



Managed Services Profile

## GLACIER PRODUCTS / SILVERSTONE TYRES



Glacier Products Ltd was founded in 1979 has expanded to become the market leader in the ice-cream industry in the East African region, while Silverstone specialises in auto fitment related products and services.

They have been Ace Micro Services clients for over five years and have contracted them to provide IT managed services where an engineer is permanently assigned to their site to address any support issues in relation to the managed services offered.

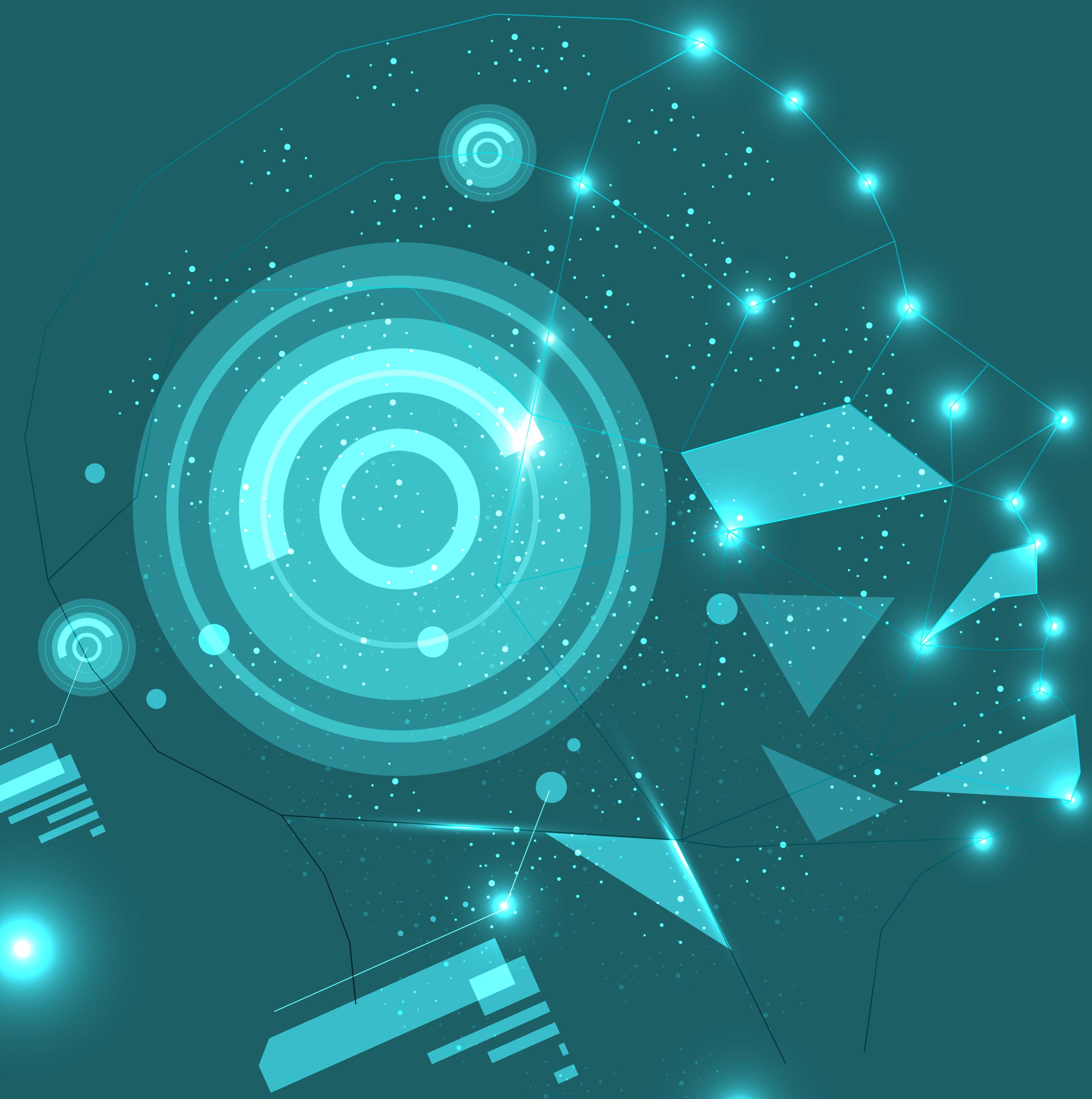
The scope of works covered includes;

- Hardware and software administration. This includes health check exercises that are performed monthly and quarterly for preventative maintenance and servicing.
- Network administration, support and maintenance of Wi-Fi systems, switches, firewalls, routers and other network and security devices etc.
- Helpdesk services which includes end user support for workstations and printers.
- Security and backup services, this includes Sophos as a security solution and Veeam as a backup solution that ensures business continuity.
- Documentation - evaluation of health checks reports and updating of network & infrastructure documentation.

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## BLOWPLAST



Blowplast manufacture plastic packaging solutions, serving more than 300 customers in Kenya and the region. They are among the early adopters of virtualisation in East Africa and have been able to reap the benefits of cost savings and return on investment. Blowplast has contracted Ace Micro Services to provide managed services on site.

The scope of works covered includes;

- Support for server infrastructure virtualization and NetApp SAN storage environments offering on-site backup and shared storage services for the virtual environment.
- Off-site data protection using a combination of NetApp Storage level replication (SnapMirror) and VMware site recovery manager of DR process automation
- Network core & distribution routing and switching.
- Network perimeter/edge, server, internal and endpoint firewall security.
- Wireless LAN network security.
- Always-on high availability server clusters for MS Exchange (DAG), File services (DFS), Active directory etc.

We continue to provide on-going support services for the data centre and application services environment as well as managed IT services.

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## THERMOPAK

Thermopak was established in the year 2000 with an aim of manufacturing a wide range of value-added food grade plastic disposable packaging products.

They have been clients of Ace Micro Services for over seven years.

Ace Micro Services has been contracted by Thermopak to provide managed services that includes;

- System stability and performance tuning.
- Managed services for all network devices (including Wi-Fi), servers, desktop and laptop devices, Active Directory, Antivirus, Office365.
- Documentation for network, security and support.
- Help-desk services (end user support)
- Health checks and DR Tests exercise.
- Preventive maintenance and servicing of the server, network and storage infrastructure and user workstations.

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## PAPERBAGS LIMITED

Paperbags Ltd founded in 1967, is a packaging company in Kenya that manufactures quality paper packaging i.e. brown and white paper bags, sacks, and smart packaging materials.

Paperbags has been working with Ace Micro Services for over five years. Ace Micro Services has been contracted to offer IT managed services and backup as a service (BaaS) that we offer for cloud hosting.

The scope of works covered includes;

- System support, maintenance and monitoring. This includes end user support of workstations and printer. Monitoring to ensure that there is business continuity with limited user interruptions.
- Infrastructure support - this includes server, network security and storage support.
- Business continuity by ensuring Veeam Backups are running as configured to be running on Ace Micro Services cloud.
- Health check exercises and preventive maintenance of both systems and infrastructure.
- Documentation - ensure review of health-check reports and job-cards done during health-check and preventive maintenance activities. Updating network documentation.

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