

Company profile 2017

Delivering client inspired solutions



Our company profile

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Our portfolio

products & services

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MANAGE & SUPPORT

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SPEAK & CONNECT

SECURITY

- Check Point® Enterprise Security**WEB**
- FortiGate® Enterprise Security**WEB**
- Syrex Firewall**WEB**

SUPPORT

- Managed Services:
ConnectWise® Automate**WEB**
- Managed Services:
Outsource IT Support**WEB**
- Technical Support**WEB**

INFRASTRUCTURE

- Infrastructure**WEB**

CLOUD SERVICES

- Cloud Services**WEB**
- Microsoft® Office 365**WEB**
- Hosting Services**WEB**
- Syrex Enterprise Cloud Servers**WEB**
- Microsoft® Azure**WEB**

BACKUP SERVICES

- Enterprise Backups: BackupPro**WEB**
- Business Backups**WEB**

MAIL SERVICES

- Mimecast®**WEB**
- Mail Services**WEB**
- Microsoft® Office 365**WEB**
- Microsoft® Exchange Online**PDF**
- MailMarshal®**WEB**

HARDWARE & SOFTWARE

- Hardware**WEB**
- Software**WEB**

SYREX ADVANCED SERVER

- Syrex Advanced Server**WEB**

CONNECTIVITY

- Connectivity Overview**WEB**
- Syrex Broadband Connect**WEB**
- Syrex Connect**WEB**
- Syrex Premium Connect**WEB**
- Syrex IP Transit (IPT)**WEB**
- Syrex Mobile Connect APN**WEB**
- Syrex Core Connect**WEB**
- Rapid Deployment**WEB**

COMMUNICATION

- On-site & Hosted VoIP Services**WEB**

Syrex provides a host of remote and on-site technologies that, when combined create an effective ICT environment for all client specific requirements. Security platforms, managed services and outsourcing designed and tailored to ensure maximum uptime and productivity.

Our history

It all started with a group of friends

20 years ago, the founders of Syrex realised there was a need to help businesses with their ICT requirements and the one-size-fits-all approach adopted by the retailers and technology providers at the time was somewhat lacking. So Syrex Intranets began building 'bespoke' personal computers, which lead to 'bespoke' networks, which lead to a reputation of being the go-to 'bespoke' provider for all things IT.

Fast-forward two decades and while our name became simpler, our vision remains: to provide complete, client inspired solutions, using the latest technologies and products. Still owned and run by the founding members, our team has many years' experience and IT-related qualifications and are constantly increasing our skill and knowledge base to ensure we are able to offer and support the best products and services available.

As both vendor- and partner-neutral, Syrex creates the most cost-effective and appropriate solutions for your business. Located in both Johannesburg and Cape Town, we have full on-site support and servicing capabilities country-wide, as well as virtual support throughout the world using our outsourced partner network.

Being neutral doesn't stop us from receiving recognition. When Microsoft® launched their Office365 program, we knew that we needed to drive implementation as many of our clients were using Microsoft® Exchange® and Small Business Servers, which weren't suited to their operations.

The result?

Syrex boarded more users of Office365 than any other provider in South Africa in the SMME environment, in the first twelve months, earning us Microsoft® Cloud Accelerator Status, in addition to already having been a Microsoft® Gold Partner since 2005. We also have carrier and wholesaler status with all major ISP's and aggregators.



Our vision is to

**deliver world
leading IT
solutions and
service**

Our giving

About more than just us

Syrex is about more than just service excellence, we also take our compliance very seriously. In addition to our BBBEE compliance, we are a fully-licensed Internet Services Provider, hold an ECNS license from ICASA and are a member of AFRINIC.

Alongside compliance we have our commitment to corporate social responsibility. We invest in causes that we believe in, providing them with the support they need to keep on doing the good work that they do. From housing and education to children to wildlife, we pay attention to the causes that will make a difference to South Africa and South Africans. Every project and cause ties into our company ethos - to do things differently and look beyond the obvious.

Sometimes, it isn't enough to simply donate money, that is why Syrex partnered with Applify It (Pty) Ltd to bring technology to educational bodies and transform teaching in the classroom and at home.



Since 2006, they have been defining solutions and strategies to bring all devices, operating systems, programs and platforms together in a way that is scalable, stable and beneficial to both student and teacher.

We look beyond the obvious

**we pay
attention to
the causes
that make
a difference**

Our expertise

Giving you the best options

20 years ago, Microsoft had just released Internet Explorer 1.0 and Windows 95 – virtual hosting, cloud computing and high-speed communication hadn't even been thought of, and yet, two decades later, Syrex specialises in just those services. We created Syrex Hosted and Cloud Services for the business that needs part or its entire IT infrastructure off premises. As the name implies, it is a family of services, and unlike real life, you get to pick your family as each service can be implemented according to your needs and budget.

As a carrier provider, Syrex manages and maintains its own national core environment across multiple data centres. Through this ecosystem we are able to provide and host all our value-added services, thus ensuring delivery of all our end-to-end ICT solutions.

In an age where everyone is online and connected, we are able to offer better peace of mind when migrating physical, on-premise to virtual and then into the cloud. This evolution ensures for better flexibility, less downtime and more productivity for our clients. By leveraging off our peering and partner agreements, Syrex has ensured that our ecosystem constructively enables us to deliver end-to-end services everywhere in SA and beyond.



Syrex cloud and connectivity solutions are designed with cost, uptime and speed in mind.

As a carrier agnostic provider, with our own national network, we are able to holistically manage infrastructure across all mediums end-to-end. We provide tailor-made connectivity solutions to either single or multi-site clients thereby enabling them to seamlessly access cloud services.

We are proficient in Microsoft®, Apple® and Linux® technologies thereby ensuring capacity to support and maintain multi-platform environments.

As accredited Microsoft® Gold Partners we have specialist skills in Microsoft® Server, Desktop, Cloud and Software Licensing and Software Asset Management (SAM).

Our sales team

Tailor-made solutions you can trust

Our sales team prides itself in creating not only the best solution for your business at the best price but also the best plan for implementation. This allows you to set the pace according to your needs, budget and your appetite to venture from on-premise to the cloud. Our consultants don't just sell a solution, they facilitate the implementation, educate and advise on the technology and options available and make sure that your investment yields returns.

Our team specialises in the design of holistic solutions based on user-experience from the desktop to the cloud. This includes the sourcing and deployment of hardware and software as well as the installation and configuration of the various components, such as cabling, fibre and microwave connections and wireless networks.

Our mission is to

**provide clients
with state-
of-the-art IT
infrastructure.**

“We are passionate about your business. We make it our mission to understand all your requirements as well as the technology best suited to your needs, and we strive to deliver a personalised service based on trust and integrity.”



MANAGE & SUPPORT

Our solutions are specifically designed to manage and monitor client services to ensure maximum uptime and efficiency. Our dedicated technical team enables us to provide you with the highest level of support. Our Enterprise Security Offerings assist in mitigating the ever-evolving threat and risk landscape ensuring your data and systems remain intact and secure.



NEXT GENERATION FIREWALLING
TARGETED THREAT PREVENTION
UNIFIED THREAT MANAGEMENT
MANAGED SERVICES
MONITORING & SUPPORT
INFRASTRUCTURE

Firewalls are key to protecting any environment and can be configured to your specifications and Syrex has both hosted and on-premise options to choose from allowing us to cater to both enterprise and SME clients. Utilising state of the art encryption protocol the **Syrex Firewall** is a unique blend of security and functionality and can be utilised as a web and mail server as well.

In addition to preventing unauthorised access to your environment, the **Syrex Firewall** also provides proxy, reporting and connectivity management. As part of our Enterprise Security suite, we are not only credentialed but proficient in delivering Check Point® & Fortigate® firewalls.



Our **Managed Services** assumes the daily supervision and control of your infrastructure and are scalable and adaptable to your existing in-house IT needs. In addition to constant monitoring of the various components of the solution, which enables a proactive response to incidents, we can assist with IT asset management, business continuity planning, infrastructure reporting, advanced connectivity management as well as provide access to our Help Desk to assist your users and in-house IT support.

The Syrex Help Desk operates outside of normal business hours, with constant incident management, escalation protocols and workaround solutions to minimise the impact of an outage or incident as far as possible.

Our support services include on-site technical support, with the option to have permanent placement of a qualified engineer to manage your infrastructure.



STORE & SERVE

Our on-site and cloud platforms are designed to resiliently host and manage client applications. These services are fully managed and ensure minimal client interaction to provide maximum uptime and availability to all business critical systems. We are able to evaluate and deliver both private and public cloud offerings specifically catered to your needs, including mail and cloud server options as well as off-site backups.



CLOUD SERVICES

BACKUP SERVICES

MAIL SERVICES

HARDWARE & SOFTWARE

SYREX ADVANCED SERVER

As part of our value-added services suite, we are proficient in delivering mail solutions, website and domain hosting, backup services, disaster recovery as well as virtual and physical co-location services.

These services are maintained and managed by our technical team and are not only scalable but also cost-effective.

Call us now

Go to our website:
www.syrex.co.za
to view and download
our product sheets



Our mission is to provide the

**highest
reliability in the
country through
exceptional
service.**



SPEAK & CONNECT

As a carrier agnostic ISP, we can design a best-fit connectivity solution based on your location and budget. Syrex's Virtual Core and national presence allow for best-of-breed connectivity solutions to deliver both uptime and technology advantages. Our hosted PBX and mobile APN solutions are designed for organisations of all sizes and can be tailored to meet specific requirements.



CONNECTIVITY

VOIP

HOSTED PABX

PRIVATE & PUBLIC APN'S

Our carrier agnostic, connectivity and APN architecture allows us to deliver to any location in South Africa with the clients' needs and budget in mind. Built on a highly resilient core in multiple data centres across Africa we provide our clients with piece-of-mind when delivering our voice and data

solutions.

We are uniquely positioned to deliver our fibre and microwave network via our Rapid Deployment offering within relatively short time-frames.

We deliver client inspired solutions through the

**integration of
technology,
people and IT
systems.**

Our partners

The true benefit of partnerships

Over the years, we have developed many strong relationships to ensure that we are able to provide our clients with the best possible ICT solutions.

Our strategic alliances range across a myriad of categories from software and connectivity to security and hardware.



say what?

Glossary of jargon and common terms used in the ICT industry

API Application Programming Interface	Application that holds rules and requirements that govern how applications can talk to each other	OSI Layer 1 Physical Layer	The electronic pulses, light or radio waves that pass through a network via cables, switches, network cables and network cards
APN Access Point Name	APN Connection is a gateway between the mobile service providers and a private network.	OSI Layer 2 Data Link Layer	Where the MAC and LLC layers engage to move data seamlessly
AUP Abuse User Policy / Acceptable User Policy		OSI Layer 3 Network Layer	Contains switch routing protocols, creates logical paths for transmitting data as well as manages congestion control and packet sequencing
BGP Border Gate Protocol	Exchanges routing and reachability information to make informed decisions for passing of data between autonomous systems, via the internet.	OSI Layer 4 Transport Link Layer	Ensures that data requirements can be read and understood by receiving and passing portals so that the data can be managed correctly.
DNS Domain Name Servers / Services	The collective acronym refers to all internet address names, which translates to the IP address. Not to be confused with the 'Domain' which references the network name	OSI Layer 5 Session Layer	Where applications can talk to each other across multiple networks
EIGRP Extended Internet Gateway Routing Protocol	Designed by Cisco, it allows routers to share information to aid BGPs and IGPs to do what they do best.	OSI Layer 6 Presentation Layer	Where encrypted data is transformed to enable communication between applications and networks
EU End User or User	The human who uses the laptop or PC	OSI Layer 7 Application Layer	End-User processes and application services are enacted
GUI Graphical User Interface	A pictorial, user-friendly platform that creates instructions so the user needn't know detailed coding	OSPF Open Shortest Path First	An Interior Gateway Protocol (IGP) which does what BGP does, but inside the autonomous system.
IAX Inter-Asterisk Exchange	Used to transfer VoIP sessions between servers	PBX / PABX Private Branch Exchange	A multi-line telephone system that can also assist with call handling and routing.
IMAP Internet Message Access Protocol	Allows for multiple users to access the same mail account and change the state of a message and the various users can see the changes.	PC Personal Computer	The human interface device with screen and keyboard. May include both desktop, tower and laptop devices
IP Internet Protocol	The numeric means by which assets are found on the internet or a domain	POP Post Office Protocol	Simple download-and-delete email account, usually via Webmail or similar
LLC Logical Link Control	Synchronises the receiving and passing of data through frame synchronisation	RAID Redundant array of independent disks	Multi-disk hard-drive array, which ensures data redundancy and increased performance
MAC Media Access Control	MAC Layer controls how computers gain access to networks, receive or send data	SAM Microsoft Software Asset Management	A plan that helps identify what you have, what you need, how much it will cost, etc.
MPLS Multi-Protocol Label Switching	Directs data from one network node to the next avoiding complex lookups, addresses, etc.	SIP Session Initiation Protocol	Used to manage voice and multimedia sessions across the internet
On-Premise On-site	Where the solution hardware is located on the client premises	VoIP Voice over Internet Protocol (Voice over IP, VoIP and IP telephony)	Voice communication (telephone calls) using the internet, rather than a fixed line exchange
OS Operating System	The software that performs tasks based on instructions received and rules defined.	VPN MPLS Virtual Private Network MPLS	MPLS used to create a highly secure tunnel via the internet within which to pass data quickly.
OSI Open Source Interconnection	Network guide that defines acceptable protocols for connections that pass data	3DES Triple Data Encryption Algorithm	A symmetric-key block cipher, which applies the Data Encryption Standard (DES) cipher algorithm three times to each data block

Call us today! 086 11 syrex

**Let us deliver a
client inspired
solution for your
business.**

