



## End-to-end IT solutions for your environment

### Care 4 Service

**Care 4 Service** is a bespoke offering where Triple4 will design a complete end-to-end solution to look after any IT service that is causing your environment to not deliver what is required to keep the business moving forward.

#### Guidelines

##### **Agnostic**

Triple4's Care 4 Service is agnostic to how your service is hosted and delivered to your end users. This service offering will work with any Public Cloud, Hybrid or Private Cloud you might have in the mix as well as traditional infrastructures.

##### **Users, Servers or Platforms**

If it's connected, it can be managed and supported. After investigating your pain points, Triple4 will compile a complete offering that addresses your needs including a path to take you to the next level.

##### **Availability and Resolution**

Availability of the service is determined by you, with you being able to choose when you need the support, choosing from 24x7, 13x5, 8x5, or any other combination you feel is required.

##### **Patch Management / Antivirus / Vulnerability Protection**

This service provides much needed assurance by optionally providing any patch management services, antivirus or vulnerability protection on an on-going basis. In the current ICT climate, it is imperative to have your vulnerability continuously assessed and addressed.

##### **Service Level Agreement**

Engagements include a service level agreement which provides customers with guaranteed response times and resolution times, giving you peace of mind that things are being dealt with professionally and swiftly.

##### **Reporting**

Due to the nature of our support approach, most of the remote "unseen" work performed is relayed to clients in the form of comprehensive reports on a monthly basis as well as custom reports, an almost infinite combination of specific areas can be generated.





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## Care 4 Service

Comprehensive support for your  
IT environment.

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### **Professional Service & Integration**

Triple4 provides consulting services that allow companies to leverage the maximum benefit from their existing assets and resources. With a variety of strategic partnerships we are able to provide an end-to-end solution for your IT environment.

### **Monitoring**

By applying templates specifically designed to monitor areas within your IT environment, operating system and application logs are constantly checked and support calls are automatically logged according to severity.

### **Support**

Our highly skilled technical team offers full support for your IT environment. From basic asset management to full service monitoring, reporting, antivirus and patching. We have your end-points covered.

### **Inventory Management**

Care for Service also includes management services to assist with all inventory within your IT environment, Triple4 can report on all hardware, software and licensing. Warranty status can also be checked and monitored for all devices.

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Find out  
more

info@triple4.co.za  
011 265 9800  
Unit 1, Building 1, 4 Karen Street Lyme Park, 2060