

# Section 1 - General IT Systems and Support for Solicitors



## Section 1 - Supplier Details

## Supplier response:

Company name	Trilogy Technologies
CRO Reg. No.	280997
Address	2 Whitefriars Aungier Street Dublin 2
Contact person	John Casey
Telephone	01-4768050
Email	<a href="mailto:sales@trilogytechnologies.ie">sales@trilogytechnologies.ie</a>
How long in business	15 years
How many solicitors firms currently use your services?	15
Target firm size (in number of fee-earners)	5-75

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 The names of the referenced firms will not be published as part of the report but may be given to others with the consent of the firm concerned.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