Services catalog

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we make **IT** possible

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Agenda

- Our Story
- Our Services
- Customer Journey
- Service Level Agreements (SLA)
- Our Solutions
- Partnerships
- Clients

Our Story

Empowering Business Futures

Ceico is a Mexican IT consulting company focused on B2B businesses that heavily depend on technology.

Founded in 2015 in Jalisco by three Mexican engineers, Ceico has talent distributed across various cities in the Western, Bajío, and Northern regions of Mexico.

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Vision

To be a world-class IT company, specializing in providing the highest quality consulting services. To meet the needs of all the people who make up this organization.

Mission

To ensure technological stability and guarantee the operation of our business partners.

Our Services

Consulting Sessions

Software and Hardware

Infrastructure Reengineering

Custom Implementations

Service Policy

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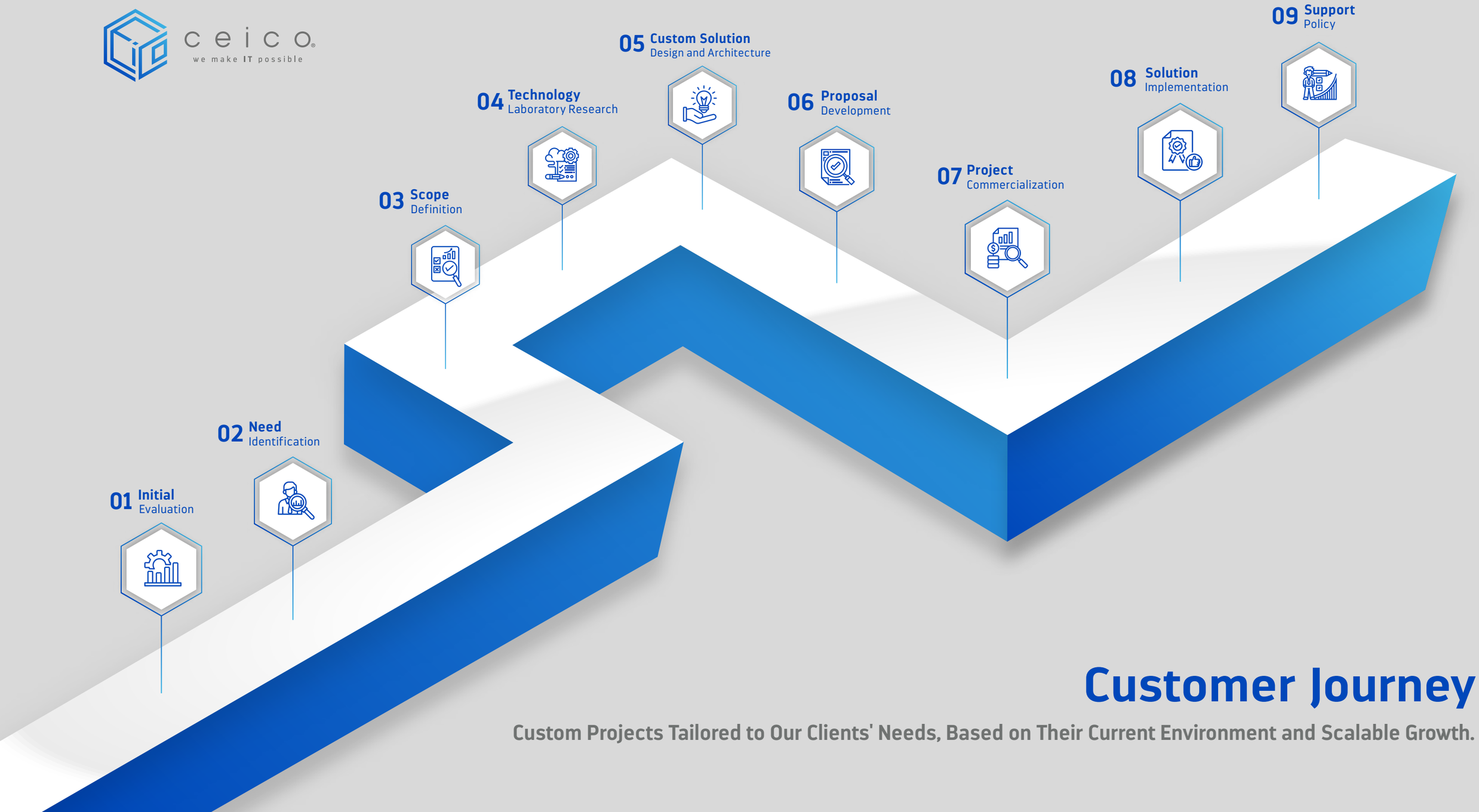

Customer Journey

Custom Projects Tailored to Our Clients' Needs, Based on Their Current Environment and Scalable Growth.

Service Level Agreements (SLA)

Description of Priority Types and Actions Based on Service Level

Priority	01	02	03	04	05
Impact Level	Very Low	Low	Normal	High	Very High
Impact Description	No impact on operations / not urgent	Potential impact	Impact on some services	Impact on critical services	Total operational shutdown
Support Model	Support Activity Planning	Support Activity Planning	Helpdesk Support	Immediate Assistance by a Level 2 Engineer	Immediate Assistance by a Specialist
Response Time	8 hours	6 hours	4 hours	2 hours	1 hour

Our Solutions

Information Security

Cloud Services

Networks and Telecommunications

Infrastructure and Data Center

Information Security

- Vulnerability Assessment
- Perimeter Security (Firewalls)
- Antivirus and EDR
- Anti-Ransomware and Anti-Phishing
- Data Loss Prevention (DLP)
- Implementation of IT Best Practices
- Alignment with ISO 27001 Standards
- Cloud Infrastructure Security

aws cisco DELL EMC EXAGRID Hewlett Packard Enterprise Microsoft NAKIVO SOLARWINDS SONICWALL SOPHOS tenable veeam vmware wasabi

Cloud Services

- Cloud Migrations
- Information Security
- Data Backup and Recovery
- Cloud Cost Optimization
- Hybrid Infrastructure Models
- Disaster Recovery Plans (DRP)
- Business Continuity Plans (BCP)

Networks and Telecommunications

- LAN, WiFi, SD-WAN Network Support
- Routing & Switching
- Network Infrastructure Monitoring
- Secure Site-to-Site Connectivity
- Hardware and Software

Infrastructure and Data Center

- Data Center Architecture
- Virtualization
- Microsoft Exchange and Email Migrations
- Storage and Backups
- Active Directory
- Windows Server
- Performance Monitoring
- BCP & DRP

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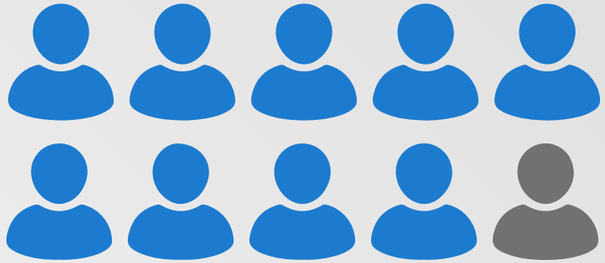
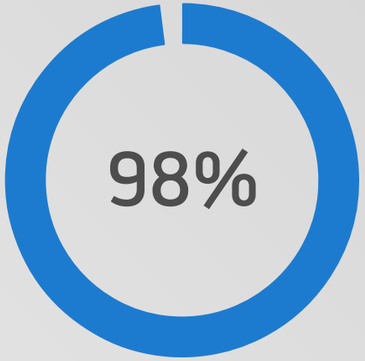
Partnership

The trust of our **clients speaks for us...**

Our clients validate us with an impressive **95% on-time** delivery rate.



9 out of 10 clients surveyed guarantee that at Ceico, we care about their best interests (achieving their IT goals and projects).



98% of our clients **trust** and feel **comfortable** with our services.

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Clients

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