

# Focus on your business while we provide an Enterprise-class IT Department for less than it would cost you to hire and employ an in-house IT staff

## Managed Service Platform

a true Business IT Solution

With our **revolutionary** approach of **Managed Service Platform** designed specifically for Businesses with networks of 3 – 200 computers we are able to greatly increase the efficiency and productivity of delivering the service of IT infrastructure support & maintenance when and as our customers need it.

**24/7 Proactive Monitoring** – a leading technology platform allows us to **predict** and prevent most network and operating system problems **before they impact** on individual users.

Remote Management rapid problem resolution is enhanced by a market leading remote management product which helps us run vast majority of maintenance operations **remotely & transparently** and provide **instant helpdesk support** to end users while responding to their requests.

And all of this is done transparently with no interruption to your business operations!

## FIVE REASONS TO CHOOSE SEABAK:

### One

We're business people who also happen to be IT people. So we have a genuine commercial understanding as to how technology can improve performance.

### Two

We use smarter technology, which delivers exceptionally rapid problem diagnosis and resolution.

### Three

We hire smart, experienced people. They underpin our ability to deliver quality solutions on time and on budget.

### Four

We are an exceptionally accountable and responsive business. Our entire scheme of operations is linked to your satisfaction.

### Five

We take extreme attention to communication with our customers. This helps them measure the effectiveness of our service, understand what's going on at any given point and what's the action plan ahead.



## KEY FEATURES

Professional IT service with a flavor of personal touch

**Instant Helpdesk Support** – we are able to connect and remedy problems upon user's requests "as we speak".

**Real Time Network Monitoring** – we see all processes and trends on our customers networks and we are able to detect and correct issues before they become a problem to users.

**Unified Service Desk** with Single point of contact for all IT related issues. No multiple call transfers – talk directly to our specialists.

**Excellent Communicational Skills** – Individual Helpdesk Assistance in Azeri, English and Russian.

**A dedicated Account Manager** – an experienced manager with intimate understanding of your systems and processes is present at all times.

**Remote Management Platform** – regular backup, antivirus and security update management as well as vast majority of preventive routine operations are performed directly from our Network Operations Center with no disturbance to users.

## KEY BENEFITS

Delivering STABILITY, SIMPLICITY, VALUE

**Peace of Mind** – our eyes are on the monitoring system all the time.

**Single Point of Contact** – one person to deal with all IT issues, hardware vendors, ISPs...

**Full Service IT Department** – a team of specialists at your disposal to cover all areas of specialty.

**No Vacations** – we cover all periods of standard business operational activity.

**Fixed Price Services** – our packages are very sensitive to budgets. No hidden costs!

**Mobility** – we can be at multiple places at the same time.

**No ramp-up period** – we manage IT systems of any size in any industry so you never have to worry about how long it will take for your "new hire" to be up to speed.

**Unlimited Remote Support** – you and your staff can call our Network Operations Center and use the expertise of our specialists as much as you need.

Delegate your IT management. Think less of it. Work easier.

Seabak. Let's talk Results.





## INFRASTRUCTURE

Windows Domain Infrastructure  
Server Management  
Service Application Management  
Microsoft Exchange Server  
Microsoft SQL Server  
Perimeter Security Management  
Data Security Management  
Internet Control  
Email Services  
Anti Virus Systems  
Anti Spam Systems  
Disk-to-Disk Backup  
Disaster Recovery  
Offsite Backup  
Business Continuity Planning  
Router & Switch Management  
Firewall Management  
Internet Monitoring  
Content Filtering  
ISP management  
Secure Remote Connectivity

## BUSINESS PROCESS

Management Accounting Solutions  
CRM solutions  
ERP Systems Enrollment  
Document Flow Control  
POS/Inventory Control Solutions  
Office Mobility  
Paperless Office  
State Tax Reporting Systems  
Microsoft SharePoint Solutions  
Business Application Development

## ADDED VALUE SERVICES

Proactive Network Management  
Monitoring Only Services  
Hardware as a Service  
Software as a Service  
Procurement as a Service  
Website Design  
Website Hosting  
Hosted Email  
Hosted Exchange  
Hosted SharePoint

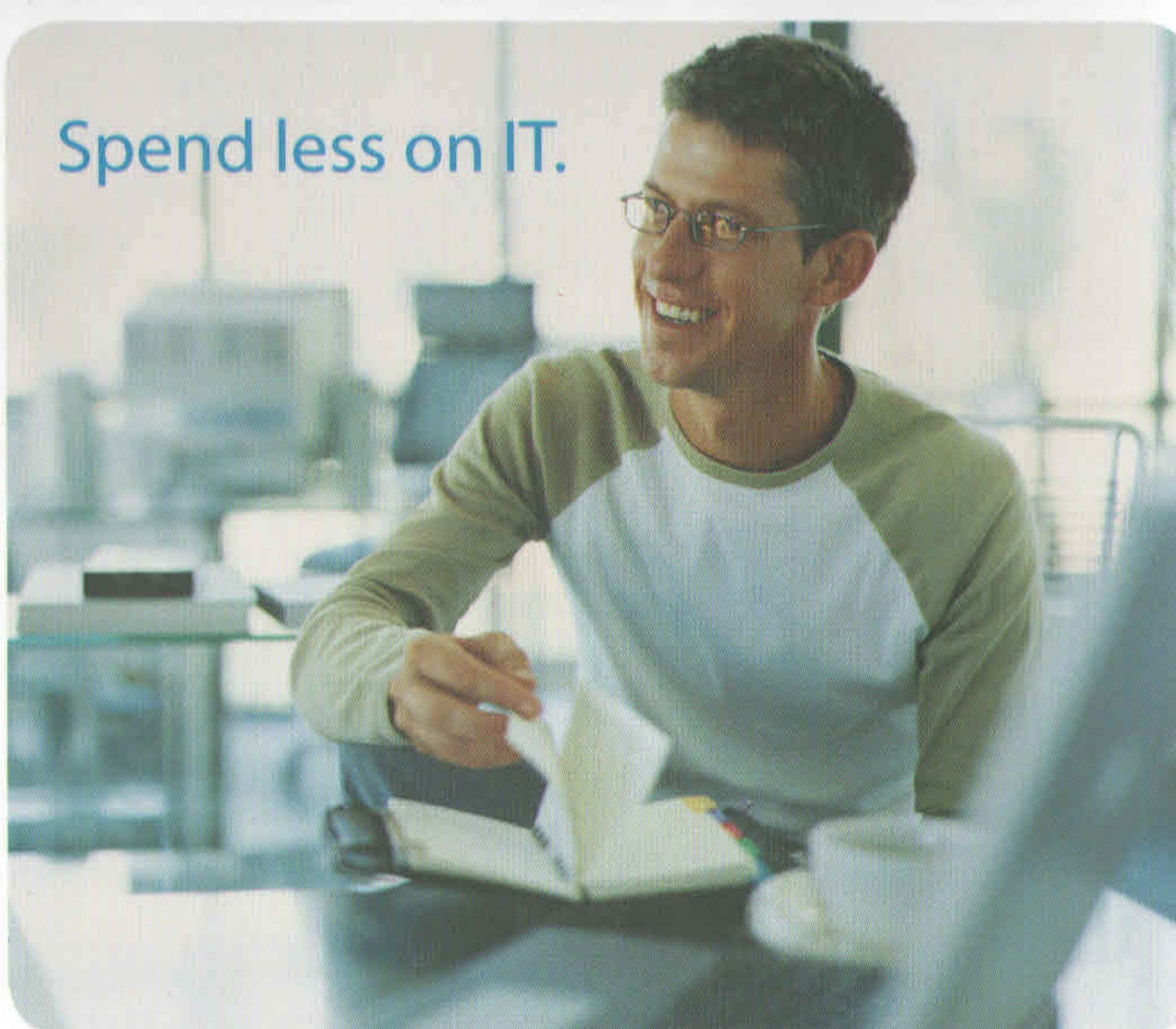
## END USER SUPPORT

Single Point of Contact  
Personalized Helpdesk  
Instant Remote Assistance  
Windows Workstation Lifecycle  
Standard OS support procedures  
User State Management  
User State Migration  
Technology Consulting

## PHYSICAL / TELECOM

Cabling Design / Installation  
Fiber-Optic Solutions  
Wireless Solutions  
PABX Management  
State of the Art Voice Solutions  
Video Conferencing Solutions

Spend less on IT.



For technical support call:

tel: (+99412) 4971118

For questions & sales call: tel: (+99450) 7501118

Seabak provides outsourced IT management and support services to small and medium sized businesses in Baku since 2002. We take complete responsibility for our customer's overall IT requirements, managing day-to-day IT services, providing long-term advice regarding IT-related business issues, and delivering exceptional value. With several Fortune Global 500 customers we cover all aspects of IT department operation for IT infrastructure of any size.



CompTIA



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Worry Free Maintenance Contract  
Instant Helpdesk Response  
Unlimited Remote Support  
Excellent Customer Care  
Fixed Budget Service



Finding it difficult to justify the cost of hiring one or two technical people to support your ICT needs? Do not have the workload for a full time person? Want to stop IT staff turn-over and finally have your users be supported by a professional team who knows what's going on?

We can help.