



2026

SERVICE

Infrastructure & Systems

SYSTEMS

SATIC · ASTURIAS · SATIC.ES

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Infrastructure & Systems

SYSTEMS

At SATIC we integrate the layers that critical projects rarely deliver together. Twenty years deploying technology in sectors where availability and security leave no room to improvise. No shortcuts, no subcontracting what's critical, and a single point of contact.

What follows is the operational detail of this service: what it covers, how we deliver it, and why our way of working it is different. If something doesn't fit your case, we adapt it. If what you need doesn't exist on the market, we build it.

The solid foundation your business rests on

AREAS

01

Support for end-user hardware and software infrastructure in corporate environments.

- Helpdesk L1 / L2 / L3
- Remote and on-site support
- Inventory and CMDB

02

Managed Services

Continuous maintenance and support of IT infrastructures with measurable SLAs.

- 24/7 operation
- Proactive monitoring
- Incident and change management

03

Network and systems administration

Alarm monitoring, automation, management, and effective, cost-efficient maintenance.

- LAN, WAN, and SD-WAN
- Servers, virtualization, and storage
- Backup, DR, and continuity

Everything you need to operate without scares

SERVICES INCLUDED

01**HW/SW operation**

Deployment, configuration, and maintenance of client and server equipment.

02**Helpdesk L1-L3**

Tiered support with fast first-contact resolution.

03**24/7 monitoring**

Active monitoring, alerts, and response before it affects the service.

04**Backup and DR**

Periodic backups, retention, and verified recovery plans.

05**Virtualization**

Consolidation and orchestration with enterprise hypervisors.

06**Networking**

Design and operation of LAN, WAN, SD-WAN, Wi-Fi, and perimeter security.

07**Documentation**

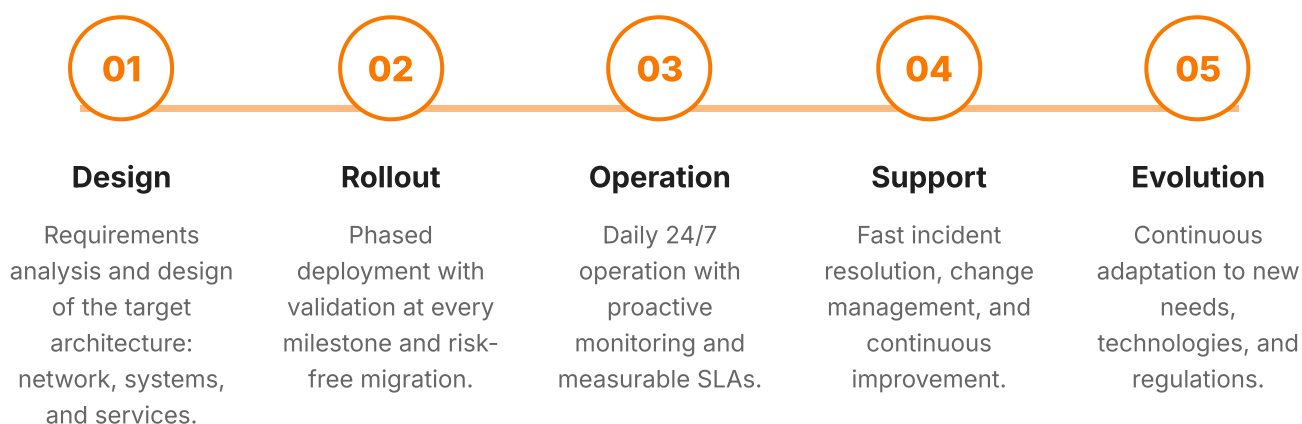
A living CMDB, diagrams, and runbooks that reduce resolution times.

08**Managed SLA**

Measurable service-level agreements, periodic reports, and continuous improvement.

Five phases to keep your infrastructure alive

LIFECYCLE



05 · NEXT STEP

Can we help with your infrastructure?

LET'S TALK LET'S TALK

06 · CONTACT

Let's talk.

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Service details online

Where the catalog falls short, we build it.