully concluded the story, giving rise to a tale of a prosperous partnership in managed services. Security measures were implemented to prevent future disasters.

In summary

- Within an hour, the entire system was restored and made operational.
- Within 12 hours, the system was back online, operating as it had previously.
- Within 24 hours, all systems had been secured and managed to prevent future attacks.
- Management realized that IT is a crucial component of the company, where staying current is not an expense, but a foundational investment.

GOOD TO KNOW

Are you familiar with the implications of the NIS2 guideline for your organization?

The European Union mandates that all member states adhere to the directives on network and information systems. The NIS guidelines are to cybersecurity what GDPR was to data protection.

Furthermore, management can now be held directly accountable as compliance with organizational guidelines is within their direct purview.

The NIS2 directive is set to be transposed into national law by October 2024. Our extensive experience underscores that achieving compliance is a rigorous and time-intensive endeavor, involving the execution of measures and the acquisition of essential information concerning your complete management team and other stakeholders. Initiating the process promptly is advisable.

Learn more about NIS2 in our whitepaper.

ABOUT EASI

Easi is a Belgian IT company specializing in infrastructure, Cloud, cybersecurity, and the implementation of business software for 25 years.

In the context of « Managed Services » we play a significant role for our clients. As a dedicated IT partner, we guarantee the full relief of their technological environment.

By providing IT services to end-users more securely, quickly, effectively, and cost efficiently, our clients can achieve their maximum potential.

Learn about the implementation of our « Managed Services » during an introductory call..

SCHEDULE A CALL →