



GEEX IT SUPPORT
we focus on your IT, so you can focus on your business



COMPANY PROFILE
GEEX | MANAGED IT SUPPORT
CERTIFIED LEVEL 1 B-BBEE CONTRIBUTOR





WHO ARE GEEX?

GEEX is a leading 100% black owned, Johannesburg based computer support, managed IT service provider in the Information and Communications Technology (ICT) sector that's operated by industry professionals and specialists. We provide efficient, fast, and friendly IT support & consultation for desktops, servers, networking devices and applications.

We provide technology based solutions for enterprises. We offer contracted IT services, assist your current in-house IT team with technical projects, manage outsourced projects. Our experienced team of professionals can provide solutions in any IT landscape to enhance the life cycle of data across your enterprise and streamline data management to minimize costs and maximize production.

GEEX works by simplifying IT operations and improving the reliability of networks. Instead of spending time worrying about technology, business owners can stay focused on growing their businesses.





INTERNET

OUR SERVICES & WHAT WE OFFER TO YOU

Our IT support and solutions is exclusively designed for each individual business. We believe in helping you build your business with IT Support that actually works. No jargon no empty promises just IT that actually works!

FIREWALL

SERVER

SERVER





WHAT WE DO

- Corporate, SME, & SOHO Solutions
- Virus, Spyware & Malware Removal/Prevention
- Setting Up Of Networks (Wired & Wireless)
- Outdoor WIFI Solutions
- Server & Infrastructure Installations
- Computer & Printer Setup
- Remote Access Setup
- Computer Equipment Supply & Services
- Data Backup & Recovery Solutions
- Cloud Backup Solutions
- Web Design & Hosting With GEEX IT Hosting
- Network Design, Installation, Security, & Support
- Computer & Laptop Repairs
- Email Management & Continuity Services
- Cloud Services
- Server Hosting Services
- Equipment Recycling
- Network Cabling
- Hardware & Software Installation & Support





CORE SERVICES

CONSULTING

Transforming organizations with top-of-the-wave innovations

GEEX deploys its highly skilled experts to help our clients prepare for and adapt quickly to changes in the market, outperform competitors and provide outstanding services to their customers.

SYSTEMS INTEGRATION

Seamless business systems for operational excellence

Our teams manage all aspects of solution design and implementation, and work with our clients to develop, implement, and maintain systems that will support and enhance their overall business strategy. Our global delivery model adds quality, scalability, predictability and flexibility.

MANAGED SERVICES

Creating business benefits through intelligently managed IT

We are Johannesburg's leading provider of managed IT services and we have in-depth expertise in workplace management, managed infrastructure, application operations, network and communications. Within our project service unit we deliver infrastructure consult, design and build capabilities to our customers.



WHAT ARE YOUR ISSUES ?

- What Support Is Missing Or Lacking From Your Current Provider Or Staff ?
- Is Your It Staff Getting Bugged Down With Day To Day Repairs And Not Helping To Advance The Organization's Mission ?
- Do You Have Remote Locations That Are Difficult To Support ?
- What Services Do You Need To Retain In-House ?
- What Are The Day To Day Support Issues ?
- Is The Current IT Infrastructure Effective ? Is It Meeting Your Business Needs ?
- How Can Proactive Support & A Help Desk Make Your Business Run More Smoothly ?



WHAT CAN GO WRONG ?



DELETED FILES
THEFT
CORRUPTED DATABASE
VIRUS OR HACKER ATTACK
DISK CRASH
SERVER CRASH
LOCAL/REGIONAL DISASTER





SUPPORT PLAN OPTIONS #1

As a business owner, you are constantly looking for ways to minimise IT support costs while maximising IT uptime. As a result we offer you our FLAT-FEE-PAY-AS-YOU-GO support service to fit in with your business requirements and budget:

PAY-AS-YOU-GO

If you're on a Time & Material, Break/Fix or Block Plan with your current IT provider you're probably both playing tug-of-war and not on the same team. The reason is because your IT provider doesn't make any money unless they can bill you for problems they've fixed. And, I'm assuming, you want to have as few problems as possible. If you are currently in this situation with your IT company and you need to ask yourself, who's really winning ?

We don't want you to pay unpredictable hourly support charges. It doesn't make sense. You should be getting proactive support giving everyone in your company the help they need, when they need it, without the unpredictable bills.

- **24 HOUR SUPPORT**
- **SAME DAY SERVICE**
- **PAY ONLY WHEN NEEDED**
- **NO CONTRACTS**
- **QUICK RESPONSE TIME**
- **IDEAL FOR YOUR SMALL OFFICE / HOME OFFICE**





SUPPORT PLAN OPTIONS #2

Our Managed Support model makes it easy to forecast your future IT costs based on infrastructure needs. This monthly fee is based on the number of devices you want us to manage through a simple month-to-month contract.

MANAGED-IT-SUPPORT

GEEX offers a one stop shop for all your IT Managed Services (management and support requirements) at a fixed monthly cost. With this plan you pay a monthly fee that covers all of your IT problems. It doesn't matter if the provider has to spend 7 hours or 70 hours that month fixing issues. You pay the same monthly rate. If something ever goes wrong, you're never asked to pay more.

A complete, proactive and automatic Managed IT Services systems management strategy can eliminate many of the tedious manual tasks typically associated with IT maintenance, allowing our IT professionals to improve efficiencies, increase performance, reduce risk and manage growth. These services are priced on a flat monthly fee for unlimited service - providing budget predictability and ease of access to our services.

- **24 HOUR SUPPORT**
- **SAME DAY SERVICE**
- **MONTH TO MONTH CONTRACTS, 1 MONTH CANCELLATION NOTICE**
- **QUICK RESPONSE TIME**
- **IDEAL FOR YOUR SMALL TO MEDIUM SIZE BUSINESSES**





GEEX | IT SUPPORT BUSINESS SOLUTIONS

Our IT Outsourcing service is aimed at supporting your IT strategies where and when you require that support – and you are able to maintain full management control.



BENEFITS OF OUTSOURCING TO GEEX

❑ CONTROL YOUR IT SUPPORT COSTS

With GEEX avoid unexpected expenditure with fixed monthly costs. We guarantee to provide IT services for cheaper than doing it in-house.

❑ FLEXIBILITY

An IT Support agreement will include the ability to cover you over holidays and other IT related issues.

❑ TRAINED, EXPERIENCED, QUALIFIED & CERTIFIED IT SUPPORT TECHNICIANS

If your staff is not IT trained, what do you do ? Outsource your IT functions to our qualified, experienced IT Support staff.

❑ QUICKLY IMPLEMENT NEW TECHNOLOGY

We have the resources and flexibility to start new projects very quickly. Handling the same project in-house might involve weeks or months.

❑ STAY FOCUSED ON YOUR CORE BUSINESS

Outsourcing your IT Support function can help your business stay focused on your core business and not get distracted by complex IT problems. In rapid growth periods, the back-office operations of a company will expand also.

❑ COMPLIANCE AND SECURITY

Is your company data backed up ? Is your firewall up to date ? Do you audit your Workstations and Servers ? Do you check your antivirus status regularly? Our outsourced IT Support services include these aspects to give you peace-of-mind.



BUSINESS FEEDBACK SESSIONS

Monthly/Quarterly reviews will help you to understand where, when and how to best invest your IT budget & control costs.

EXECUTIVE SUMMARY

Provides an overview of entire site status

WEBSITE MONITORING

Up-to-date information on website reliability

PATCH STATUS

Summarizes security patches that were applied for targeted devices

SERVER HEALTH

Establishes performance baselines and identifies areas of improvement

SITE PERFORMANCE

Identifies the top most-stressed devices by memory usage and CPU

WORK COMPLETED

Summarizes information on cleared alerts, completed tickets, and script



AVAILABLE 24 / 7 / 365

LABOUR	RATE
Office Hours Remote Assistance 7am – 6pm Monday - Friday	R550 Flat Fee / or Included in SLA
Office Hours On-Site Assistance 7am – 6pm Monday - Friday	R750 Flat Fee / or Included in SLA
Afterhours Remote Assistance 6pm – 7am Monday - Friday	R750 Flat Fee / or Included in SLA
Afterhours On-Site Assistance 6pm – 7am Monday - Friday	R800 Flat Fee / or Included in SLA
Weekends Remote Assistance Saturday - Sunday	TBC
Weekends On-Site Assistance Saturday - Sunday	TBC





HOW MUCH WOULD 1 HOUR OF DOWNTIME COST YOUR COMPANY ?



OUR MAIN FOCUS

Our goal is to provide a long term I.T. partnerships with our clients. These long term relationships allow us to understand our clients' unique needs and requirements and provide a high level of service.

We will provide cost effective service & support allowing you to get the best from your I.T. investment and at the same time aligning your IT services with your business requirements.

If you are interested in knowing how GEEEX can help you better manage and utilise your IT systems, give us a call and let's discuss your Managed Service Requirements.

GEEX (PTY) LTD
Block 4, 150 Rivonia Road
Sandton, Johannesburg
2057

Office : 087 822 1178
Mobile : 082 211 3566
Email : info@geex.co.za
Web : www.geex.co.za

CERTIFIED LEVEL 1 B-BBEE CONTRIBUTOR



A photograph of two men in business attire sitting at a desk. The man on the left is wearing glasses and holding a pen over a tablet. The man on the right is also holding a pen and looking at the tablet. On the desk, there is a laptop, a glass of water, and some papers. A blue semi-transparent banner is overlaid across the middle of the image, containing white text.

You've got enough things to worry about when it comes to running your business, IT shouldn't be one of them.

A photograph of two men in business attire sitting at a desk. They are looking at a tablet or document together. On the desk, there is a laptop, a glass of water, and some papers. The scene is brightly lit, likely from a window in the background. A large blue semi-transparent banner is overlaid across the middle of the image, containing the text 'THANK YOU'.

THANK YOU

Official GEEX Business Partners

ignite YOUR BUSINESS. UNLIMITED.



GEEX
Your Computer Maintenance and Support Specialists



Registration No : 2016/058264/07 | VAT No : 9597594176

www.geex.co.za