GLOBEKOM

Cyber Security Management and Consultancy ⦿

Managed Technology and Infrastructure Services ⦿

Service Management and Professional Services ⦿

With our sectoral experience, we enable our customers to gain in terms of budget, time and human resources while increasing the added value of their investments in IT.

✓ Unique and effective solutions for different demands.

✓ Access to the latest technological developments.

✓ Expert staff that can adapt to the innovations of the IT sector.

We offer satisfaction-oriented, quality and reliable IT solutions by following the latest technologies.
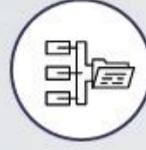
Target Audience:

✓ Industrial Production

✓ Energy, Infrastructure and Natural

✓ Resources

Financial Services

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Cyber Security

Cyber Security Management Services

- Firewall Management
- AV/AS Management
- IPS/IDS Management
- DDoS Prevention
- URL Filtering and Proxy Management
- Load Balancing and WAF Management
- SSL VPN Management
- Proactive Threat Monitoring

Cyber Security Consultancy Services

- Information Security Risk and Compliance Services
- SIEM Maturity Assessment
- SOC Consultancy Services
- Penetration Testing and Red Team Applications

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Managed Services

01 Server Management
02 Data Storage and Backup
03 Network and Security
04 Database
05 ERP Management
06 Application Services
07 Monitoring and Reporting
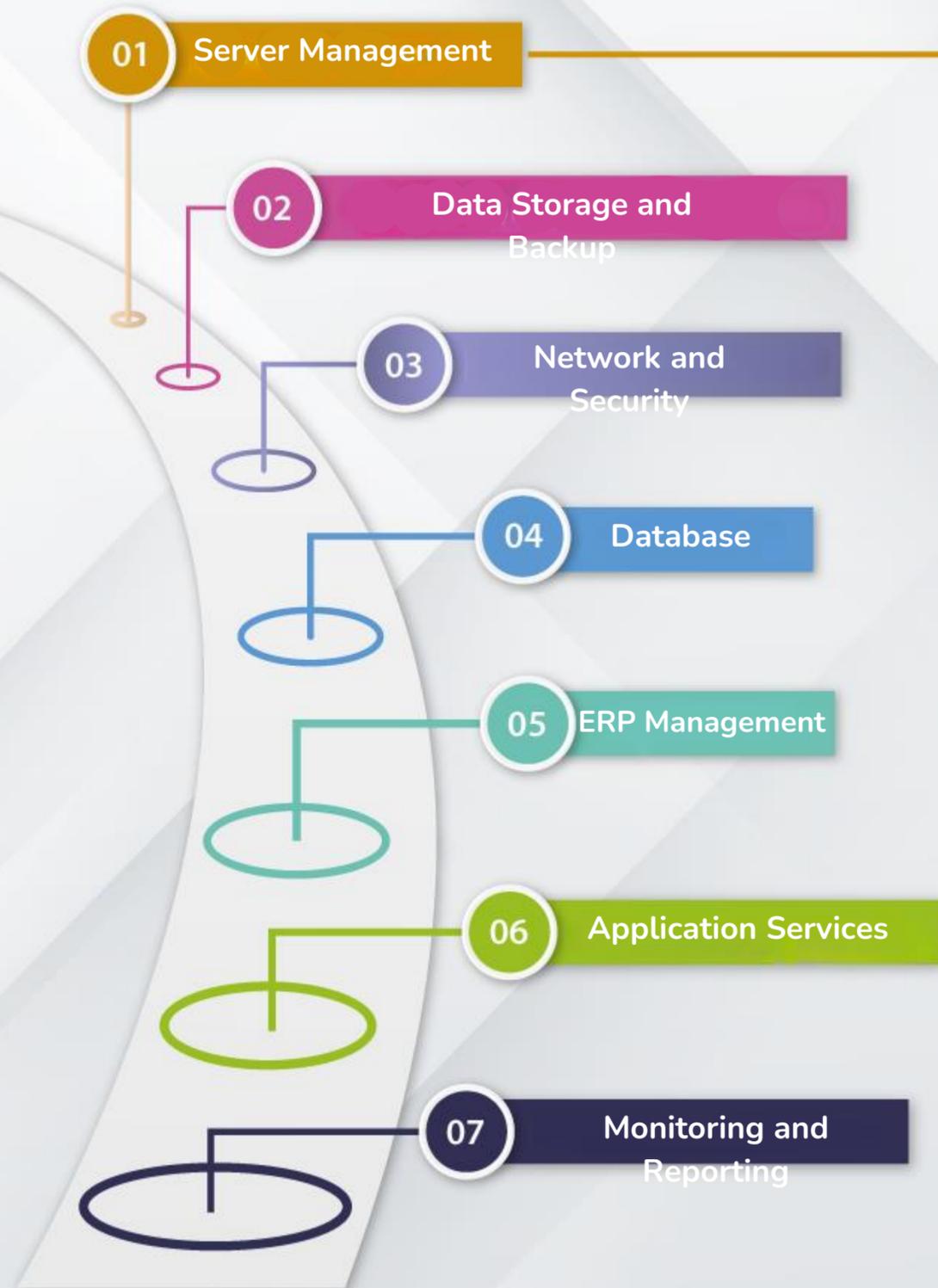
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Server Management

System Management
- Platform configuration and installation support
- Server support operation automation
- Update and patch management
- Troubleshooting
- Redundant structures
- File system management
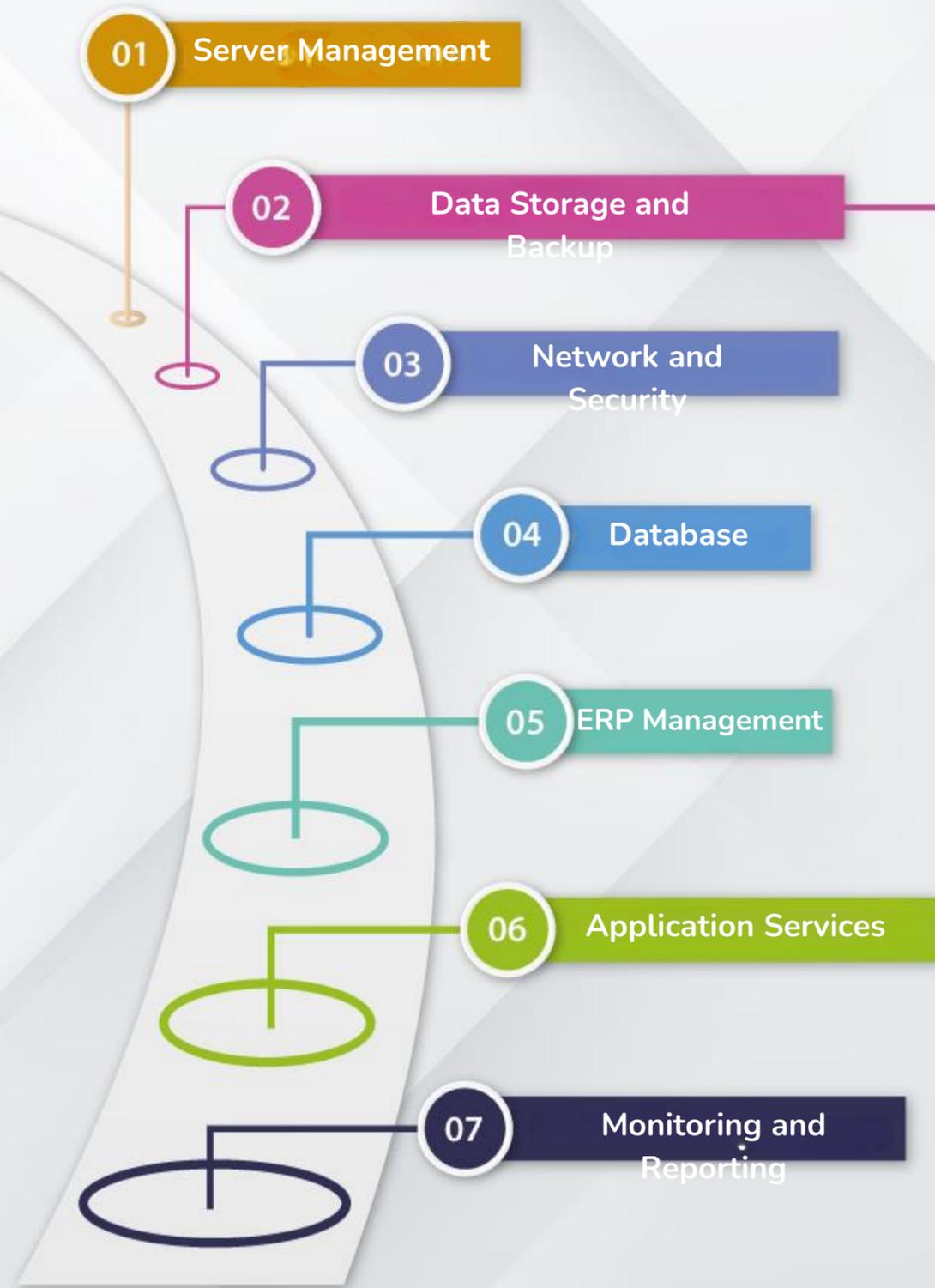
System Planning Support
- Architectural planning
- Hardware / data centre planning
- Configuration management
- Performance management
- Capacity management
- Change management
- Virtual environment management
- Consolidation

Asset Management
- Hardware monitoring
- Software monitoring
- Software licence management
- Software support tracking
- Hardware support tracking

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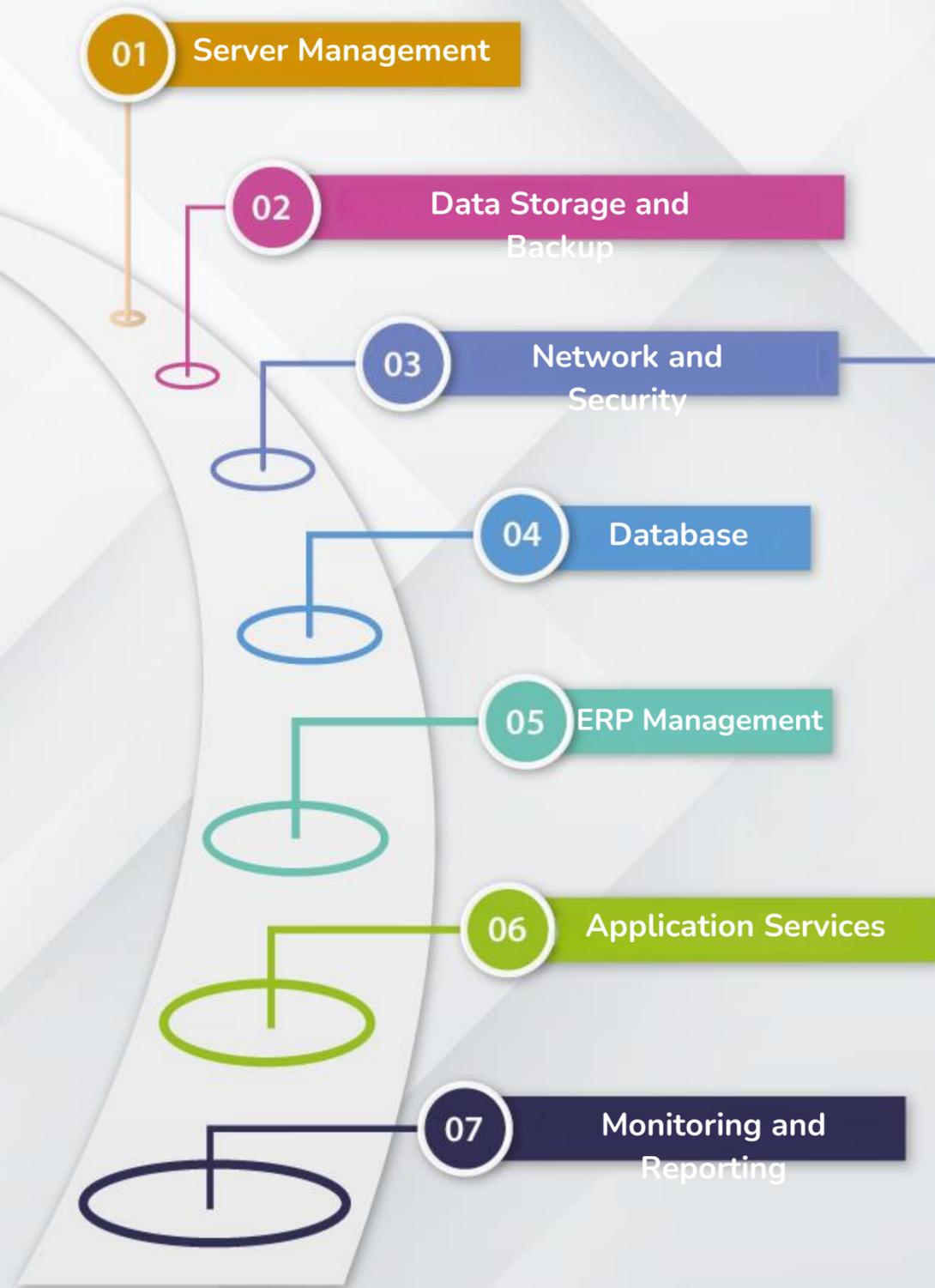
07 Monitoring and Reporting

Data Storage and Backup

Data Storage Management

- Planning and configuration
- Data migration
- Disc Media Management
- Proactive problem solving
- Update
- Performance analysis
- SAN management

Backup Management

- Backup hardware / software infrastructure
- Backup / restore management
- Cartridge operation management

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Managed Services

01 **Server Management**

02 **Data Storage and Backup**

03 **Network and Security**

04 **Database**

05 **ERP Management**

06 **Application Services**

07 **Monitoring and Reporting**

Network and Security

Network Management
- Network design and planning
- Installation and configuration of network infrastructure
- Maintenance and management of network devices (router, switch, firewall, etc.)
- Network performance monitoring and optimisation
- Network traffic analysis and management
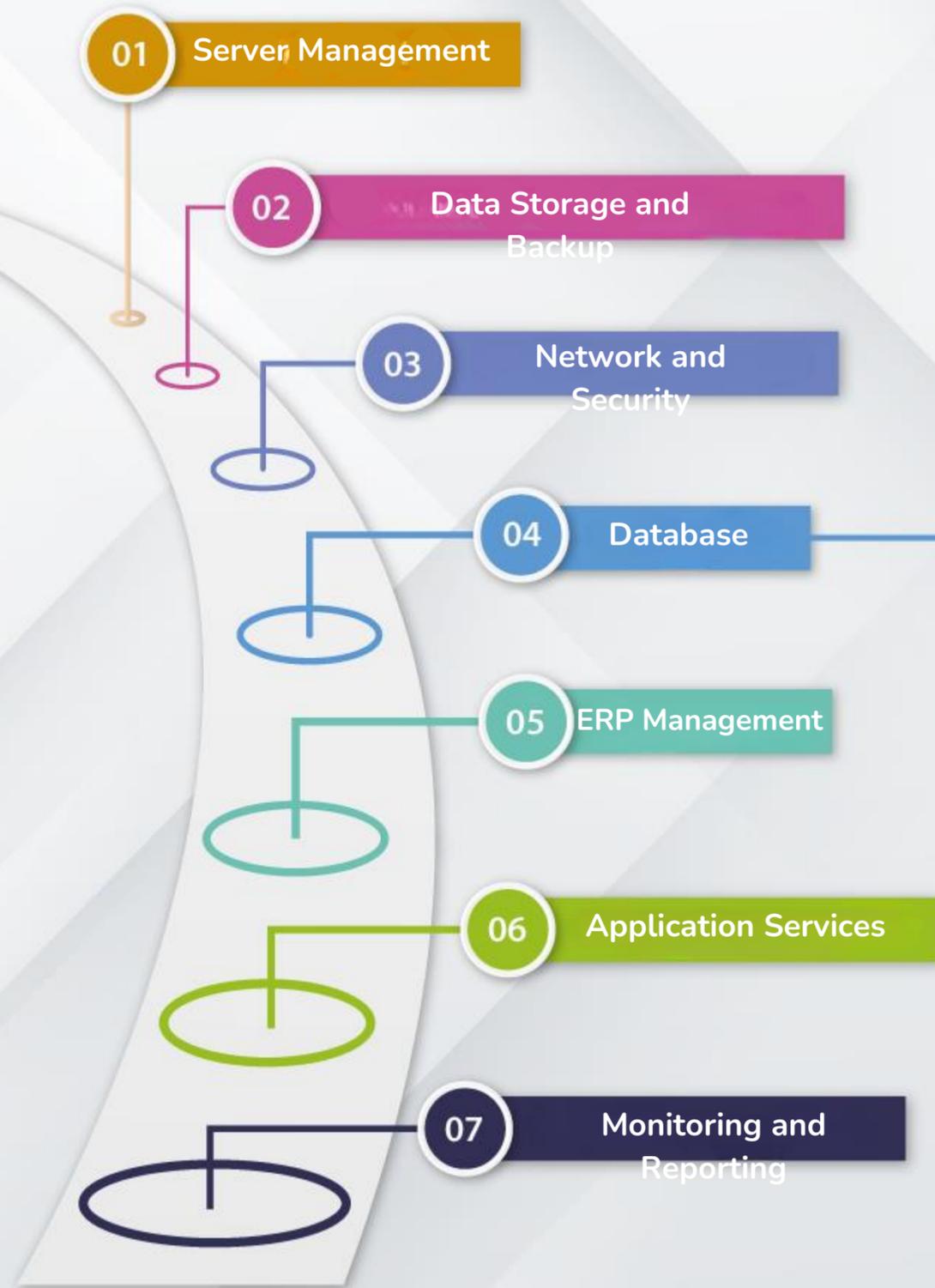- Backup and recovery strategies

Security Management
- Establishment and implementation of security policies
- Firewall installation and configuration
- Monitoring and implementation of security updates
- Penetration tests and detection of weak points
- Data encryption and authentication strategies
- Monitoring and analysing event logs

Network Security
- Detection and prevention of malware (antivirus software, antimalware, etc.)
- Monitoring network traffic and detecting threats (IDS - Intrusion Detection System, IPS - Intrusion Prevention System)
- Data leakage prevention measures
- (DLP - Data Loss Prevention)

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Database

Monitoring of the database according to the following parameters:
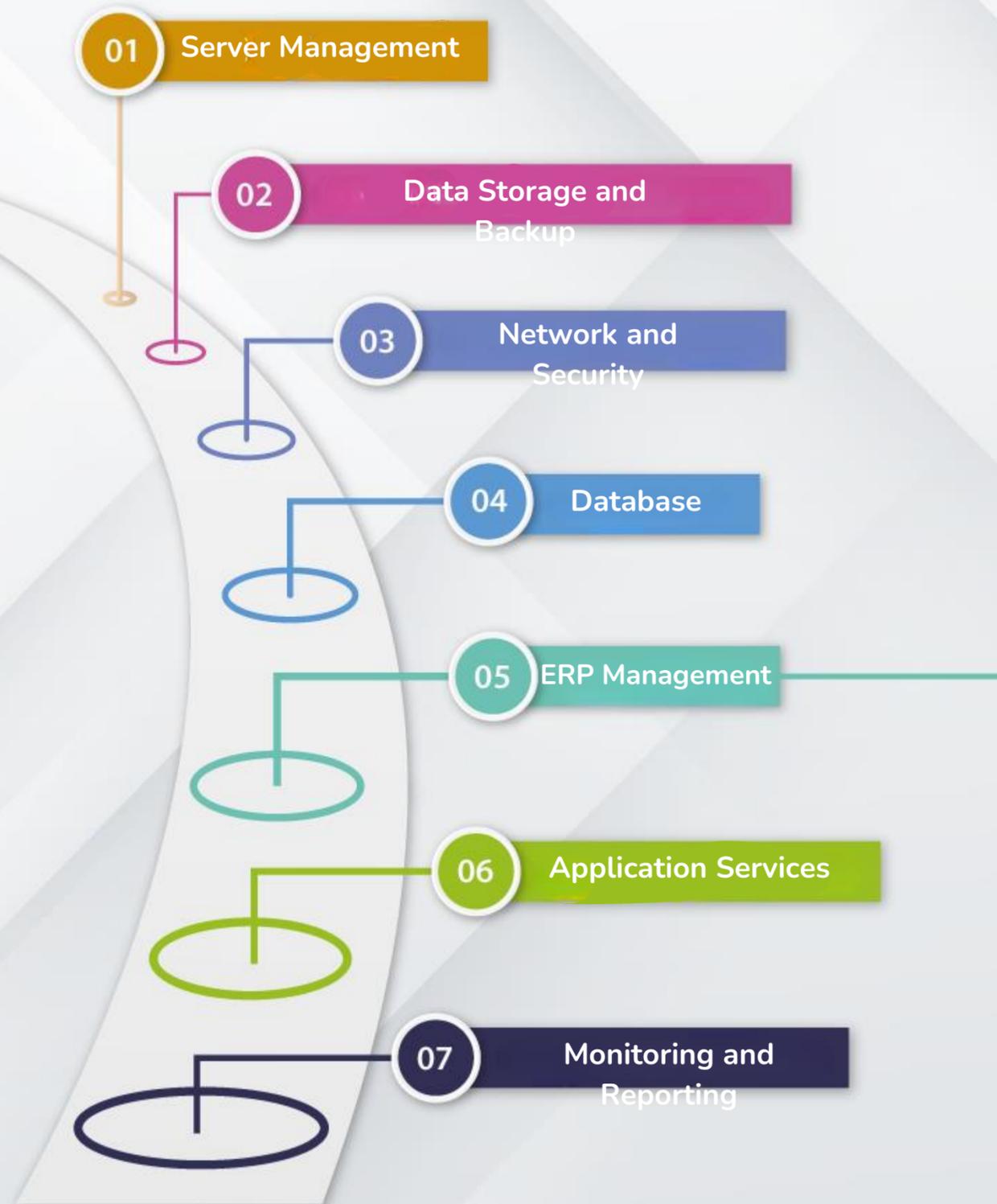- Availability
- Physical management of the database
- Issue management and support
- Database software support
- DBMS patch management
- Reorganisation
- Version upgrade

Supported databases:
- Oracle
- MS-SQL
- DB2
- MongoDB
- MaxDB

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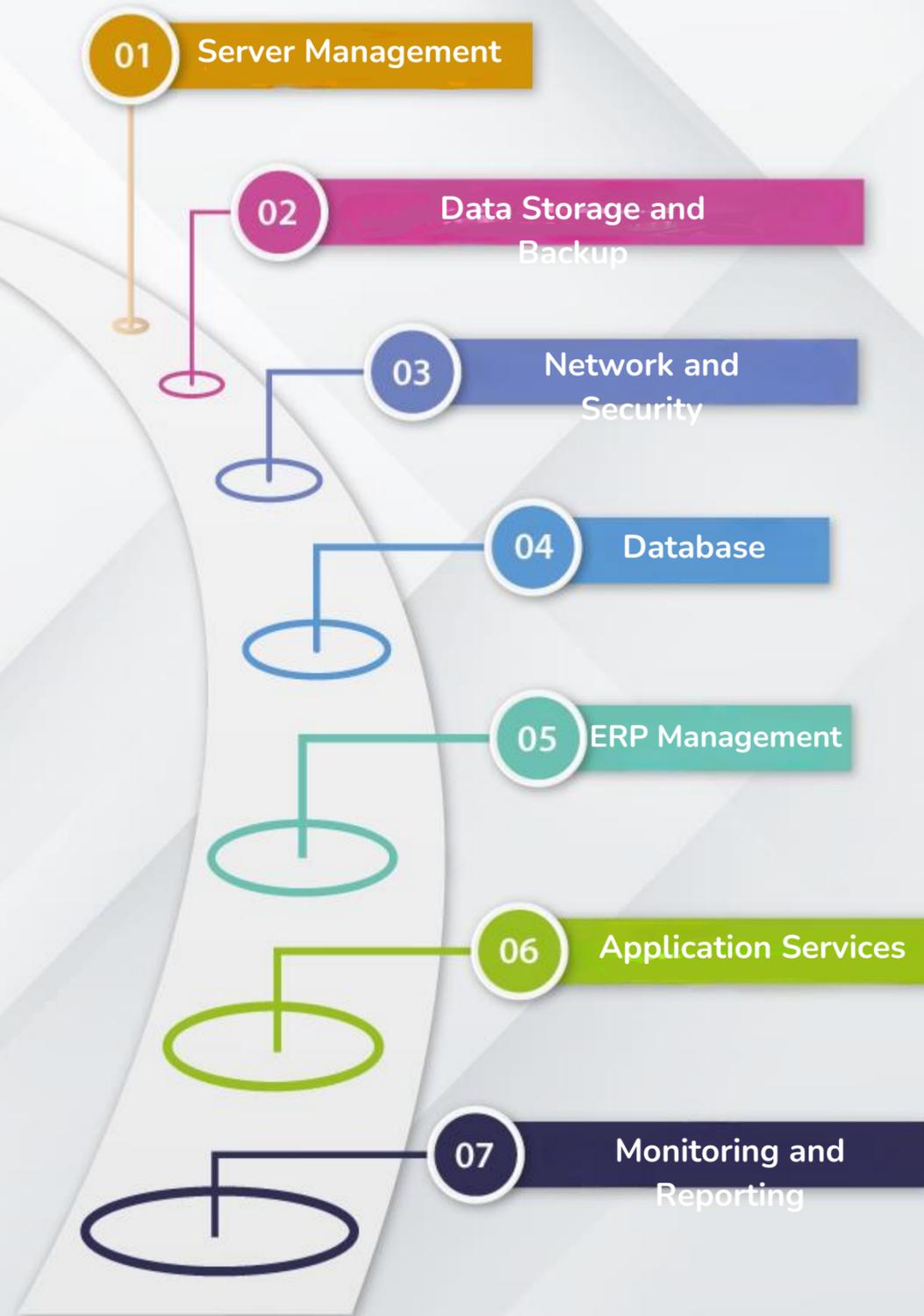
07 Monitoring and Reporting

ERP Management

ERP Management Services
- SAP log and application monitoring
- Request analysis, Early Watch report analysis
- Review and management of SAP system logs
- Performance monitoring and management
- Capacity management
- User and printer management
- Kernel update
- Installation of SAP required support packages
- Copy operations

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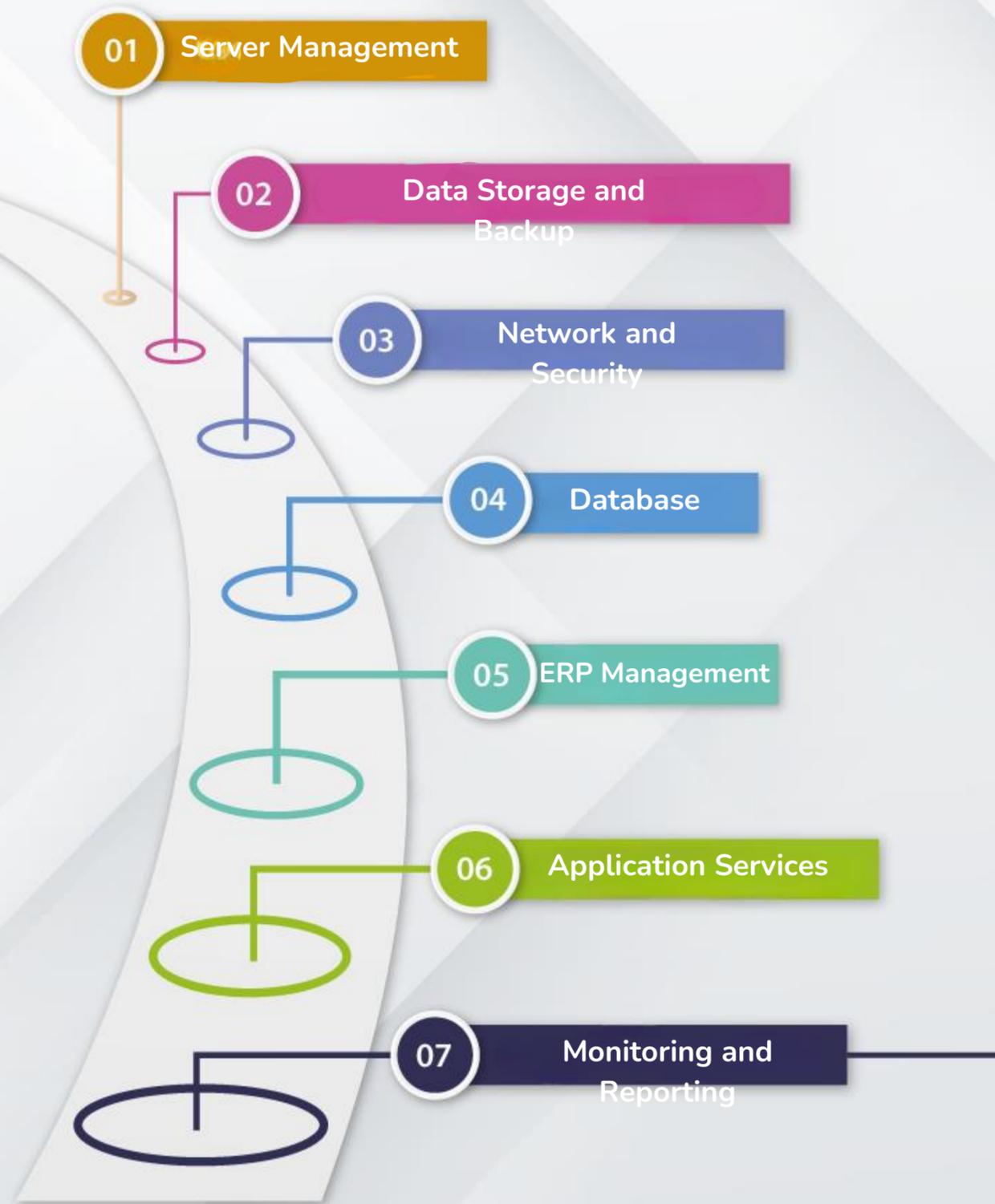
07 Monitoring and Reporting

Application Services

- Active Directory
- Domain Controller Management - Exchange Management
- Infrastructure Servers (DNS/DHCP/WINS)
- Inventory Tracking (SCCM etc.)
- URL filtering servers
- Anti-virus Servers
- Anti-spam Servers
- File/Print/Fax Servers
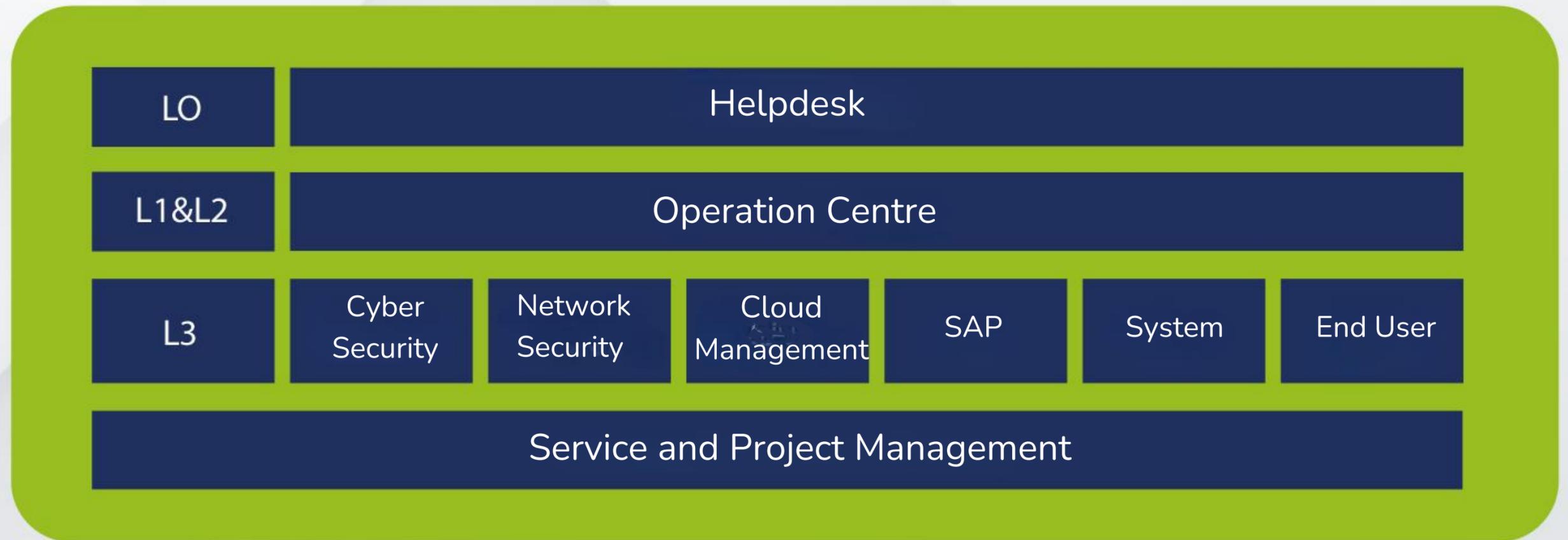- IIS Servers
- Mail Gateaway / Web Getaway

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Operation Centre

Globekom Service Team

LO	Helpdesk
L1&L2	Operation Centre
L3	Cyber Security	Network Security	Cloud Management	SAP	System	End User
Service and Project Management

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