

**SETCOR WEBINAR**

Feel the power of  
**SETCOR CLOUD!**



**OCRE** | Open Clouds  
for Research  
Environments

**GÉANT**  
Networks • Services • People

**SETCOR**  
Set your business free




## SETCOR – Company Profile



**SETCOR**

Set your business free




Setcor (Previously itSoft) for more than 30 years has been cooperating with all the world's leading ICT companies, and we provide our clients with telecommunications and Cloud services, as well as complex network and security solutions.

We are primarily focused on cloud business and are market leaders in Cloud solutions and services.



We have years of experience in providing complex network and security solutions, we continuously invest in modernizing our infrastructure and the latest generation technology sets us apart from the competition.

We provide tailor-made, non-standardized solutions of great complexity that are adapted to each of our users with a whole team of top certified ICT experts.



We currently have more than 7,000 satisfied clients, including large banking institutions, insurance companies, the auto industry, hospitals, educational as well as state institutions.

We use the latest technologies of the world's leading ICT companies with customer support available to all users 24 hours a day 365 days a year.

itSoft



**+80**  
**EMPLOYEES**

**+7.000**  
**USERS**



**SETCOR**  
Set your business free.

**SETCOR**  
PREMIUM CLOUD  
SOLUTIONS

[www.setcor.com](http://www.setcor.com)



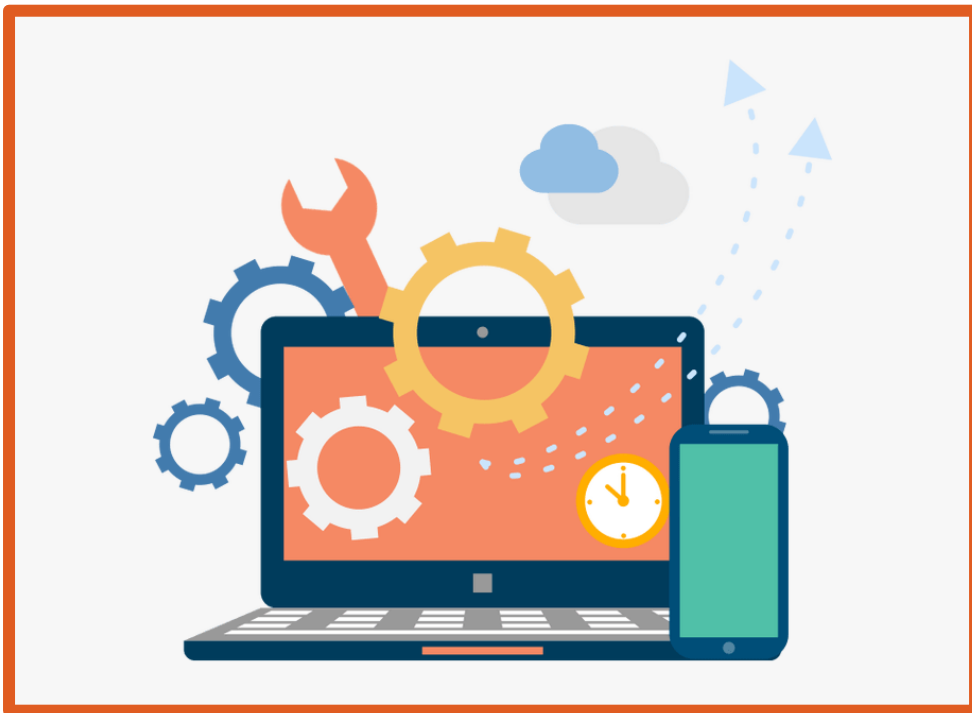
## Locations

- SETCOR AUSTRIA



- ZAGREB
- JASTREBARSKO
- SPLIT
- RIJEKA
- KANFANAR
- KUTINA
- OSIJEK





- Cloud
- Colocation
- Telco
- System integration
- Support & Maintenance
- Consulting

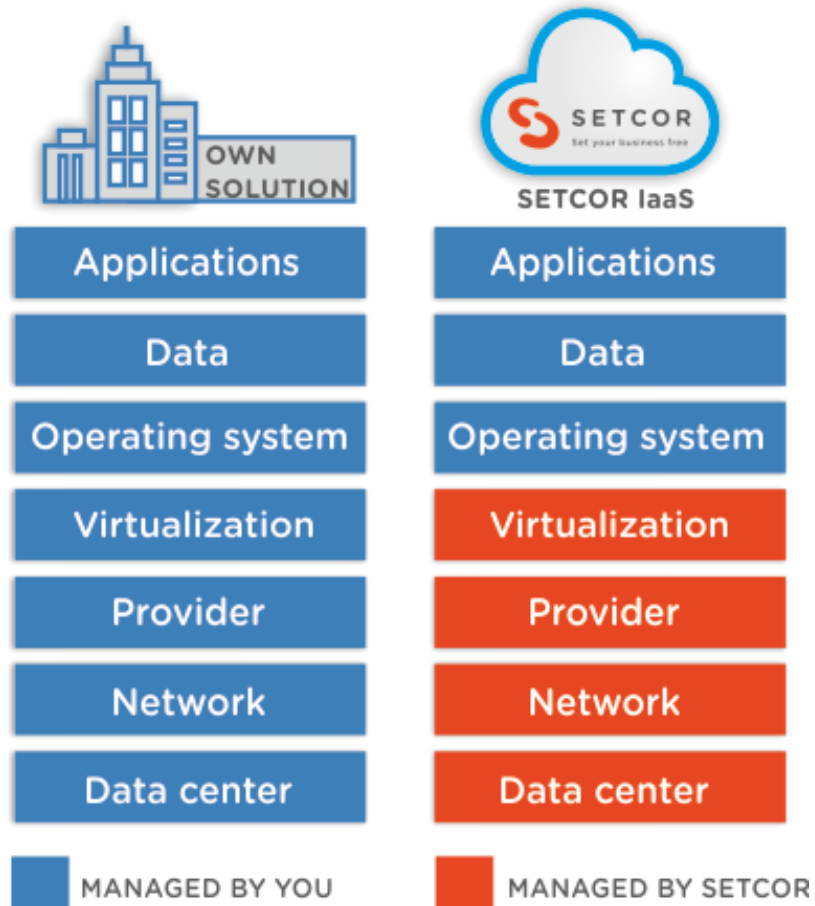




Microsoft  
Partner  
 Microsoft

Gold Collaboration and Content  
Gold Datacenter  
Silver Windows and Devices  
Silver Small and Midmarket Cloud Solutions  
Silver Messaging







### Technical characteristics of Jastrebarsko location

- Total square footage intended for it equipment accommodation 1,300 m<sup>2</sup>
- SLA availability (Tier 3) from 99.982%
- Distance from Zagreb 35 kilometers and accommodation in different earthquake area compared to Zagreb
- Carrier neutral data center optics connected to 2 hubs in Zagreb



Setcor Infrastructure as a Service (IaaS) allows you to use complete computer infrastructure, from server to data center, without investing in your own equipment, by paying only as much as you use.

- VMware HA virtualization platform in combination with Hitachi blade servers and SAN and NAS storage systems (Hitachi, Fujitsu, HPE)
- Dedicated resources: vCPU, vRAM, SSD, SAS, NL-SAS HDD, VLAN-s, firewall, public IP addresses
- Within the assigned resources, the user manages his own environment, installs servers, operating systems,...
- Setcor takes care of hardware and virtualization platform



Setcor BaaS as a service significantly reduces the cost of backing up your data. Backup and data recovery are inevitable things in all companies and organizations, but they are often considered too expensive and difficult to manage. Setcor allows you to backup services precisely tailored to your needs.

- **Veeam Cloud Connect (VCC) backup**
- the user has a VeeamBR server on his side
- hires a backup repository from us
- connects its VBR console to the Setcor VCC service
- **Managed cloud backup**
- the user has leased resources on our infrastructure (IaaS, virtual machines)
- possibility of backup virtual machines using Setcor backup server
- Customer defines their backup policy
- Setcor adjusts backup and restores the system according to user's request
- We use Veeam (Backup and Replication), Zerto and Commvault tools to deliver this service



**COMMVault**

**Zerto**  
IT RESILIENCE

Disaster Recovery as a service is a cloud service that allows you to replicate servers and data to ensure redundant operating mode in the event of an artificial or natural disaster. The complete critical IT infrastructure, including storage and applications, is automatically replicated almost in real time in the Cloud.

## DRaaS in the cloud

- A communication channel is established between the user's location and sector (Internet+VPN, MPLS, optics)
- user has reserved resources (IaaS) on infrastructure
- the replication of virtual machines is established
- high requirements for RPO and RTO for the realization of the service can be met, the tools Veeam, Commvault, Zerto are used.



## DDRaaS in the cloud

- the user has cloud infrastructure (IaaS) in setcor's primary data center
- virtual machines are replicated in DR
- Veeam, Commvault, Zerto and storage replication are used for the realization of the service

Setcor SECaaS allows you to protect your IT infrastructure from a wide range of potential online threats. Using the latest DDOS protection technologies, web security management as well as managed Next Generation Firewall, Setcor security services allow you to protect your data from malicious code and attacks from the Internet before they even reach your infrastructure.

### **Advantages of Setcor security solutions:**

- Protect your infrastructure from threats from the web
- Protects your data from malicious code
- They create savings because you don't have to get your own equipment
- Guarantee far better service than classic solutions on the market



At Setcor, we offer a solution that helps you modernize the entire ICT infrastructure without investing in your own equipment, thus raising the value of your business and enabling your company to transform completely digitally.



- Management - Central administration
- Flexible and Scaleable – pay as you grow
- Security and stability
- Enterprise Hardware
- 24/7/365 telephone/e-mail support with infrastructure monitoring included
- Reporting on the operation of the system
- High reliability - service availability 99.9% - no business interruptions
- Transparency and immediate insight into costs – fixed monthly cost (OPEX)
- No worries about equipment renovation - it's always "up to date"
- No overhead costs for professional staff
- No new investments in the course of the contract



Today, professional and fast ICT support that is available 0-24 h means a lot for every business.

**SETCOR SUPPORT CENTER** eliminates all your difficulties in the fastest possible time, easily and without stress. Our professional support is at your disposal 24/7/365 whether it is technical support or you need information about our products or services.

### **20 people in L1 support**

Field (on-site support)

Helpdesk (Remote Support)

24/7/365 (organized work in 3 shifts)

Jira Service Desk – powerful ticketing system

### **20 people in L2 support**

System Integration Department

Cloud Infrastructure Department

Network Department

Security Department



### Optical links

The telecommunication services we offer are the sale and rental of dark fiber (DF) within Croatia, between any two points that Setcor alone or with partners can reach, as well as transmission capacities on each route (160 x 10G), Fiber Channel (2, 4, 8, 10G), Ethernet up to 10G, as well as lower speeds on L2 or L3.

### Internet

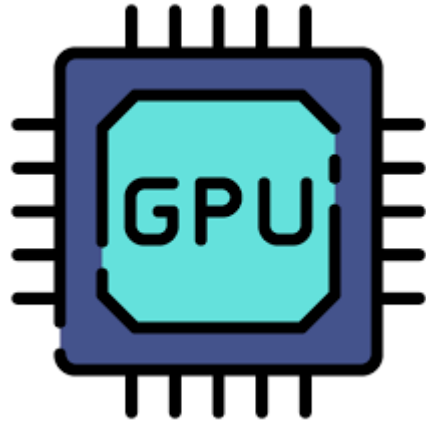
The Setcor Internet Access Service provides continuous internet access via an optical port. Setcor has its own multi-redundant capacities, ensuring high availability of service.

We offer access speeds from 10 Mbps to 10 Gbps, and one public IP address is included in the service price. Additional options when using Setcor Internet service are additional IP addresses according to your needs.



## NEW OFFERINGS:

### GPU LOAD RENTALS:



### SaaS for Educational & Healthcare Institutions:

eUniApp Institution: (Administration, eMessages, eCalendar)

eUniApp Student Institution (Administration, eMessages, eCalendar)

eLessonPlan, eRegistry, eDocumentManager, eIndeks to name a few

<https://setmed.hr/>

**Onboarding and ordering Portal: GEANT SETCOR**

<https://geant.setcor.com>

**Final thoughts or questions.**





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