

Section 1 - General IT Systems and Support for Solicitors



Section 1 - Supplier Details

Supplier response:

Company name	Bytek Office systems Ltd
CRO Reg. No.	
Address	Unit 1b,Damestown Way, Dublin 15 & Woodbine Business
Contact person	Brendan Moran
Telephone	087 6208000
Email	bmoran@bytek.ie
How long in business	7th Oct 1988
How many solicitors firms currently use your services?	23
Target firm size (in number of fee-earners)	5 to 25

Reference firms. Please list names, addresses and contact person of five firms who use your product or service.

Note: This information is for reference by the compilers of the report. The names of the referenced firms will not be published as part of the report but may be given to others with the consent of the firm concerned.

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Section 2 - General IT Systems and Support



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Supplier response:

Supply, install and support:

- Printers /scanners /copiers / multi function units	Yes
- Desktop PCs	Yes
- Laptops / netbooks / tablets (incl iPad) and smart phones	Yes
- Servers (Virtualisation, Consolidation)	Yes
- Power supply (Dual Power Supplies, Battery Back-up Units, UPS etc)	Yes
- Back-up (Servers, Desktops, Laptops etc.)	Yes
- Backup - local (tape)	Yes
- Backup - online	Third Party Partner
- Digital dictation	Third Party Partner
- Remote access by laptop / tablets (incl iPad) / smartphone and other remote devices	Yes
- Remote secure access by clients	Yes
- Email integration with remote devices (laptop / iPad / smartphones)	Yes
- System / user administration	Yes
- Web Control - Access/Content Management	Yes

Networking / Security:

- VOIP (Voice over IP Telephony)	Third Party Partner
- Remote access by VPN	Yes
- Firewalls, access security., Content Filtering, Antispam, Intrusion Prevention and Generic Exploit Blocking	Yes
- Antivirus/Antispyware, Desktop Firewall, Message Security for Exchange	Yes
- Wireless network (secure)	Yes
- Email scanning and management	Yes
- Business Intelligence (Document Management, SharePoint, Documentum)	Third Party Partner
- Network set-up and user training for administration of Network	Yes

Type of Support Available:

- On site (in Hours, Extended Hours, Out of Hours)	Yes
- Remote access	Yes
- Regular system health checks	Yes
- Regular backup verification checks	Yes

- Test Recovery of all Systems	Yes
- Remote Monitoring of Servers & Systems	Yes
- Out of hours monitoring for Critical applications	Yes
- Reporting ('Incidents'/Calls & Audit results)	Yes
- Dedicated Account Manager	Yes

Managed Services:

- Managed Helpdesk Solutions	Yes
- Managed Outsourcing and IT Resourcing	Yes
- Print Managed Services	Yes
- Managed Disaster Recovery Solutions	Yes
- Managed Cloud Solutions (DR, E-mail, Office)	Third Party Partner

Cloud Services:

- Back Up on-line	Third Party Partner
- DR Solutions	Yes
- Full Remote Office anywhere	Third Party Partner
- Hosting of Servers (Virtual & Physical)	Third Party Partner

Project Management:

- Dedicated (PRINCE certified) Specialists available	Third Party Partner
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