# **Cloud Support Offerings**

**Technipal** design and engineering team can effectively handle risk out of cloud deployments and optimize your cloud infrastructure for efficient implementation.

#### Cloud services we support

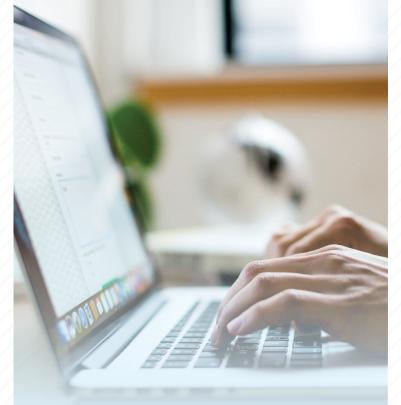
- AWS (Amazon)
- AZURE (Microsoft)
- GCP (Google)
- Office365
- Google GSuite

#### How we can support

- Design & Architecture
- Implementation and Management
- Monitor

# Web Development (Responsive Websites)

- Static Website Design
- Website Redesigning
- Mobile Website Designing
- Website Maintenance
- E-commerce Web Development
- POS System Development
- Learning Management System Development
- Logos, Banner Design
- Web Hosting





#### **Contact us**

- info@technipal.com.au
- www.technipal.com.au
- 1300 629 855



### **YOUR IT SUPPORT**

Friendly & Reliable IT Support Services for your home or Business



We make technology work for you

#### Our Services:

- Residential IT Support.
- Managed IT Support Services.
- Manage IT Security Services.
- Cloud IT Services.
- Web Development.
- IT Consultancy & Strategy.

### **Residential IT Support Services**

#### Computer setup

- Setup your new Desktop, Laptop or Tablet.
  Irrespective of the brand or operating system (Windows, Mac OS, Linux, Chrome OS, iOS)
- Install required software or services
- Setup monitors
- Setup and install printers

#### Data backup, Recovery and Transfer.

- Your holiday or family photos
- Videos
- School homework
- University project
- Office documents
- Your presentation on a new business
- The budget document you prepared in MS Excel
- Emails saved on your desktop/laptop
- Invoices saved for the tax return
- Ledgers from your business

#### Internet & Email setup

- Setup and configure your internet connection. This includes internet router installation
- Secure your network from hackers
- Setup your email accounts according to your requirements
  - · Gmail or Gsuite
  - Outlook or Office 365 Collaboration Suite
  - · iCloud
  - Optus, Telstra, Yahoo
- We provide email services such as:
  - Secure your email account with MFA (Multi-Factor Authentication)
  - Secure your email account with recovery options if you lose the password
  - Sync your email account with all your devices
  - Guides on identifying spam, phishing emails and scams.
  - Email backup and recovery



## Managed IT Support Services

Technipal offers support on either contractual or ad-hoc basis.

#### 24 x 7 Service Desk support

- Remote IT support
- Onsite IT Support

#### IT Infrastructure Support

- Email Solutions
- Server Support (All Operating Systems)
- Infrastructure Design & Services
- Infrastructure Management
- DevSecOps and IT Automation
- On-premise servers & systems.

#### Backup and Disaster recovery

- Setup backups (Mail, Database, File server, Cloud and in-house data)
- Recover data from corrupted or misconfigured systems
- Synchronize backups to off-site backup locations
- Help creating backup plans for disaster recovery operations

### Managed IT Security Services

**Technipal** team provides a range of services minimizing risks of cyber security and making your day to day business secure.

#### **Security Policies**

- Security Road map Development
- Policy Procedure Development

#### **Training & Development**

- User awareness training
- Computer based training

#### **Vulnerability Management**

- Vulnerability Assessment & Remediation support
- Continuous Vulnerability Management

#### **Data Security**

- Data Classification
- Data Loss Prevention (DLP) Consultancy

#### Security As A Service

- Security Hardening
- SOC (Security operation centre) support
- SOC (Security operation centre) setup
- Security Assessment
- Social Engineering Assessment
- Application Security Assessment & QA/UAT
- Privacy Assessment
- Mobile Application Security
- Evaluating security of IT products
- Penetration Testing
- SOC (Security operation centre) Review

#### Standards & Compliances

- ISO 27001:2013 consultancy service.
- ISO 22301 Consultancy Service.
- GDPR Implementation