

ICHN@BYTE

THE KEY TO YOUR DIGITAL TRANSFORMATION

ABOUT US

Ichnobyte is an Italian startup formed by experts - with over 20 years of expertise in the information and communication technologies market.

Our company is committed to assuring maximum security, reliability, and continuity of our client's operations, by using cutting-edge technological solutions.

Our mission is to deliver tailored services and solutions with high technological value to fulfil our client's specific needs, ensuring the highest degree of customer satisfaction through ongoing support and open communication.

Our highly qualified professionals, who are up-to-date on the latest developments in technology and industry trends - can continuously monitor system infrastructure, assuring optimal operating efficiency and reducing downtime.

Continuous staff training and certification are crucial to our company because they indicate our commitment to maintaining high-quality standards, our team's expertise and our capacity to provide cutting-edge solutions to our clients.

We understand that our success relies on our customers' satisfaction, which is why we are dedicated to providing innovative solutions and fast, round-the-clock service.

Our company is well suited to serve as a strategic partner for companies looking for innovative and impactful solutions.

We provide the following services:

- IT Infrastructure Management (ITIM)
- Physical Security Management
- Workplace Management and Model Offices



IT INFRASTRUCTURE MANAGEMENT

ITIM is essential to the smooth operation of businesses.

Thanks to our 20 years of experience in the administration of critical technological infrastructures, we can help you free yourself from the complexities of managing your IT systems so that you can focus on your core business.

Our Infrastructure & TLC Management service will enable you to achieve the following results:

- Reduced employee workload by assigning them to more valuable company tasks
- Cost optimization through efficient use of computing resources
- A single point of contact for managing your entire IT infrastructure's complexity
- Guaranteed service-level and business downtime protection
- Data security and risk reduction
- Enhanced service quality for internal and external customers
- A flexible IT infrastructure with the ability to quickly respond to your business's needs
- 24/7 monitoring by certified employees who can intervene promptly within the contractually stipulated timeframe

Through an in-depth assessment of your technology infrastructure, we can help you find a solution that optimises and boosts production, by identifying significant issues and opportunities for development through an in-depth assessment of your technology infrastructure.

We can manage your entire IT infrastructure remotely or use a hybrid approach in accordance with international reference standards, taking operational responsibility for both system management and administration:

- Management of events - such as breakdowns, maintenance, and upgrades - using trouble ticketing methods
- Continuous infrastructure monitoring - from the hardware level to the application level - using automated tools to evaluate the efficacy of the service, based on the negotiated SLAs and create reports that can be used to make strategic decisions
- Measuring resource usage to optimise



Alternatively, depending on your business needs, you can choose to migrate your infrastructure to the cloud, to further reduce costs and enjoy maximum flexibility in rapidly decreasing or increasing storage space.

Our specialists will assist you to select and implement the optimal migration strategy while avoiding common pitfalls.

PHYSICAL SECURITY MANAGEMENT

Physical security is crucial for the protection of company facilities and assets.

Through our Physical Security Management services, we can protect, optimise, and reduce the complexity of infrastructure management for any business.

Following a thorough risk assessment, our specialists can assist you in developing security systems based on cutting-edge solutions that meet international requirements - as well as solutions that take into consideration the restricted usage of devices in high-risk areas.

Our Physical Security Management service includes:

- Video surveillance: the Operations Centre can remotely monitor and manage one or more sites, assessing the nature of the threat and preventing false alarms - using IP cameras, video intercoms, and artificial intelligence algorithms for identification and intrusion management
- Access control, using cutting-edge solutions to monitor pedestrian access (i.e., badges, facial biometrics, and fingerprint recognition), vehicle access (i.e., number plates, codes, and remote transponders), and access to all areas of the site in general, with special attention paid to critical ones
- Training: we will train security staff to be self-sufficient in risk management.
- Assistance and support: we guarantee service continuity by having professionals readily available to intervene in the event of any issue, within the timeframe specified in the contract.



WORKPLACE MANAGEMENT AND MODEL OFFICE

Our Workplace Management and Model Office solution is tailored to meet the needs of medium and large enterprises that want to relieve their IT department of the routine problems and complexities associated with workplace operations.

The activity is carried out remotely and on-site at your premises by specialised technicians who are ready to support you at any time.

Each service is customised to your needs in compliance with the ITIL standard.

Activities include:

- Purchasing, delivering, storing, assigning, disposing, and dismantling of all workstation-related equipment (desktops, laptops, virtual machines, tablets, printers, monitors, scanners, smartphones, etc.)
- Workstation hardware and software maintenance
- Remote and mass software installation deployment in a transparent method for the benefit of the end user
- Centralised monitoring and distribution of security and antivirus patches to prevent potential cyber assaults and eventual data loss

- Asset and warehouse inventory management
- Structured assistance request management using a trouble ticketing system
- Service level monitoring and reporting
- User support
- Internal shifting of workstations between sites
- Event room support (videoconferencing, conference call, etc.)

All users will be able to have the assigned assets standardised to substantially reduce malfunctions caused by hardware and software incompatibility and variations in workstation performance and to optimise and fully exploit the asset's features, thereby reducing downtime.

Our Workplace Management and Model Office service can be supported by a service desk operated by a dedicated, specialised team.



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