

generic network|systems

CLOUD HOSTING
EXPERT MANAGED SERVICES

GNS Front Office Solutions

Complete Cloud-Enabled Office IT Solutions

Our office IT infrastructure support models are designed to provide extremely high reliability at a great value. We do this by leveraging the latest technology with our award-winning service. All critical office infrastructure is hosted in the Cloud.

Private/Public/Hybrid Cloud Solutions

GNS has you covered. We work with each client to find a solution that fits its requirements and needs. GNS has a private cloud which consists of sites around the world, but we also leverage the AWS, Azure, and Google public cloud solutions to serve our clients. Some clients opt to heavily leverage the GNS private cloud, while others put everything in the public cloud.

Continuous Service

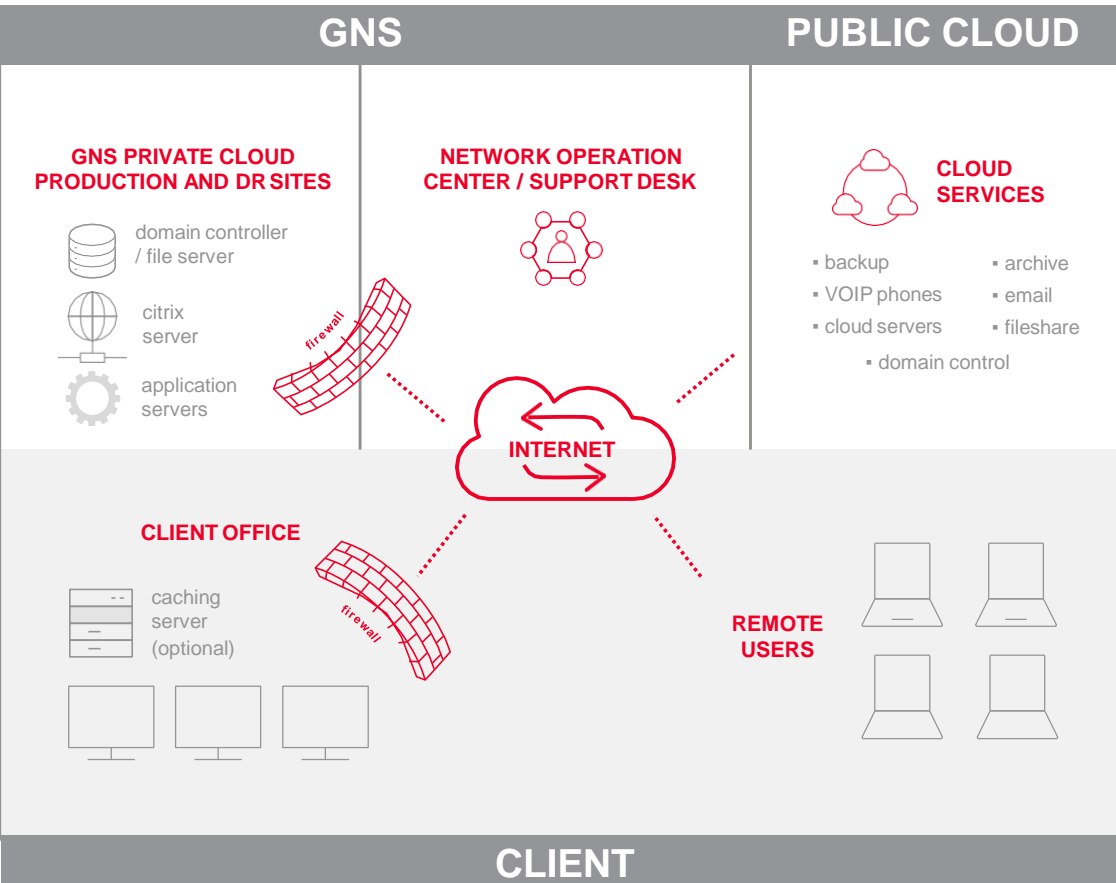
All GNS engagements come with 24x7x365 service plans that include realtime monitoring and live help desk support. Users can have as much or as little interaction with the technical interfaces as they desire. Most clients leave everything to GNS and never interact with the operating system or cloud provider control panels, but full access is available for more technical clients who want access to the underlying infrastructure.

Workstation Support

GNS will configure and maintain all of the client workstation devices as part of its services. The GNS toolbox on each workstation allows for instant remote access by a GNS engineer. GNS provides onsite support when necessary, and will also provide comprehensive remote access capabilities to allow users to access their critical data and run their applications from home or while traveling.

Comprehensive Security Solution

Security is an integral part of all of our solutions. We will secure your networks, workstations, hosted servers, and third party services - *all of your IT infrastructure*. We maintain the necessary certifications, and our compliance department will work with clients' auditors or investors to explain and document our model.



Single Point of Contact, Flat Fees

GNS will be the first and last line of support for any IT problem. Our service covers everything including desktops, public cloud services, servers, and network equipment. We also support your applications and external services like telephone and network communications. If an issue requires escalation to another vendor, we will do this on your behalf and assist in every step of the resolution path.

GNS Private Cloud

For some applications and some clients, the GNS Private Cloud will be leveraged as part of the solution. The GNS private cloud is collocated in carrier-grade collocation facilities around the globe. GNS has 7 data centers, covering EMEA, the Americas, and APAC. We use facilities close to our clients in all major markets so we can support low-latency, high speed connections between the desktop and application servers or shared data. The GNS private cloud is often leveraged to give clients a secure virtual desktop representation of their workstation when their office workstation is not available.

User Security Testing and Training

The weakest link of any computer environment is when errors are made by the end users. GNS will implement a program from KnowBe4 to provide the necessary training and periodic testing of end-users. KnowBe4 provides an integrated platform for awareness training with simulated phishing templates that will provide needed end-user education and periodic testing.

Portable Desktop

We have designed our solution with mobility, speed and resiliency in mind. All users can login to from any device, anywhere, and get full access to files and applications as if they were at their desks.

Office 365

For clients who want to run Microsoft Exchange based email and calendar systems, GNS utilizes Office 365 Business Premium. This package includes the following components:

- Latest versions of Outlook, Excel, Word, PowerPoint, OneNote, Publisher & Skype.
- Full feature Microsoft Exchange mailboxes.
- Integration with an archival compliance capture system.
- Full featured Microsoft Exchange shared calendar system.
- Each staff member can install Microsoft Office software on up to 5 desktops, 5 tablets, and 5 phones. Staff can also use the web versions of these apps at any time, from any device.
- Optional use of 'OneDrive for Business', with 1 TB of storage per staff member.

Microsoft Azure AD and Intune

In today's cloud-enabled world, protecting corporate data is paramount. Microsoft Azure AD and Intune provide for complete user and mobile device management across multiple platforms without the need to host a domain control server. For clients who do not want a traditional hosted domain controller, GNS manages the support and provisioning of these business-critical services so that clients can rest assured that their environments are safe.

Advanced Application Hosting

In addition to general office IT support, GNS can provide specialized application hosting for major trading and accounting systems in the GNS Private Cloud, or in the AWS, Google, or Azure public clouds. We are experts in all major systems used by financial services firms. We have over 180 clients leveraging our services to support their mission critical applications. Unlike most hosting firms, we provide expert application knowledge, DBA support, and custom scripting and operations automation as part of our standard service.

Specialty Technology Services

GNS has expert staff in a wide variety of advanced technologies that supplement the capabilities of clients' in-house teams. In addition to MS Windows and network support, GNS has dedicated Linux and UNIX engineers on staff and available. GNS provides expert DBA services on every major database system including Oracle, SQL Server, Postgres, and Mongo DB. For clients new to the public cloud, GNS is an expert in the configuration and maintenance of cloud-based systems in the AWS, Google, and Azure public clouds. GNS has teams dedicated to virtualization, storage management, network security, compliance, and disaster recovery to assist clients with all of their needs.

Telephone System Support

Voice over IP (VOIP) technology provides the same advantages for PBX systems that cloud hosting does for IT services. By moving the phone service to a resilient, cloud-hosted system, clients receive an almost unlimited amount of service options. Users can access their regular office number to make or receive calls from anywhere using a softphone app that runs on their mobile phone or home PC.