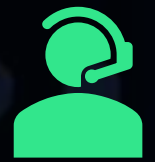


# Center of Excellence: IT Operations



## Global Service Desk Support

- 1st and 2nd line support
- Single Point of Contact
- On-site support
- Support in different languages
- Following sun concept – 24/7 support



## Configuration

- OS Updates - Servers & End Devices
- Local and Cloud Backup configuration
- Network Security and Hardening
- Network Infrastructure Setup and Configuration



## Migration

- Virtualisation of server infrastructure
- Migration of network infrastructure
- Next-Gen Email Integration: Exchange Platform



## Cybersecurity

- Audit of IT infrastructure
- Implementation of audit recommendations
- Antivirus software configuration and implementation
- Creating DR (Disaster Recovery) Plan
- Monthly inspection of infrastructure

