IT SUPPORT SERVICES

This team helps with day to day challenges that are experienced with the use of computer technologies. The vastness of issues varies depending on the initial setup after a projector configuration of the site. With experience, though these become easier for all.

IT Support Services includes, day to day:

- Remote Support
- Onsite Support
- Incident Management
- Desktop, Server, Network and Other Infrastructure
- Helpdesk Support
- Server Maintenance
- General IT Infrastructure Support

Certifications

- ITIL
- ISO 9000
- A+
- MCSE

Connect with Us

A   48a Sixth Avenue
Illovo, Johannesburg, 2176
P O Box 364
Melrose Arch, 2016

E   info@tagit.co.za

T   C +27 82 875 4561

W   www.tagit.co.za

IT MONITORING SERVICES

Our systems monitor yours to alert us of both potential problems, that if left unattended could be the cause for disasters, which impact business operations or are not resolvable. The systems used run 24 hours a day and can keep an eye out on the infrastructure, even when we are all asleep, prompting our technicians on where to focus the efforts before business operations resume.

IT Monitoring Services include:

- Automated and Scheduled Activities
- Up to date Anti-Virus Software
- Patch management
- Backup & Recovery
- Remote Control
- Hard Drive Space
- Event Log Monitoring
- Internet Connectivity
- Cable errors

Certifications

- ITIL
- ISO 9000

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IT NETWORKING SERVICES

With recent developments in technology, to access IT services, such as cloud based solutions, software as a service, voice over IP, among others, the network capacity needs to be of a high-quality standard. A well designed and managed network also ensure that these IT services are never interrupted.

IT Networking Services includes:

- LAN Optimization of
  - o Wifi
  - o VOIP
  - o Cables
  - o Managed Switches
- WAN Optimization through
  - o Router & Firewall Management
  - o VPN Management
  - o ISP Management

Certifications

- ITIL
- ISO 9000
- N+

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IT OPERATIONS MANAGEMENT

These are general IT operations and maintenance activities that ensure that problems that are recurring are identified addressed via special projects that coordinate especially skilled resources and effort to get to resolution.

IT Operations Management Services:

- Problem management
- Capacity Management
- Helpdesk Analysis
- IT Supply Chain Management
- IT Asset Management
- Hardware & Software Life-cycle Management
- Regular DR Testing

Certifications

- ITIL
- ISO 9000
- N+
- Prince II

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IT INFRASTRUCTURE PROJECT

MANAGEMENT

These are general IT operations and maintenance activities that ensure that problems that are recurring are identified addressed via special projects that coordinate especially skilled resources and effort to get to resolution.

IT Infrastructure Project Management:

- IT Projects
  - New site installations
  - Office Moves
  - Cloud Migration
  - VOIP Installations
  - Upgrades

Certifications

- ITIL
- ISO 9000
- N+
- Prince II

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