



Infrastructure Services

Who are UCS Solutions and what can we do for you?

We provide IT systems and solutions to the South African retail, consumer goods and manufacturing industries.

We solve Business and IT problems and give you answers. We draw on a wealth of experience, and knowledge – we're innovative, efficient and resourceful.

We are a division of the JSE-listed UCS Group.



What UCS offers:

- **Integrated Service Management**

The hub of our business. Service delivery management and a 24 x 7 Customer Contact Centre

- **Managed Services**

A broad portfolio of application and infrastructure services

- **Business Solutions**

Customised solutions for better business performance



Why use UCS Infrastructure Services?

Business pressures demand that organisations continually seek and take advantage of new opportunities for growth.

However, the organisation's ability to adapt and grow is frequently hampered by inflexible processes and systems; this rigidity limits your responses to business initiative and possibilities.

Despite rapid and significant technological progress IT's record of delivery is a chequered one.

So what do you look for in an IT provider?

Your provider places his company's skills, experience and infrastructure at your disposal. You, as a client, should:

- Have a great degree of control
- Benefit from a wide range of resources
- Enjoy excellent service delivery
- Profit from an integrated service management approach

To outsource or not to outsource?

Attracting and retaining highly skilled and experienced resources is difficult.

Outsourcing may also lead to less control. However, it is imperative to find a service provider which will value a partner relationship and enhance your organisation's potential through their own skills, infrastructure, resources and capabilities.

The Challenge for CIOs

Your business demands a stable, yet flexible IT infrastructure that is able to support you when you react to changing business conditions.

UCS Solutions is able to do just this and more. Whatever your needs: expanding hosting capability, new technology, networking integration, tightening of security across your entire operation or storage capacity expansion, we can deliver quickly.

Our proven infrastructure expertise can bolster any multi-technology environment. Whatever your infrastructure, we have the resources, experience, professional skills and global partners to grow your business into a more efficient, dynamic enterprise.

Unified Communications

Nowadays, Voice, Video and data are no longer seen as separate elements, and should be planned and managed as a single unified communications platform. This requires multiple locations and technologies, which means that your communications infrastructure carries an enormous load of information. To prevent your network from becoming unstable, overloaded and capable of bringing your business to standstill, it is essential to institute proactive, full-time management. UCS Solutions' Unified Communications Management will keep communication flowing and will also ensure that you are not left behind as technology changes and improves.

Enterprise System Hosting

This is an all-inclusive solution which allows you to concentrate on your core business and still maintain control.

This service gives you managed solutions based on the latest advancements in technology, using, for example, the capabilities of IBM Blade & P-series server platforms. Full integration with state-of-the-art software creates scalability and on-demand server computing, reducing initial capital investment in any hosted infrastructure.

Service Management

We make sure that everything agreed to in the serviced contract is adhered to.

System Administration

This is a fully managed, end-to-end service that includes operating system, application and database management and support.

Storage and Backups

We manage the Storage Area Network (SAN) as well as the security of all data backups and archiving.

Operations Management

This service monitors system capacity and availability, environmental conditions, application and batch processing 24x7x365. Clients have the advantage of being able to view processes and gain feedback through visual interface tools such as plasma screens.

Data Centre Services

DCS monitors and manages all UCS Solutions Data Centres and other client hosting sites.

Risk Management

This covers a number of fields including system management and security. It also caters for system failures through disaster recovery services for critical systems and applications.

Business Continuity

There is no business today that is not vulnerable to disruption. IT downtime means lost productivity, lost revenue, lost customers and lost opportunities, so continuity is vital.

But how do you determine the resiliency and recovery requirements of your business? How do you integrate business and IT priorities into a viable continuity program? This is where UCS Solutions' Business Continuity Management Services come in. Our services help you plan, design, implement and manage. Experience has shown us that there is more than just business continuity to consider. Regulatory compliance, high availability, data protection and the integration of risk management – all within ever-changing business requirements – need to be addressed.

Information Security

There are forces, both internal and external, that would like to get their hands on your information. This is why you need an effective security management strategy to protect your enterprise data, information and IT assets. You also need to be able to limit access to sensitive data to authorised users only.

UCS Solutions takes a proactive approach to security risk management. We reduce your vulnerability through a comprehensive lifecycle approach and manage IT-related risks in four areas: people, process, technology and the external environment. Our areas of specialisation include awareness and training, risk and vulnerability assessment, design, implementation and overall management.



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