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Technology problem? Solved.

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Company Overview

2022

This document contains information regarding Logical Solution's technical solutions, an insight to our company, our enterprise-class tools and our core values. 0800 895 200

www.logicalsolutions.co.nz

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Introduction

We thank you for the opportunity to propose our ideas for the future of your computing network. The purpose of this overview is to help you choose a reliable and reputable technology supplier you can partner with moving forward.

The primary objective of proposing a Technology Strategy is to ensure our clients Business Strategy can be realised through Technology and Technology Investments are aligned with Business Requirements.

From Logical' s perspective we would like to introduce ourselves & our company, give you a technical understanding of some of the services we offer and the tools we use to deliver a high standard of helpdesk support.

Our goal is to always deliver professional ICT consulting services, a first-class customer service experience, system stability and computing scalability for the long term.

Computer environments are complex, built up over several years, and typically architected by a range of different providers.

Our view for our clients is to partner with them to design & support a computing model utilising the benefits of vendors like VMware & Microsoft, and mature cloud products like Office 365. We call this a **Hybrid Cloud** solution.

What is the cloud? The **cloud**, simply, refers to software and services that run on an external infrastructure rather than in your own server computing environment. A successful hybrid cloud solution in 2022 involves harnessing computing power inside and outside of your organisation.
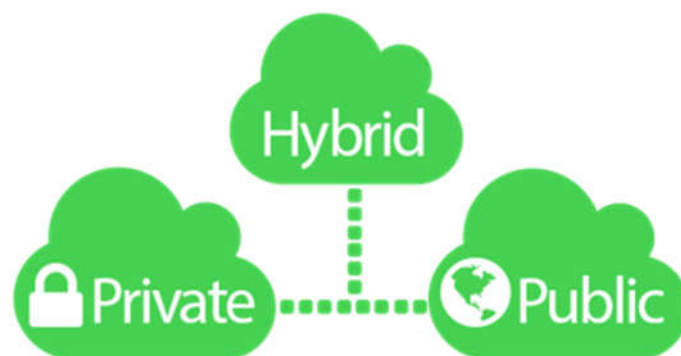
About Logical Solutions

Logical Solutions is a national ICT integrator providing Computing Infrastructure, Data Centre, Managed Services, Software Licensing, and VoIP Technologies to the SME, Education and Enterprise markets.

We have local branches in Hamilton, Wellington and the Auckland regions. In conjunction with the reach our local branches give us, we utilise a network of ICT providers around New Zealand to deliver competent & timely computing support nationwide. Our philosophy is to always put people before technology and our high level of customer service reflects that. As a company we have a strong work ethic, are adept at working to deadlines and always stand behind the quality of our workmanship.

At Logical we do not just deliver technology solutions; we're invested in the many ways in which information and technology are used to deliver better services and enhance business functions. We live in an era where smart mobile devices, social media, collaboration tools and cloud computing are continually changing how people and businesses interact. We understand ICT is the critical enabler that allows businesses to take advantage of the opportunities in today's 'hyper-connected' and information-rich world.

We have been founded with the aim of providing superior service, leading technologies and total solution satisfaction for our customers. Our strategy to develop emerging technology solutions backed by expertise and experience enables us to deliver a wide portfolio of competitive technical projects throughout New Zealand and abroad.

Services Overview

Logical Solutions has a history of designing and implementing unique, cost-effective solutions for its customers. Our engineers are "think outside of the box" type individuals with experience in delivering to your business needs. Single vendor solutions (hardware or software) consultants are a thing of the past and our solutions are engineered in a way to ensure that customers don't end up "painted into a technology corner".

Your requirement may be small or large, all customers are treated with the respect and common courtesy they deserve, and our priority is to deliver an exceptional customer experience. We try to look at all situations as if we are part of your staff trying to find the best way to deliver the most economical solution to solve your technology challenges.

We have a team of specialists that have many different areas of expertise. Finding a match for the best engineer(s) to meet your requirement is a high priority for us.

Logical Solutions Team Overview

Logical Solutions is a "boutique" supplier of ICT services and solutions to its customers. We offer many solutions that often involve thinking "outside of the box" and for that reason, refuse only to implement single vendor solutions.

Our workforce is divided into teams. These teams revolve around the technology that the practice is responsible for. For example, the "Server Practise" team is responsible for setting policies and procedures in relation to configuration and processes regarding servers.

Being a technology-based company, we are involved in supporting several other ICT companies, helping them to deliver to their customers. Every customer we work with has different requirements and it is important for us to understand your needs. This enables our team to provide specialised support to meet your expectations.

Understanding our customers and their products allows our team to not only act as a support partner but also to become a true business partner. We are always on the lookout for new services that our customer's businesses could benefit from and can only happen if we understand their business.

Our Helpdesk tools allow us to operate a single nationwide helpdesk, offering the ability to manage the workflow to match an individual process requirement. Monitoring has again been broken into different levels, with all services being monitoring by multiple products.

Logical being recently acquired by the NZ Mobiles group has extended our reach into the market. Providing the sale front end, we have been sadly lacking. Our expertise and focus have always been on providing the best fit technologies to solve a customer's need. Our solutions are not a "one size fits all" philosophy.

The Datacentre allows our customers to have the best of both worlds. Customers today have cloud solutions coming from many vendors, Logical Solutions can act as the "glue" to hold all these services together and where practical, provide additional services and emergency backup services to its customers.

COMPANY OVERVIEW

Data Centre Services (Hybrid Cloud)

Overview

Our Datacentre is based in Auckland with failover locations based in Hamilton. From within our Datacentre, we can deliver a variety of services to customers depending on their needs.

One of the challenges we have found with many of the public cloud offerings (AWS, Azure, Google or similar) has been to have someone take responsibility when things go wrong. It was to this end we built our own Datacentre. This way we can truly offer clients an "end-to-end" service that is 100% customised to their needs. The other challenge we have seen with public cloud offerings is the complexities around fixed service pricing. Customers want to know how much the service is going to cost. Most public cloud offerings are priced based on load or transported data. Our pricing is fixed monthly.
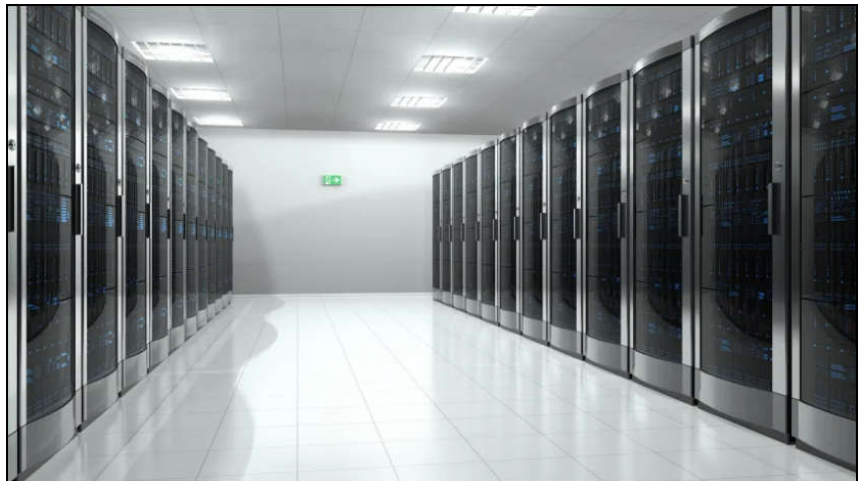
In saying that, often we work with public cloud offerings to deliver the best outcome for the customer. We have vast experience in the integration of services such as Office365 into our solution often acting as the "glue" delivering customers a single platform for multiple cloud/service providers.

Our key offering here is flexibility to deliver a custom service to the customer and because we have 100% control, we can build solutions that are "outside the box". The focus is on delivering a service to customers, rather than servers.

Security is a key aspect of our Datacentre services with all customers having physical separation from each other as well as enterprise-grade firewall services used for all clients. Backups are included with all customer services provided (including off-site replication) for pre-agreed fixed pricing.

The facility has full redundancy of all services from multiple providers, reducing any single points of failure.

Networking Management

Overview

With most customers today, there are requirements for services to be consumed from multiple services. The network layer has become critical to ensuring these services are always available to customers.

We can offer varying levels of service to customers based on requirements. Our Network Operations Centre (NOC) is charged not only with keeping your networks up and running but also with knowing when unwanted traffic is on your network.

Multiple tools and processes are used to achieve this, but the core of this service is our SIEM (Security, Information and Event Management) solution. This system brings information from many devices to a single location and then makes decisions based on a correlation of that data.

We are not tied to any single brand of equipment or supplier, and in that way, we can pick and choose the best service to meet our customer's needs.

Managed firewall services are a big part of our offering in this sphere. This removes the worry of all the updates or making errors in configurations. We often are asked to deploy this service on sites that have contacts with other ICT providers to provide another set of eyes on a customer's infrastructure, ensuring that security requirements are upheld.

Customers' requirements today are constantly changing and from a network perspective often means we need to pivot the solution delivered to meet these requirements. Our experience in both national and international connectivity is vast, working with many different services.

One of the common comments we receive from clients is – *"We are only a small operation and don't require any network management services"*. Our experience has shown that smaller clients have more complex networking requirements than larger clients. This is because, being smaller, all staff expect to be able to work from anywhere at any time.

When you combine our managed network service with our Datacentre services, it allows our team to ensure an end-to-end service. With total visibility of not only the services offered from the Datacentre but all the paths to the Datacentre.
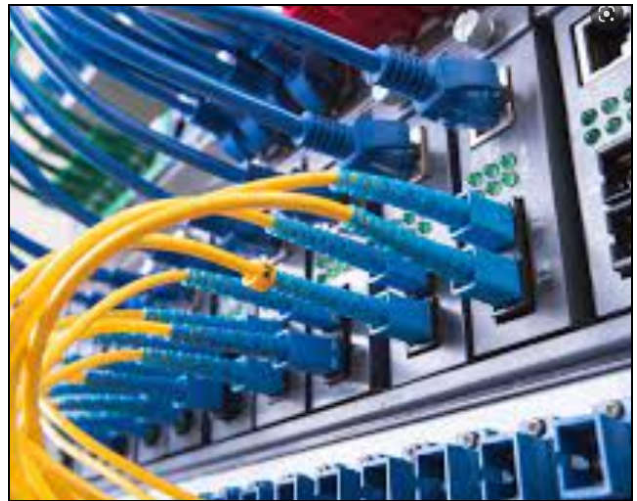
Telephony Services

Overview

Our telephony services are wide and varied and go beyond the standard VoIP offerings. We are all about solutions rather than products.

Being one of the early adopters of 3rd party Voice services, we have worked with many generations of Voice platforms. Most providers in this area tend to be a "one solution shop" where they try to shoehorn customers into a single solution (the one that they provide). At Logical we have a few different solutions and can objectively look at our customer's requirements and recommend the best solution for their needs.

Our VoIP solutions go beyond the standard services on offer, providing a full, in-depth fault-finding service on any call a customer has in the last couple of weeks. If a customer can provide us with details of the call, we are able to recover the call and give you detailed information on that call. This often includes things like, why did I have a bad quality call? Or why did this call drop?

Not only can we provide this advanced level of detail on our platform, but we also have an agreement to get the same level of information from our upstream providers. Meaning we can often match information to find out exactly what happened should you have issues.

We are often asked to build custom services for our customers based on a mixture of products. We have recently developed a complex SMS solution for a large legal practice that is fully integrated into Office 365 / Teams and booking appointments and resources. The solution is fully bi-directional allowing clients to alter or confirm bookings at their request.

Other solutions have included video and door management systems. Customers no longer want systems in isolation, they need to be able to manage multiple locations and services from a single platform.

In modern phone systems, the fixed desk phone is becoming less and less prevalent. Many have tried switching away from fixed PBX solutions. The issues we have seen with this is one of control and monitoring. While the modern PBX is doing a different job, it still has a place in managing the flow of calls through your organisation.

COMPANY OVERVIEW
Managed Services (Level 1, 2, and 3 Support)

Overview

Managed Services is the practice of outsourcing day-to-day IT management and Computer Network Tech Support as a cost-effective method for improving your business operations. You can have a team of highly skilled network engineers and computer technicians service your business computers at a fraction of the cost of a full-time in-house IT department.

We run a fully staffed helpdesk with an automated ticketing system Monday to Friday during normal business hours. After-hours support is available and is negotiated with clients who require this on a case-by-case basis.

Availability and Maintenance

Workstation, Server and Network availability is monitored by utilising our numerous toolsets.

Scheduled maintenance is, as far as possible, to be conducted outside the Business Hours of impacted users and in accordance with our Change and Release Management processes.

If applicable, onsite support is to be provided when Remote Management fails or is not possible. Onsite support delivered in remote locations is normally carried out by our network of third-party providers.

Monitoring and Alerting

Our monitoring suite allows our team to watch your hardware, directly report on problems and access the appropriate hardware when required. This is used to help minimise the downtime experienced by our clients and on many occasions allows issue resolution, in many situations, before the problem causes inconvenience to the customer.

Specific monitor sets are implemented for standard Microsoft services (Active Directory, Exchange and SQL etc). These monitor sets advise us should any services fall outside normal operating tolerances as defined by Microsoft's best practices. We customise these based on your requirements and workload.

Problem Management aims to minimise the adverse impact of incidents and problems on the business that are caused by errors within the technology infrastructure. It also aims to find the root cause of incidents and implement measures that will prevent the recurrence of incidents related to these errors.

Typical Incident Response Targets for Managed Clients

Call Priority	Response Target	% Response within Target Time
Critical	< 1 Hour	95% of Critical calls
Urgent	< 3 Hours	95% of Urgent calls
Normal	< 12 Hours	95% of Normal calls
Low	As agreed with the user	98% of Low calls

Impact	Measure
High	>50 Devices or a single Site affected
Medium	>5 and <50 Devices affected
Low	<5 and 1 Devices Affected

Urgency	Description
High	Business Critical and No work around available
Medium	Business Critical and work around available
Low	Non Business Critical

Call Priority	Impact	Urgency
Critical	High	High
Urgent	Medium or greater	Medium or greater
Normal	low or greater	low or greater
Low	Low	Low

Our Goal for Your Business

Being a **Microsoft Certified Partner** means we are very experienced in implementing cloud products and solutions. **What are some of the benefits of using cloud solutions?**

1. **Improved Disaster Recovery**

Moving your business data to the cloud can make disaster recovery (DR)—i.e., retrieving data in the event of hardware compromise—easier and less expensive.

Most cloud solutions have built-in Disaster Recovery mechanisms and are configured in what we call high availability clusters. What this means is your computing environment becomes automatically protected in the event of many server-related problems.

2. **Increased Collaboration and Flexibility**

For many businesses, moving to the cloud increases opportunities for collaboration between employees and branches. Colleagues can sync and work on documents or shared apps with ease, often simultaneously, receiving updates in real-time.

Additionally, cloud computing allows each team member to work from anywhere. Depending on the solution, the cloud can centralise your data, which means that you, your employees, and even your clients, can access your company data securely from any location with Internet access.

3. **Environmentally Friendly**

Cloud computing decreases a business's carbon footprint by reducing energy consumption and carbon emissions by more than 30%. For medium-sized companies, the decreased energy usage can reach 60%, which can also be a potential money-saving initiative.

4. **Removed reliance on server room hardware.**

Server room hardware is costly to maintain, it does not scale very well, and backup & disaster recovery options are sometimes clunky at best. It is not uncommon for us to look at a business's current computing practices and we recommend making the shift away from their 'old' way of thinking into a hyper-connected, updated, managed secure computing environment.

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Conclusion

The solutions contained in this document represent our vision for the clients we serve. Harnessing the power of modern-day cloud computing services shifts your business into a position where it can benefit from streamlined processes and truly scalable infrastructure.

Using a security-centric architecture approach with major technology vendors ensures you are investing in a secure network for the long term.

Each client is unique, and we would love to be able to spend the time getting to know your business and partnering with you as your Information Communications Technology partner.

If you have any further questions, please call us on 0800 895 200 to discuss how we can help your business.