

Section 1 - General IT Systems and Support for Solicitors



Section 1 - Supplier Details

Supplier response:

Company name	Prosalis IRL Ltd
CRO Reg. No.	329991
Address	3015 Lake Drive, Citywest Digital Park, D 24
Contact person	T J Whelan
Telephone	353 1 524 2468
Email	tj.whelan@proslais.ie
How long in business	10 yrs
How many solicitors firms currently use your services?	10
Target firm size (in number of fee-earners)	1 - 50

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 The names of the referenced firms will not be published as part of the report but may be given to others with the consent of the firm concerned.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
- Desktop PCs
- Laptops / netbooks / tablets (incl iPad) and smart phones
- Servers (Virtualisation, Consolidation)
- Power supply (Dual Power Supplies, Battery Back-up Units, UPS etc)
- Back-up (Servers, Desktops, Laptops etc.)
- Backup - local (tape)
- Backup - online
- Digital dictation
- Remote access by laptop / tablets (incl iPad) / smartphone and other remote devices
- Remote secure access by clients
- Email integration with remote devices (laptop / iPad / smartphones)
- System / user administration
- Web Control - Access/Content Management

Third Party Partner
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Third Party Partner
Yes
Yes
Yes
Yes

Networking / Security:

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

Yes
Yes
Yes
Yes
Yes
Yes
Third Party Partner
Yes

Type of Support Available:

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

Yes
Yes
Yes
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	Third Party Partner
- Managed Disaster Recovery Solutions	Yes
- Managed Cloud Solutions (DR, E-mail, Office)	Yes

Cloud Services:

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

Project Management:

- Dedicated (PRINCE certified) Specialists available	Third Party Partner
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