IT-CONCEPT

SHORT BUSINESS PRESENTATION

Something **About us**

IT CONCEPT is a **technology consulting** and technology outsourcing company located in Seoul. We are specialized in **infrastructure server, network, security and IT governance.**

Since 2011 our multicultural team (Korean, English and French) support companies in the achievements of their projects with a range of **turnkey personalized IT solutions.**
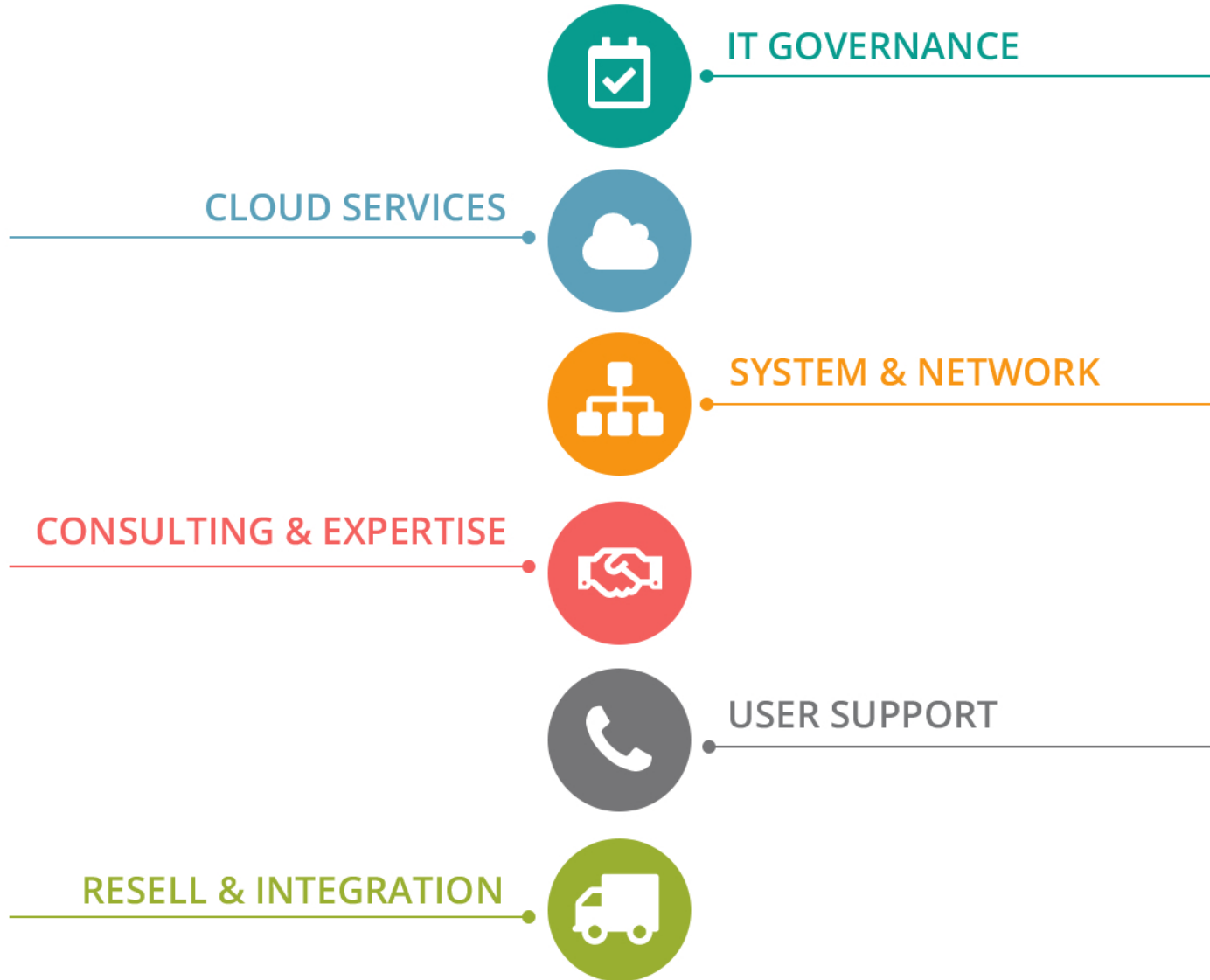
OUR **EXPERTISE**
We built a strong experience in South Korea throughout the years

✅ **Proven Experience**
13 years of expertise in Korea & demonstrated adaptability with a diverse clientele across various industries.

✅ **Multicultural Expertise**
Deep understanding of global IT standards and local environments for seamless implementation of global IT policies in Korean subsidiaries.

✅ **Bilingual Support**
Fluent in English and Korean for effective communication and support.

✅ **Tailored Solution**
Customized IT solutions crafted to meet the unique needs and challenges of each client.

✅ **Comprehensive Services**
Full spectrum of services, including network management, cybersecurity, cloud solutions, IT management, and support.

✅ **Scalability and Flexibility**
Ability to scale with client business growth and adapt to evolving technology landscapes.

OUR SERVICES

The Most Flexible & Professional Team for you

IT GOVERNANCE

CLOUD SERVICES

SYSTEM & NETWORK

CONSULTING & EXPERTISE

USER SUPPORT

RESELL & INTEGRATION

IT **GOVERNANCE**

By providing an IT corporate structure we align your business and IT strategies

- ✅ Proactive maintenance: scheduled onsite-visit

- ✅ Digital transformation project implementation

- ✅ IT Asset inventory & management

- ✅ IT activity reporting & Improvement recommendations

- ✅ Risk management with incident and request tracking

- ✅ IT infrastructure monitoring: daily monitoring to prevent breakdown

- ✅ IT Standardization: ISO27001, ITIL

CLOUD SERVICES

By providing a secure and dedicated service,
we ensure high availability and performance of your infrastructure in the cloud.

- ✓ Migration of on-premises infrastructure to the cloud

- ✓ Provisioning and managing virtual servers &
  networking resources in the cloud.

- ✓ Microsoft 365 implementation
  and management (Email, Intune,etc...)

SYSTEM & NETWORK

We facilitate immediate troubleshooting to enable prompt resolution of incidents by monitoring and controlling your infrastructure, alerting your users and adapt your existing processes.

- Network & Server management

- Security & Network Operation Center (NOC&SOC)

- Network discovery and assessments

- Firewall and Intrusion Prevention System (IPS) monitoring and management

- Performance reporting

- Threat analysis: detect, notify, escalate and coordinate network incidents.

CONSULTING & EXPERTISE

Your organization can benefit from expert advices and IT resources. Thanks to our multi-industry experience, we aim to ensure that IT services match the core processes of your business.

- ✓ Information Security Compliance survey: ISO27001, ITILv3, service reporting, service risk analysis.

- ✓ Disaster Recovery Plans & Business Continuity Plan (DRP/BCP)

- ✓ Audit & IT Benchmark

- ✓ Network architecture

- ✓ Security solutions and Best Practices
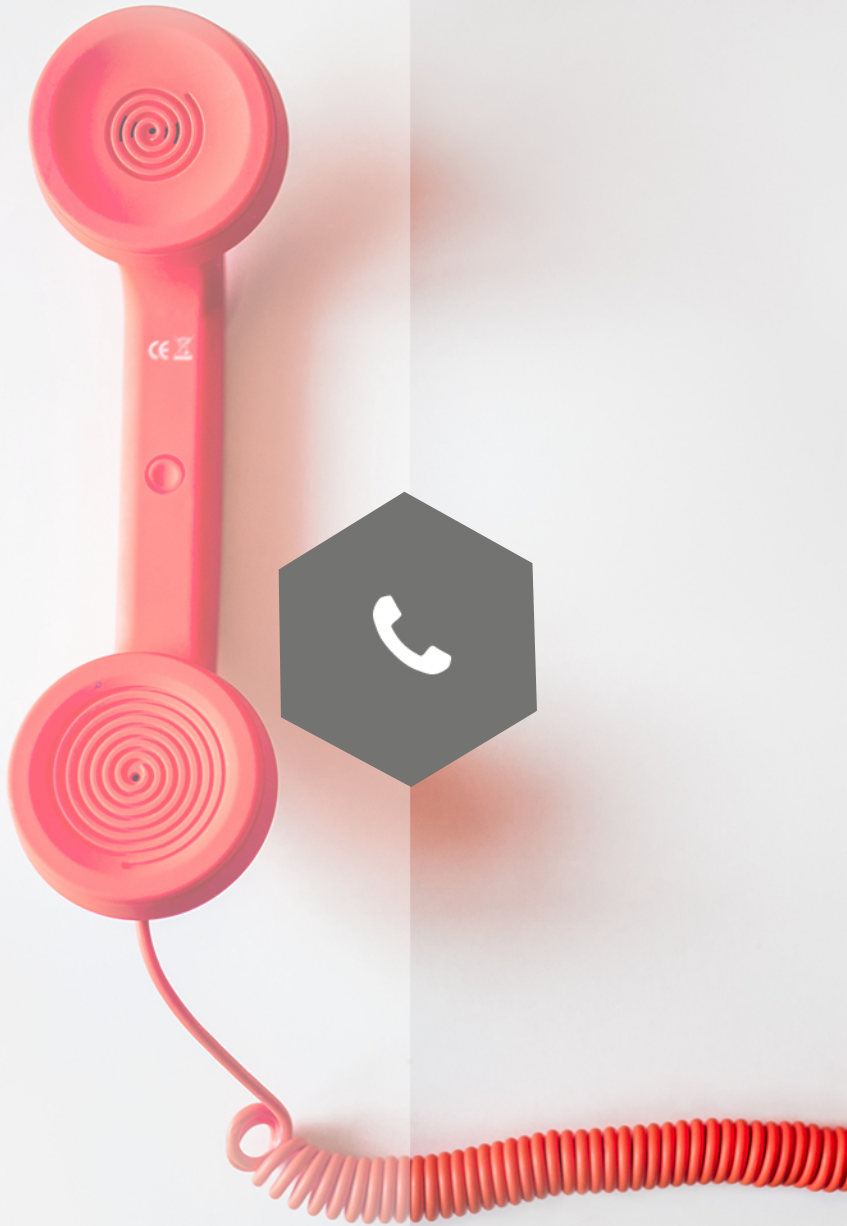
SUPPORT

We ensure that your end users are assisted by a professional and proactive help desk team.

✅ IT Helpdesk: call center in English, Korean and French.

✅ Desk Side Support & Remote control

✅ Remote troubleshooting and resolution of end user requests

✅ Response time: less than 30min

RESELL AND INTEGRATION

We sell and integrate a board range of IT equipment adapted to your business needs.

✓ Desktop, laptops, professional network and server equipment

✓ Software installation and setup according to corporate standards

✓ Hardware installation and configuration following ISD norms

THEY TRUST US

CASE STUDY

Global French pharmaceutical and cosmetics company

CONTEXT

The company was looking for a service provider who can help them with:

- ✔ Network & Security improvement
- ✔ Compliance with global regulation
- ✔ Monitoring APAC & Europe office during Korea Business Hours

ACTION

- ✔ Configure WAN, L2 & L3 equipment to be secure and compliant
- ✔ Supervision/monitor of WAN & Core LAN (routing)
- ✔ Supervise and monitor attacks on firewall
- ✔ Receive alert, identify, troubleshoot and escalate to responsible teams
- ✔ Make sure all workstation & servers are compliant (anti-virus installed and updated)
- ✔ Antivirus alert supervision and management

RESULT

- ✔ Improvement of security incident detection & Risk Minimizing
- ✔ Improvement of compliance & security
- ✔ 60 network devices monitored
- ✔ Downtime significantly reduced ~1 major incident + ~3 minor incidents per month managed before it impact production

CASE STUDY
Global Accounting Firm

CONTEXT

The firm didn't had proper IT management in their Korean office (100 users) and was looking for a partner to fully manage the subsidiary IT in alignment with the Group corporate IT policy, including onsite support and helpdesk.
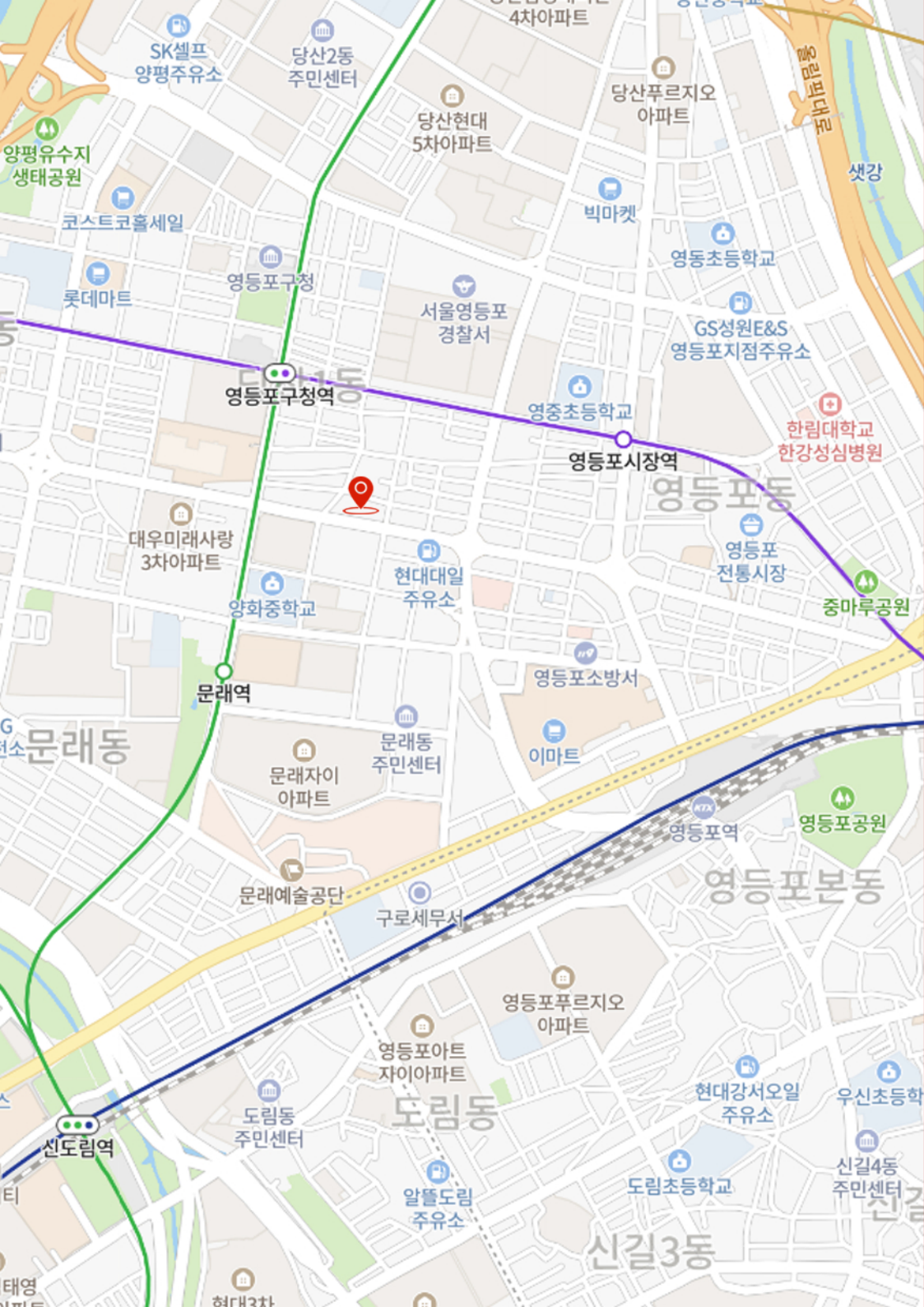
ACTION

- Migration to Microsoft 365
- Group Endpoint security solution deployment
- Secure WAN & LAN implementation on Meraki solution
- ITIL Process implentation
- Helpdesk support

RESULT

Thanks to this approach, the client is able to focus on its core business and be ensured that the IT is properly managed and have fulfiled all the requirements to get the ISO27001.

CONTACT US

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