

# Section 1 - General IT Systems and Support for Solicitors



## Section 1 - Supplier Details

## Supplier response:

Company name	HiberniaEvros Technology Group
CRO Reg. No.	170309
Address	Block G, Cherrywood Business Park, Loughlinstown, Dublin 18
Contact person	John Kennedy
Telephone	01 439 6837
Email	<a href="mailto:john.kennedy@hetg.ie">john.kennedy@hetg.ie</a>
How long in business	23 years
How many solicitors firms currently use your services?	8
Target firm size (in number of fee-earners)	10+

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 The names of the referenced firms will not be published as part of the report but may be given to others with the consent of the firm concerned.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	Yes
- 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	No

#### Networking / Security:

- VOIP (Voice over IP Telephony)	Yes
- 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)	Yes
- 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
- Remote Monitoring of Servers & Systems
- Out of hours monitoring for Critical applications
- Reporting ('Incidents'/Calls & Audit results)
- Dedicated Account Manager

**Managed Services:**

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

**Cloud Services:**

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

**Project Management:**

- Dedicated (PRINCE certified) Specialists available