



IT SERVICE CATALOGUE

Service overview

**/IT CONSULTING
/IT SERVICES
/SOFTWARE DEVELOPMENT**

/IT Consulting

Based on your goals, we collaborate with you to develop the ideal technology mix for your long-term business success. From the architecture to the selection of the right hosting and cloud models to a comprehensive managed services strategy: **our solutions accelerate your business processes and ensure your company's success.** As part of our customer-centric project management, we provide you directly with an individual project manager as a direct contact person.

HWS Consulting Expertise

- IT process analysis and optimisation
- Creation of a requirements concept
- Quality control & cost calculation
- Control of roll-out/implementation of IT project
- Workshops & employee training

Consulting areas

- Cloud consulting
- Modern workplace
- IT infrastructure

/IT Services

Application Management

- 24/7 Application Support Service (L1 bis L3)
- Proactive maintenance & incident Management
- Agile monitoring for continuous improvement
- Cost-efficient automation
- Error analysis and correction
- Security-Access-Management

Cloud

- Consulting, analysis, planning, migration & optimisation of existing & new cloud infrastructures in the area of Microsoft Azure & Amazon Web Services (AWS)
- Multi-tenant configuration and management
- Identity & access management
- Data security
- 24/7 monitoring
- Automation

Database Services

- Design, migration, management & operation of databases in on-premises as well as cloud environments based on AWS or Azure
- Disaster recovery & high availability
- Database security
- User and access management
- Performance optimisation & database tuning

Datacenter Housing

- Analysis, planning & project planning hardware
- Optimisation of server farms
- New installation & migration
- Disposal of old hardware & decommissioning
- Setup, configuration & administration
- Construction & relocation of data centres

Facility IT

- Workplace set-up and relocation
- Preparation/Patching Telephones, printers, PCs, Polycom
- Electrical installation, assembly of network components, laying of network cables
- Installation/conversion/commissioning of UPS
- Extension of existing networks
- Maintenance

Identity- and access management

- Azure, AD and LDAP synchronisation
- Single sign-on
- Product development and design
- Full stack engineering
- Integration

Modern Workplace

- Exchange Online Migration
- MFA security
- Granular access rights management
- Active Directory & Azure AD Configuration
- Introduction of Microsoft Defender
- Setting up data synchronisation of local files with OneDrive for Business
- Complete ownership of the the Azure/ M365 environment
- Setting up intranet solutions with Sharepoint
- Microsoft Teams implementation & configuration
- Introduction of Yammer (comms platform)

Network

- Migration, operation and optimisation
- 24/7 monitoring
- Automation
- Network audit
- Network performance management
- End-to-end network security and governance
- Wireless solutions
- Integration of a trusted network Infrastructure
- VPN client & gateway implementation

Monitoring Services

- End-to-end automation
- Consulting, implementation & support
- Conception of solutions
- Extensions and optimisations
- Product-independent evaluations
- Workshops, trainings

OS Support

- Operating System Deployment & Setup, Services Configuration & Maintenance
- Cluster configuration & maintenance
- Implementation & maintenance of all infrastructure agents
- Regular patching, housekeeping & 24/7 monitoring
- Security improvement
- Automation

HWS User Helpdesk

- User helpdesk up to 24/7 worldwide
- Telephone, email & chat support
- SLA-driven incident & problem management performance management and reporting
- Multilingual support
- Microsoft infrastructure (end-to-end), internal applications, hardware & mobile devices, user account management
- Network & Security
- VoIP & telephony

/Software development

Open source solution: DoubleClue IAM & Password Manager

- Open source identity & access management solution
- Authentication for RADIUS, SAML2, OpenID and REST API
- Multifactor authentication with Push Approval, QR code scan, FIDO, OTP, SMS, voice
- Fully integrated with Active Directory and Azure
- Enterprise password management with autologin feature for apps
- Apps for iOS, Android and Windows Desktop
- Plugin for KeePass Windows application
- Easily extendable with plugin modules
- Open source on Github at <https://github.com/HWS-DoubleClue/IAM-Password-Manager>

Customised software development

- Contract development incl. project management of internal & external teams
- Agile software development according to SCRUM
- Java EE, C# .Net, Python
- Mobile app development (iOS & Android)
- Interface development (RADIUS, SAML2, OpenID, REST, etc.)



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