Digital Design Experience

Integrating Technology, Inspiring Growth!
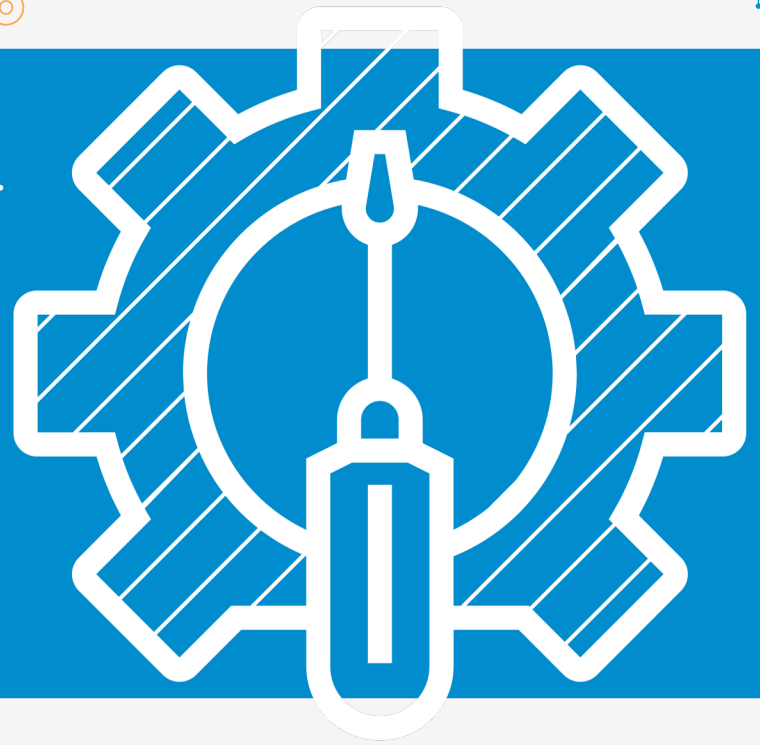
SmartOffice 360

Focus on your business. **We'll do the rest.**

MANAGED IT SERVICES FROM

SmartOffice360

A Digital Design Experience service

Looking to innovate through IT? You need Managed IT Services.

Technology should be a catalyst for business growth. But you may find the reality drastically different. If your organization is like most, you can probably relate to these everyday concerns:

- **Too much of your time is spent managing and maintaining current systems**
- **Costs to keep IT operating at optimal levels are spiraling and unpredictable**
- **IT staffing and training levels drive too many of your business decisions**

If you want to spend more time innovating and less time maintaining IT, now is the right time to consider SmartOffice360. We provide end-to-end management with unlimited support, access to an entire team of experienced IT professionals, plus cost stabilization with fixed monthly pricing.

Managed IT. Co-Managed IT. Managed Modules.

Choose from Managed IT Services or Co-Managed IT Services, plus Managed Modules to address the specific technical needs of your organization. You'll get more than just efficient IT management and support; you'll get a partner dedicated to the relentless search for IT improvement with expert guidance to help you define, prepare for, and realize your future IT vision.

Ksh5,600
PER MINUTE1

AVERAGE COST OF NETWORK DOWNTIME FOR BUSINESSES

Learn more online at designx.co.ke/service-details

Managed IT Services

A managed service model that lets our team of professionals become your expert IT department. You'll get end-to-end IT management with unlimited support, a single point of contact for your needs, plus cost stabilization with fixed monthly pricing.

OR

Co-Managed IT Services

Co-managed IT services blend the convenience of an internal IT department with the expertise of a managed service provider (MSP). This model enables internal IT teams and MSPs to collaborate, sharing responsibilities based on technology needs and skill gaps.

The SmartOffice360 Difference

Our holistic approach to managed services is unique. Regardless of which model you choose, there are no restrictive packages or complicated tiers to navigate—just a two, all-inclusive management and support offerings with the experienced guidance you need to operate at your best.

All Managed IT Services include:

CENTRALIZED SERVICES
Proactive monitoring and maintenance to find and correct problems before they happen for peak performance.

SUPPORT
Unlimited technical support via phone or email with speedy dispatch of onsite resources when required.

TECHNOLOGY ALIGNMENT
Monthly check-ins with standards-based evaluation and calibration of your IT environment to align with business goals.

STRATEGIC IT PLANNING
Quarterly consultations with your vCIO to ensure your IT is evolving to support your future business plans and vision.

Our Hybrid Solutions.

Cloud Managed services & Cybersecurity

We will work alongside your team to help move your cloud initiatives forward. Delivering benefits such as auto-scaling infrastructure, self-healing components, next-generation monitoring, improved business insights and continuous cost optimisation.

Creative Design

As a dynamic web design company, we offer comprehensive services to provide end-to-end web design and development solutions that transform your digital presence. We tap into the creative essence of the online landscape, using our expertise to create websites that truly reflect your brand identity.

Hybrid Office Configuration & IoT

The SmartOffice360 platform seamlessly integrates IoT and AI to enhance efficiency, offering smart room bookings, workspace desk reservations, smart lockers, equipment rentals, and intelligent power sockets—all designed to maximize your office space and resources.

Multisourcing Service Integration

Maximize your IT investments with MSI by consolidating your services into a single-provider model. While advanced technology can reduce costs, managing multiple suppliers often leads to increased expenses. We help streamline your operations and ensure consistent performance, optimizing your long-term IT costs.

Also Available: Managed Modules

Managed Modules address unique needs that fall outside of our core Managed IT Services offering. Each represents a fully managed service available as a standalone solution or as an add-on to your Managed IT Services contract at a reduced price.

MANAGED MODULE
Managed BCDR

SmartOffice360 offers comprehensive Managed Business Continuity and Disaster Recovery (BCDR) solutions to ensure your organization remains resilient in the face of disruptions. Disasters happen, but with our fully managed BCDR module from Data Networks, downtime doesn't have to be a reality. In the event of a ransomware attack or other disruptions, your business can quickly recover mission-critical data, restore IT systems, and smoothly resume operations. By unifying reliable backup and recovery with Business Continuity, we provide peace of mind, knowing that your data is protected and can be restored seamlessly. You can continue operations locally or in the cloud with minimal downtime. Our service includes:

- Verified On-Premise + Cloud-Based Data Backup
- Fast, Flexible Restores
- Ransomware Scanning to Ensure Data Integrity
- Global Cloud Infrastructure Supporting Business Continuity

If you want to protect your clients, employees, organization, and reputation, Managed BCDR is an important choice for your business.
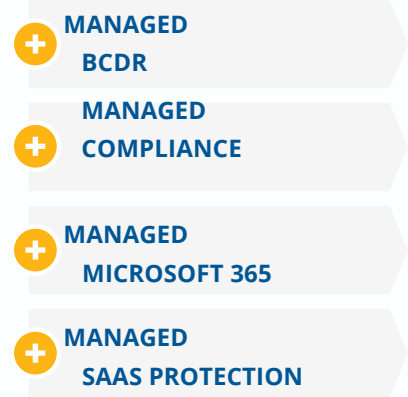
96%
OF BUSINESSES WITH A BACKUP AND RECOVERY SOLUTION IN PLACE *FULLY RECOVER* FROM RANSOMWARE ATTACKS2

MANAGED MODULE
Managed Compliance

Disasters happen—but downtime doesn't have to with Managed Business Continuity and Disaster Recovery (BCDR) from Data Networks. In the event of a ransomware attack or other disruption, your business must be able to quickly recover mission-critical data, restore IT systems, and smoothly resume operation. Our fully managed BCDR module unifies reliable backup and recovery with Business Continuity to provide peace of mind. Should disaster strike, data is protected and can be restored quickly, and you can continue operations locally or in the cloud with minimal downtime. It includes:

- Verified On-Premise + Cloud-Based Data Backup
- Fast, Flexible Restores
- Ransomware Scanning to Ensure Data Integrity
- Global Cloud Infrastructure Supporting Business Continuity

We take the chaos out of compliance for one monthly charge that covers all standards plus CLI.

WE PROVIDE ONGOING MONITORING + REPORTING AGAINST REQUIREMENTS TO HELP YOU GET AND STAY COMPLIANT

+

Managed Microsoft 365

Make the most of your Microsoft 365 investment with managed services designed to drive better business results and maintain the sustainable operation of your Microsoft 365 solutions. Our team of professionals will customize Microsoft 365 to your unique environment and architect the best solution for your business. Services cover:

- User Help Desk
- Administration of the Microsoft 365 Ecosystem
- Microsoft 365 Implementation Including Customization, Integration + Migration.

We deliver one-stop support and ensure your entire organization receives a comprehensive, seamless experience with the platform.

+

MANAGED MODULE

Managed SaaS Protection

Every day thousands of organizations, just like yours, place their trust in Microsoft 365 and Google Workspace to safeguard business-critical data. But did you know that data stored by these cloud-based applications are just as vulnerable to deletion and corruption as data stored on-premises?

If you have migrated workloads to the cloud, you need backup and recovery for critical cloud data. Our Managed SaaS Protection services leverage a cloud-to-cloud backup infrastructure to manage and ensure the comprehensive backup/recovery of data that lives in Microsoft 365 and Google Workspace applications, covering:

Microsoft 365	Google Workspace
▪ ▪ ▪ ▪ ▪	▪ ▪ ▪ ▪ ▪
Exchange	Gmail Google
OneDrive	Drive Calendar
SharePoint	Contacts
Teams Tasks	Shared Drive

All data is at risk, especially SaaS data. Rely on Managed SaaS Protection for maximized protection against permanent data loss.

20%

DISCOUNT ON PROFESSIONAL SERVICES AVAILABLE TO ALL MANAGED SERVICES CUSTOMERS

!

70%

OF BUSINESSES WILL SUFFER AN UNRECOVERABLE DATA LOSS IN SAAS APPLICATIONS BY 2022[3].

3 Gartner

Professional Services

Available on a project basis at an additional cost, Digital Design Experience's Professional Services can help implement improvements and upgrades identified through Strategic IT Planning with your vCIO. All Managed Services customers receive a 20% discount on Professional Services. To learn more about our Professional Services capabilities, experience, and certifications, visit us online at designx.co.ke.

Contact us today to learn more.

+254 743 585 174

OR

designx.co.ke/service-details