Prysmian Full IT Support 24/7-365

THE CHALLENGE

To supply to Prysmian vessels full IT Support 24/7, 365 days per year. The Support was to be managed using a Helpdesk solution in order to monitor performance statistics. This is a full IT support contract including all IT Systems and Infrastructure on board. As well as Satellite communications, hardware and software's.

THE SOLUTION

SeaTec Communications Sat Support Dept (SatSupport@seatec-comms.com) will offer full IT Support to the full fleet Including;-

- Remote/Phone Support
- Anti Virus Service
- Scheduled Antivirus Checks
- AntiSpyWare Service
- Advanced Remote Monitoring
- Regular IT Administration
- Windows Critical Updates
- Hard Disk Maintenance
- Hard Disk Defragmentation
- IT Solutions Consultancy
- Procurement Advice
- Scheduled Back Up Checks
- Quarterly Audit of Systems
- Directory Service Management
- Software Deployment
- Back up Trial restore
- Software License Compliance

- OS Deployment and Trouble-shooting
- Proactive Server Monitoring
- Firewall Maintenance and Management
- Switch/Access Point Management and maintenance
- Content and Application Filtering
- Security Testing Software
- Guaranteed Response for critical issues 6hrs

- Data Comms(VSAT/iridium/FBB/4G etc)
- Servers/Backups/Disaster Recovery
- AD Management
- User Management & Policies
- Switches/Access Points/Routers
- Proxy/Firewall/Content Filtering/Usage
- Email
- CCTV
- Windows Servers and Windows OS Applications
- Desktops, Laptops, Printers and Tablets
- Files and Storage System Maintenance
- Conference Facilities
- Installation, Software/Hardware updates
- Hyper-V, Virtualization, Tape Drives
- SAN/NAS Devices

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