CITEMS – Existing Network

## Company overview

CITE Managed Services (CITEMS) is a managed service provider (MSP) specialising in supporting small and medium businesses in Perth’s southern regions. It was started in 2012 by 2 TAFE graduates. Office space is rented in the Murdoch area, where all staff and computer systems reside. The strength of CITEMS is the localised support. While most problems can be fixed remotely, CITEMS may need to travel to the customer site to fix high priority problems, or to perform an install. Customers know CITEMS is the “Tech company just down the road”.

While initial growth was slow, over the last few years CITEMS has grown significantly, and now employs 16 staff. This growth has led to an issue with the “Tech company just down the road” term. The size of their coverage area is causing an issue with the closeness they like to have to their customers. They have decided to add 2 new sites – Rockingham and Thornlie. Some new staff will be employed, and some staff at the Murdoch site will be relocated. Initial plan is to have 8 staff at Murdoch, and 4 each at Rockingham and Thornlie. This is expected to grow over time.

As part of this process, the IT systems will need to be updated. The current systems are based on the original 2 staff network and may no longer be suitable.

## Current Network



The current network consists of:

|  |  |
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| Device | Specifications |
| File Server | I5, 8G RAM, Server 2016, 5 x 4TB drives in RAID 5, purchased in 2016, out of warranty |
| Domain controller | I7, 8G RAM, Server 2016, 2 x 2TB drives in RAID 1. Purchased in 2016, out of warranty |
| Client PCs | I5, 4G RAM, Windows 10, 500G SSD. Purchased in 2017, warranty expires late 2020. |
| Switch | 24 port managed switch |
| Router | Telstra gateway, connected to 100/40 NBN business plan. |

## IT Services offered

CITEMS provides the following services to their customers:

**Virtualisation**

VMWare (ESX) and Hyper-V

**Backup and Restore**

Assistance with localised backups, and off-site backups to the CITEMS file server

**Remote Support**

Support assistance is available 8am to 6pm, Monday to Friday

For critical issues, a support person can come to the office after hours

**Office 365**

CITEMS can set up Office 365 accounts for customers