

eBusiness Systems IT Support Services Overview 2020





MISSION STATEMENT

We are committed to develop and maintain, though effective strategic alliances and allegiances with key suppliers and specialist service providers, interactive web based solutions to our corporate clients, enabling them to add value to their customer offerings, operate more efficiently and compete more effectively. We will provide such solutions in a timely and profitable manner allowing us to develop long term business relationships with customers and suppliers.”

The core values within the organisation are based on:

An understanding that long-term profitability is based on establishing mutually beneficial business relationships which may need to be built at the expense of short-term profits

An over-riding respect for the dignity and importance of all members of staff and their contribution towards the achievement of the company's objectives

A commitment to develop results oriented physical and virtual teams able to build and sustain long term business relationships.



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eBusiness Systems Solution

In today's digital world most organizations depend on IT systems and infrastructure to run their business and add value to their customers. Large or small, IT systems and technology have become critical to their success. In this context the importance of effective IT support to ensure the smooth running of operations is critical.

Effective IT support can make or break an organization. IT support could be as basic as ongoing server maintenance or as sophisticated multi-level cybersecurity solutions. The modern workplace relies on technology to function smoothly and efficiently in a cost-effective manner.

This calls for a pro-active approach to ensure optimal IT systems and network performance. IT systems continuity reduces the costs of outage and improves the overall return on IT investment. eBusiness Systems provides customized ICT Business Support packages to clients who operate IT systems that call for high specifications, high reliability and high levels of security.

Organizations are becoming increasingly aware that IT support services are mission-critical. This realization has led firms to invest more in the development and support of their ICT infrastructure. Their focus is to prevent any systems outage which would negatively impact their ability to meet their service obligations to customers.



eBusiness Systems offers tried and tested solutions developed and implemented by professional ICT personnel. These are a few of the industries we are currently supporting:

- Accountancy Firms
- Business Brokerage
- Catering
- Higher Education Institutions
- Professional Services
- Pharmaceutical Logistics
- Shipping Management
- Wealth Management



eBusiness Systems Solution (continued)

eBusiness Systems currently manages physical servers in Munich and Frankfurt as well as cloud-based servers (Microsoft, AWS Web Services and Google Cloud Services), based on Linux and Windows Operating system and comprising services which include:

- A/V Servers
- Active Directory Server
- Applications Servers
- AWS Services
- Database Servers
- Document / File Management
- FTP Servers
- Mail Servers (365, Gsuite, Kerio, Exchange & Horde)
- Media Servers
- Virtual Servers
- Web Servers
- Web Services Servers



eBusiness Systems serves both local and overseas clients. It supports clients with staff regularly traveling and demanding access to IT systems and support. This international perspective called for investment in the tools and staff training for the provision of remote support.

Management and staff are well aware of the importance of timely interventions. There is a full commitment to provide the required IT support services in a timely and cost-effective manner.

The eBusiness Systems approach is to tackle IT problems and challenges in a pro-active manner. The focus is on developing client solutions that are easy to use, simple to maintain, and cost-effective. It works closely with clients to reduce

risk and uncertainty of operations, delivering solutions that meet client expectations and requirements.

eBusiness Systems are firm believers in empowering its users as it believes knowledge is key! Therefore, it takes great pride in training users and assisting them in getting the utmost of the systems implemented. This is done by having users confident in their IT systems and communicating whenever there are problems or issues. In this manner, issues are resolved quickly and problems de-escalated.

The eBusiness Systems approach is not about a single transaction but on the development of long term client business relationships that last for years to the mutual benefit of both parties.





Connectivity

The core of any business is having the right tools available for the team, clients and suppliers to communicate. These tools tend to be ICT based. One of the core business support services is ensuring that key ICT elements are operational and supported when issues arise.

- Email Management – by outsourcing the setup and management of emails, email traffic handling, and team support. eBusiness Systems ensures the smooth day-to-day use of email services.
- Microsoft Office 365 – The eBusiness Systems team is trained to handle, migrate and manage Office 365 email services.
- Gsuite – The eBusiness Systems team is trained to handle, migrate and manage Google Gsuite professional email services.
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Office 365 administration, adding new users, creating policies, email accounts.
- Managing full system backup solutions to the Cloud and as well Locally.
- Antivirus and Antimalware solutions deployment and monitoring.
- Run diagnostic programs to resolve problems.
- Install computer peripherals for users.
- Monitoring and maintaining computer systems and networks.
- Providing technical support across the company (this may be in person or over the phone).
- Setting up accounts for new users.
- Repairing and replacing equipment as necessary.
- Testing new technology.
- Training junior staff members.
- Install and configure computer hardware operating systems and applications
- Monitor and maintain computer systems and networks
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Replace computer and/or laptop parts as required
- Provide support, including procedural documentation and relevant reports
- Support the roll-out of new applications
- Set up new users' accounts and profiles and deal with password issues
- Migrating from old email servers to new Office 365 cloud-based service



A black and white photograph showing a group of business professionals in a meeting. They are gathered around a table, looking at and pointing to various charts and documents. The focus is on their hands and the documents, with their faces slightly blurred in the background.

IT Compliance and Security

In today's world of systems constantly under threat from outside sources. It is therefore essential for any thriving business to be geared for any possible attacks and threats, as well as having the right checks in place with the latest available updates to ensure the rigidity and safety of the systems in place. The eBusiness Systems support team offers services in:

Remote Team Access

In today's ever-connected world having team members able to connect and work remotely from any location is a cornerstone of any business. This can be done by using tools and technologies managed and maintained by eBusiness Systems.

These VPN and remote access tools need to be secure and monitored constantly. Having such tools in place, team members can then better shift between office environment, client environment, and external environments without risking any core business functions and loss of efficiency and effectiveness.

Disaster Recovery

Within organizations, the dependence on IT systems and data that these systems have is becoming a key business resource, but also, a risk. Part of protecting the business and ensuring that the business can continue to operate should a disaster occur, is having a disaster recovery plan and policy in place ensuring that clients and operations can run.

Understanding what is critical for the business to function is the first step in putting together a Disaster Recovery Plan. The end goal is to protect the business by putting in place and testing contingencies.



A black and white photograph showing a group of business professionals in a meeting. They are seated around a table, looking at and pointing to various charts and documents. One person is holding a pen, ready to write.

IT Compliance and Security (continued)

Backup Solutions

Backups are still the first and last step in having a fall back plan and this tends to fit into the Disaster Recovery Plan. One still must not become complacent, having one backup onsite isn't enough. That is why eBusiness Systems adopt a multi-layered backup approach which is needed to ensure files and content snapshots are always available.

On top of that, a business might be making use of tools that require dedicated backups to ensure that this data collection is handled.

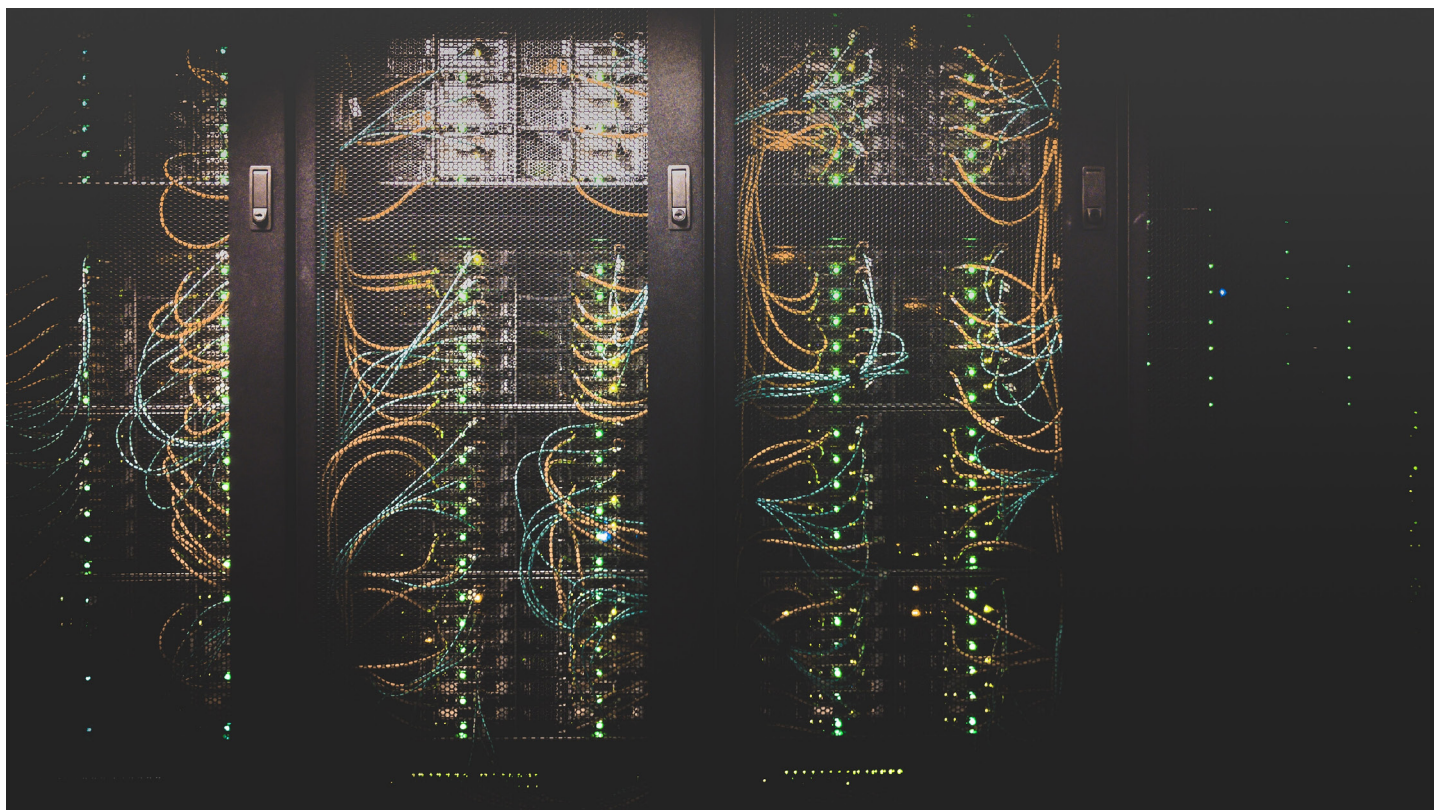
A clear example of this scenario is having backups of cloud solutions such as office 365 and local server files which are key to ensure both business continuity and the protection of assets. eBusiness System's approach is to have backups that are automatically taken while still being validated and tested periodically to ensure fail saves are running.

Managed Firewalls

Within any organization, the protection and prevention of IT security penetration need to be at the forefront of organization strategies and professionally handled. eBusiness Systems is geared to handle firewall updates and maintenance.

Today one finds a wide range of different firewalls and products on the market that suit different client needs, such as budget, throughput, user load and additional tools such as VPN access and Malware blocking to mention a few points. this means that for clients the right firewall can be found to be fit it without spending a fortune.

This process fits into the wider picture of better monitoring and threat prevention, therefore reducing the overall business risk and exposure.





Network and Connectivity

It is an essential part of business procedures to have adequate and secure network connectivity to ensure the best business operations. This is done by having the right infrastructure at hand managed correctly and optimally. Outsourcing these complex issues to eBusiness Systems will keep business owners' minds at rest through our many years of experience handling different network and connectivity issues for a multitude of different industries locally and internationally.

Wired and Wireless Solutions

The core of any business is having good connectivity for the best productivity. This entails having all devices connected either via a wired or wireless connection. eBusiness Systems and its partners continuously work to provide a holistic solution to going online.

Each client has different connection needs and specifications. Most companies have varying needs depending on office space or user devices being utilized, which in turn makes each network unique within its own right, highlighting the need for tailored solutions to provide the best performance based on client budget and infrastructure.

Having the eBusiness Systems team manage this core IT infrastructure can put business owners' minds at ease knowing that the core of the network is optimized and well managed.

Typical hardware that is managed by eBusiness Systems;

- Routers
- Firewalls
- Switches
- Wireless routers
- Cables

Another key part of this connectivity issue is managing and liaising with the Service providers. This is an essential part of the process as without an Internet connection the whole organization network would only be accessible internally.

The final task and perhaps the most crucial, is the managing, monitoring, and protection of the Network, with ongoing monitoring and a proactive approach to utilizing tools that can detect issues before problems arise.

Within this setup, Firewalls and VPN services are key to ensure that remote access is available to team members and Admins. Having strong firewalls will provide real business IT protection and controls that are now critical for any business to ensure they are protected and correctly safeguarding clients' data.



Network and Connectivity (continued)

Network Security and Auditing

As part of our ongoing support and monitoring of IT systems in general, eBusiness Systems also provide s IT audits. This includes the reviewing controls that are in place to protect corporate assets and ensure data integrity obligations are met. These obligations must also align with business objectives and requirements.

During the audit process, both physical and digital risks, as well as vulnerabilities, are identified. This process of auditing will result in data security reports and suggested plans for a way forward.

By carrying out periodic IT Audits, clients are assured that:

- Compliance and regulations obligations met.
- Review, create and monitoring of core cybersecurity policies and checks are kept.
- Review and promotion of IT controls.
- Ensure the team is risk-focused.
- Business goals are defined in the IT solution and budgets are met.
- Assistance in the resolution of issues found during the audit.

Sharepoint

SharePoint is a web-based collaborative platform that integrates with Microsoft Office. This highly configurable tool is becoming key in having services cloud-based as well as giving team members access to network anywhere.

The focus at eBusiness Systems is on SharePoint Online, which is a cloud-based service, hosted by Microsoft, for businesses of all sizes. eBusiness Systems advocate that instead of installing and deploying SharePoint Server on-premises, any business can subscribe to an Office 365 plan or to the standalone SharePoint Online service.



SharePoint as an Improved File Drive means that there is no physical hardware or dependency on-premises.

Core benefits of Sharepoint:

- **Access anywhere:** by having content and data in the cloud, your office can be anywhere and everywhere, by implementing secure and key security measures such as restricted IP address, VPN access, two-factor login and permissions documents of data that can be secured and highly available.
- **File Versioning:** by having versioning active, Sharepoint is not just taking a backup periodically of the data, but also keeping a copy PER change, therefore one can roll back to a specific change reducing any potential data loss.
- **Check-in/Check-out:** The ability for a user to lock a file from changes by another user. If someone attempted to access a file another user has checked out, SharePoint would prompt them to download it locally, but also warn that any changes made may be out of sync with whatever the current user is doing. This provided a simple workflow where at least someone should wait until the other person is finished. More recent versions even offer to notify a person when the file is freed up.
- **Powerful Indexing and Searching:** This has become a cornerstone feature as the world grew accustomed to Googling everything. Gone were the days where you'd need to dig down through a dozen levels of folders and hope you remembered them just right.
- **A Web interface:** This combined with the improved search made SharePoint a one-stop-shop for collaborating on enterprise content.
- **Integration with Windows Apps:** The ability to get a file from SharePoint using the **File > Open** dialogs seen in Windows programs such as one drive.

Professional Services

Having the eBusiness Systems team as your professional service provider ensures clients are able to get cost-effective professional support for their day to day IT needs. eBusiness Systems is not only there to fix a problem, but it also there to prevent it from happening in the first place. What are the overriding benefits of having eBusiness Systems as your outsourced IT professionals;

Reduce costs - Training and maintaining a large in-house IT department is costly. Employing a company dedicated to providing IT support services, on the other hand, brings highly skilled workers at a fraction of the labor-related costs. This call for the installation of IT infrastructure with networks, servers, security, storage, and a whole host of other components is extremely pricey.

Outsourcing IT system support transforms fixed IT costs into variable costs and gives you room to budget accordingly. In short, clients only pay for their use, which can result in a significant cost reduction. Add to that the cost of maintaining and servicing such a system frequently exceeds the cost of the initial outlay, and outsourcing seems wise.

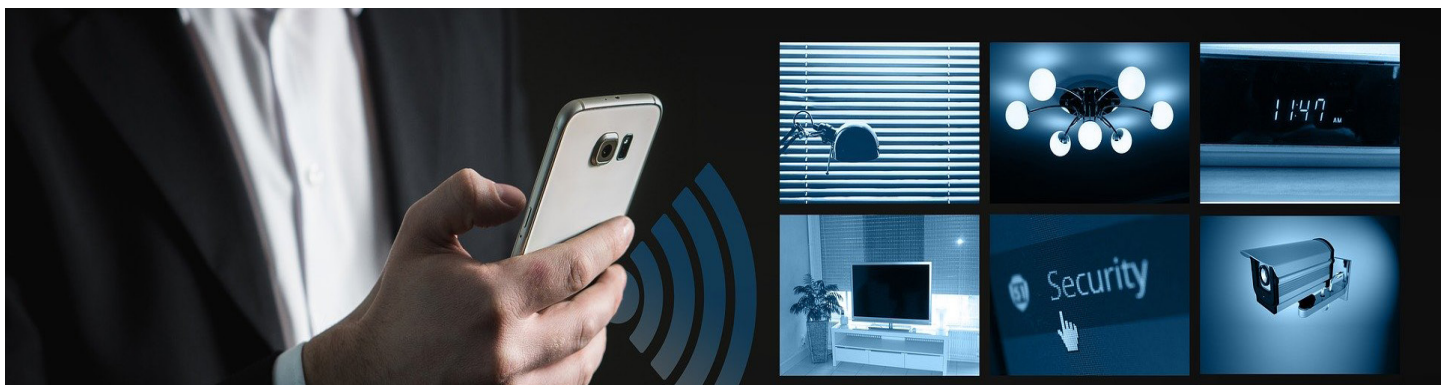
Businesses can see savings of up to 40% * by outsourcing IT tasks. In large parts, the lower costs of outsourcing stem from the money businesses save on hiring and training internal IT staff.

More efficient use of technology can also reduce administrative costs, further increasing the amount of money that companies can save and invest back into the business.

Provide an uninterrupted flow of service - As technology grows increasingly complex, hardware and software management has become notably more challenging. With a saturated industry, particularly in sales and marketing, businesses need to have innovative hardware and software solutions. They also need end-to-end networking and a continuous flow of functionality for internet, intranet, and extranet.

Improve trust in IT - When disaster management and recovery are tackled with competence, employees tend to be less anxious. The challenges are evident when the internet goes down or a computer crashes are not only physical; they are highly emotional. Workers worry about lost productivity, threatened security, and disappearing information. Such worries subside because services are up and running smoothly.

Remain focused on core business - Every manager likely feels there aren't enough hours in the day to tackle all the challenges. Having to divide attention between core business functions and IT related concerns limits potential even more. Outsourcing these key IT competencies enables employees to stay focused on what they are skilled at, trained for, and paid to do.





Professional Services (continued)

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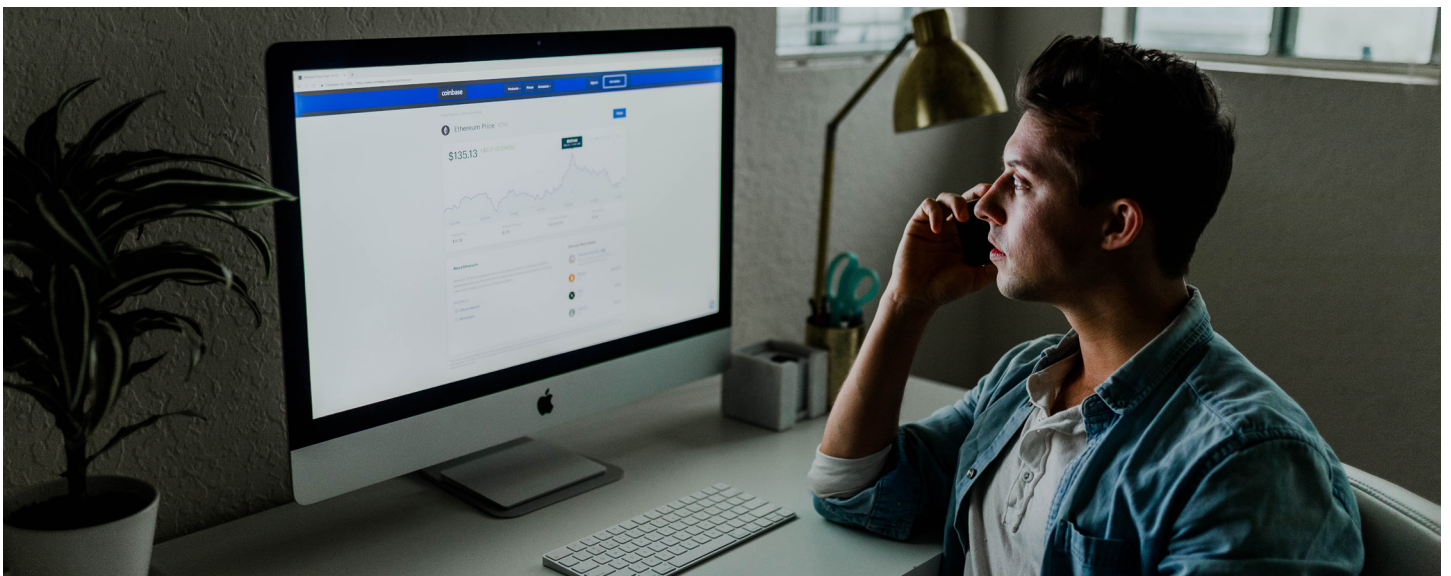
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Enjoy expanded resources - Although large businesses often have the resources necessary to maintain cutting edge technologies and services themselves, smaller businesses generally do not. This advantage plays out in numerous ways, such as in the level of productivity a company enjoys, its mobility and efficiency, and the means available to reach out to prospects. Outsourcing services provide a more equitable environment for both small companies and large organizations.

Decrease risk - There's no way around it: every business investment carries a level of risk. An ever-evolving palette of government regulations, competitors, economic conditions, and technologies ensures this is the case. eBusiness Systems will assist in risk assessment, mitigation of risk and monitoring or risk over time.

To safeguard against these breaches of data, companies must be up to date on the latest governing standards. Business owners must ask themselves whether they have a DMZ installed, whether their firewall is current and if all of the workstations and servers are properly audited.

It's essential to also look at whether the business has implemented and adhered to current PCI security standards. With the varied payment methods available to organizations, due diligence procedures must be taken to protect data. A qualified managed services provider can



A black and white photograph showing several people in business attire sitting around a table, looking at documents and a tablet. One person is pointing at the tablet with a pen.

Professional Services (continued)

Increase competitiveness - Companies that try to implement and maintain all of the IT work themselves often have to dedicate substantially more to research, development, and implementation. This results in two problems for the company: higher costs and more time.

The costs are likely passed on to the customers, which means that the business becomes less competitive regarding product prices. By taking longer to bring new products to the market, their competitiveness also suffers since other companies are moving faster.

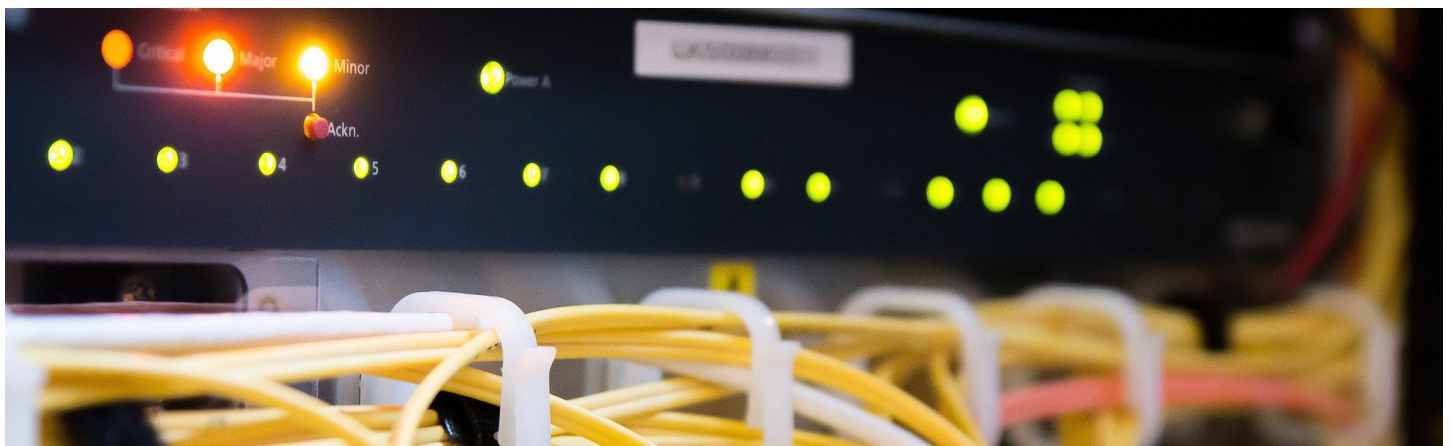


Focus on a Unique Selling Proposition - Many start-up companies fail for one common reason: They don't have a Unique Selling Proposition (USP). This refers to what separates a company from its competitors and can take many different forms, such as having the lowest prices or having the most innovative products. Rather than waste time trying to learn the intricacies that a skilled IT team already knows or trying to figure out what went wrong, it's much more cost-effective to outsource these services. Doing so allows leaders to focus on what they do best and further their organizations Unique Selling Proposition.

Recover from disaster - When a cyber-attack, flood, earthquake, or other disaster hits, management must hit the ground running. They must tend to employee injuries, product loss, insurance claims, lost revenue, customer relations, and structural damage, among other tasks.

That said, a business's data is its most important resource aside from its people. Many companies are ill-equipped to handle such situations, any of which can cause a business to halt production immediately. Given that disaster can strike at any time, a delay in recovery can have dire consequences. As such, it's important to have the human power and resources readily available to make quick repairs; something that's made possible with the help of outside professionals who are familiar with disaster recovery and have backup technology at their disposal.

By outsourcing IT support services, a company can free up its valuable resources and focus on what matters: making the wheels of the business turn. They can home in on marketing, product development, and improving customer relations. Although the road toward change can be daunting, hiring outside professionals allows companies to learn, grow, and evolve.



IT Support Packages

The below packages represent the three support packages being offered by eBusiness Systems. All eBusiness Systems packages include a free number of hours (depending on package acquired) dedicated to auditing the current IT systems and networks to ensure the eBusiness Systems team fully understands the systems and processes in place to provide the best possible solutions to our clients.

20 Hour Support Package	40 Hour Support Package	60 Hour Support Package
2 Hour Free IT organization audit	4 Hour Free IT organization audit	6 Hour Free IT organization audit
Dedicated 08:00-18:00 customer support service (weekdays)	Dedicated 08:00-18:00 customer support service (weekdays)	Dedicated 08:00-18:00 customer support service (weekdays)
Same Business Day Response	Same Business Day Response	Same Business Day Response
Flexible Payment Options	Flexible Payment Options	Flexible Payment Options
€900+VAT	€1,700+VAT	€2,400+VAT

The packages can be utilized within the service hours highlighted above, these being weekdays **from 08:00-18:00**. During these hours, the package rates apply. We do understand, however, that critical IT issues may arise outside of these specified times. eBusiness Systems always has an IT specialist on call to handle IT support queries. Request for assistance outside of these specified hours will fall under a different hourly rate package;

IT Junior Support Specialist - €55+VAT/Hr

IT Senior Support Specialist - €65+VAT/Hr

Payment Options

eBusiness Systems is flexible in its payment options. Clients opting for one of the three packages can pay in one of the following ways;

- Up-Front Fee
- Monthly Payment
- Quarterly Payment

Clients may top-up their packages at any point during the service level agreement.



*“The will to win, the desire to succeed,
the urge to reach your full potential,
these are the keys that will unlock the
door to personal excellence.”*

Confucius



Customisation | Reliability | Scalability | Security

Web Based Solutions to:



eLearning



Business Management



Investments Management



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