Kirk ISS

IT Services

Explore the ways we can transform your business.

About Kirk ISS

Modern businesses face growing challenges. From complex regulatory regimes to distributed workforces, teams need their IT departments to be responsive to their changing needs. IT Services from Kirk ISS help to enhance your business capabilities while cutting costs and reducing risk. Whether you need specialised IT skills or just some extra bandwidth to complete a project, our IT engineers are ready to help.

Don't have an IT team in-house? We can help. Our managed IT services provide an entire team of IT professionals, often for less than the cost of a single full-time staff member.

Businesses rely on us to support their growth because we excel in three key areas:

World Class Expertise
With over 100 certifications among our team, you can trust our team of IT pros to get the job done the first time, every time.

We're Local
We are based in the Cayman Islands, which means you have quick and easy access to the IT skills you need whenever you need them, with a fast turnaround and consistent service levels.

Commitment to Your Success
Whether you have a project that requires a specialised skillset or need to outsource your entire IT department, we're responsive to your needs.

Our Core Values

Integrity
Doing right by our customers, partners and the community.

Reliability
We keep our commitments, no matter what; even if it means a 2am service call.

Competency
Technology moves fast. Our team is always trained on the most powerful solutions.

Trust
Confidence that we can put it all together and keep you ahead of the competition.

What our customers say:

"Kirk Information Solutions & Services has continuously proven themselves to be very capable of handling the ongoing management and maintenance of complex systems for more than one of my clients, as well as the successful integration of a variety of complex tech projects into existing client platforms through collaboration with myself, my clients, and a variety of local and overseas tech vendors (hardware, software, etc.)".

Rafael B. Elias,
Managing Director & Founder at Elias Consulting

Explore Our Portfolio of Services

Managed Services

- Fully Managed IT

Managed Desktop and End User Support	Managed Cloud
Managed Server	Managed Security
Managed Network	Managed Telephony
Managed Backup	Managed Disaster Recovery (DRaaS)

Professional Services

Full or Part Time On-Site	Prepaid Hours
Strategic Consultation	On Island Spares and Support
Project Planning, Deployment & Management	

Partnering with Global Technology Leaders

Microsoft Modern Work Solutions Provider

As a 5-time Microsoft Partner of the Year, we help boost productivity with products such as Microsoft Azure, Microsoft Defender, Microsoft Office 365, Enterprise Mobility Suite, and Windows.

HPE Business Partner

As a Business Partner, we sell HPE products, provide consulting, solution design and implementation services. As the exclusive HPE Service Centre for the Cayman Islands, you'll benefit from our knowledge and expertise.

Aruba Networks Gold Partner

We combine Aruba's next-gen security and blazing fast speeds with easy-to-manage policy-based network management. Our technical experts are certified to handle the most complex network deployments.

Cisco Premier Registered Partner

We've been a Cisco Certified Partner for more than 15 years and are recognized as a leader in consulting, advising and integration of Cisco products in the region.

Fortinet Gold Partner

We possess strong knowledge of Fortinet's multi-threat security solutions and can deliver the solutions that best fit small to medium business security concerns.

Mitel Gold Partner

Whether it's a PBX refresh, a completely new business phone deployment or integrating a Unified Communications platform, you can trust that our team of certified Mitel experts will get the job done right the first time.

Veeam Gold Partner

We have partnered with Veeam for years to address recovery, data loss, protection, data leverage, and visibility challenges for our customers. Our experts hold numerous certifications for delivering Veeam solutions at the highest level

HP Amplify Synergy Partner
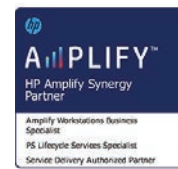
Holding a Gold level competency in HP personal systems, our experts are the very best at providing integrated HP solutions. Our team is certified to have the highest level of HP product knowledge and access to specialised resources exclusive to Gold level partners.

VMWare Professional Solution Provider

We deploy VMWare solutions to help customers master a software defined approach to business and IT. As a Professional Solutions Provider, we help businesses respond to opportunities faster with modern data and apps hosted across hybrid clouds.

Citrix Silver Solution Provider

An authorised solution advisor, customers benefit from our consulting and sales expertise, customer education and technical implementation of the range of Citrix solutions.

Fully Managed IT

Leave the day-to-day operations of your IT to us. Get all-inclusive* IT support from a team of experts for less than the cost of one full-time IT resource.

We know that change is the only constant in business, so we've designed our Managed IT Services agreements to be flexible so that you can scale your IT support up or down as your needs evolve. We offer unlimited support of your IT environment for a fixed monthly fee with no hidden charges.

When you need ongoing, proactive IT support, count on us to deliver. We provide an array of managed IT services at a predictable cost, so you can get back to what's important – your business.

Our fully-managed offerings provide the IT services you need to grow your business:

- Managed Support
- Managed Cloud
- Managed Server
- Managed Security
- Managed Network
- Managed Telephony
- Managed Backup
- Managed Disaster Recovery (DRaaS)

"Kirk ISS continues to play a critical role in our Cayman Business IT support. They are very reliable, proactive and go above/beyond."

*subject to fair use policy

Managed Desktop and End User Support

Boost productivity and keep downtime to a minimum with professional IT support for your team. Easy ticket creation, remote access and options for regular site visits provide reliable support with lightning-fast response times.

Benefit from our expertise and keep staff idle time due to technical issues to a minimum.

- Effortless ticket creation
- Rapid response from an expert
- Break/Fix Support - Remote and Onsite (as needed)
- Onboarding/Offboarding (PC Build/Rebuild)
- Windows Updates
- Minor Configuration changes

Managed Server

Whether in a physical or virtual environment, our server experts provide 24/7 monitoring and support for your server systems. Proactive maintenance prevents server downtime, meaning your team isn't left sitting idle and your operations can continue unimpeded.

Get all the on-premises server and storage support you'll need.

- Break/Fix Support - Remote and on-site (as needed)
- Maintenance tasks such as software and firmware updates
- Minor configuration changes (through change control)
- License Renewal/Notifications
- Ongoing monitoring

Managed Network

Gain access to our team of network specialists and keep your network running in optimal shape while securing your valuable data. Managed network services cover a full-range of networking hardware and software.

With Managed Network, your network devices such as Firewalls, Switches and Wireless access points are managed by a team of certified network engineers.

- Break/Fix Support - Remote and Onsite (as needed)
- Maintenance tasks such as software/firmware updates.
- Minor configuration changes such as updating VPN details, VLAN port changes
- Configuration backups
- Ongoing monitoring

Managed Backup

Your data is valuable. Equipment failure, natural disasters and malicious actors can all impact your systems. Protect your data with our robust, comprehensive managed backup services. Our backup experts are certified across a range of public, private and hybrid cloud platforms, meaning we'll keep your data backed up to the highest standards.

Utilizing our network of Cloud Backup vendors, we perform full backups of data stored both On Premises (Servers/Virtual Machines) and in the cloud (O365). In most cases, the service includes all applicable licensing/software and storage fees.

Here are some examples of what you can expect from our Managed Backup service:

- Daily monitoring of backup jobs to ensure success
- Weekly reporting on status of backups
- Break/Fix support relating to errors with the backup agent/-portal
- Backup Data Validation including monthly test restore of individual files
- Cloud (O365/Google) Active Mailbox included
- Defined list of servers covered by backup

Managed Cloud

Our managed cloud solutions cater to the needs of small and medium-sized businesses, providing a seamless transition to the Microsoft Cloud. Whether you require a comprehensive outsourced solution for email, files, phone, device management, and security, or assistance in migrating from outdated on-premises infrastructure and VPNs, we have the expertise to assist you.

We manage your cloud tenant, streamlining operations and securing your environment.

- Break/Fix Support for O365

- Break/Fix Support for Microsoft Azure

- Onboarding/Offboarding (User creation/disable, Group creation)

- Baseline Security application such as MFA, BitLocker, Mail Protection, Identity Protection

- Configuration of Mail Filtering including Exchange Online Protection and Microsoft Defender for O365

- Configuration of Endpoint Detection and Response (Microsoft Defender for Business/Endpoint)

- Minor Configuration changes such as amendment of existing policies, user detail changes

Managed Security

Businesses of all sizes need dependable protection against the latest cyber threats, but not all businesses have the resources or expertise to make it happen. Our fully managed security solutions deliver round-the-clock protection and management of your security infrastructure, allowing you to focus on growing your business.

Managed Security lets you choose from Standard or Advanced Service Level Activities depending on your needs:

Standard activities

- Managed Detection & Response - 24/7 Service powered by Cyber Blackpoint
- O365 Security Hardening
- Firewall Security Hardening
- Windows OS Security Hardening
- Anti-Virus - Microsoft Defender for Business (license)
- Mail Filter - Microsoft Exchange Online Protection and Defender for O365 (license)
- Web Filter (local office Firewall if supported by device)
- Built-In time to respond to escalation events

Advanced Service Level Activities

- Zero Trust Application and Storage Control
- Granular/Policy Based web filtering
- Cloud Posture Security Management
- Managed Security Awareness - Automated Phishing and End User Training

Managed Telephony

As a Mitel Gold partner, we've been accredited by Mitel as having the knowledge and experience to deliver Mitel solutions at the highest level. Managed Telephony provides support for all your telephony devices including handsets, PBX or cloud-based systems.

Here's what you can expect from Managed Telephony:

- Break/Fix Support - Remote and Onsite (as needed)

- Maintenance Tasks such as software/firmware updates

- Configuration changes such as programming changes to systems including PBX, MiCollab, MBG, Contact Center

- License Renewal/Notifications

- Ongoing Monitoring

Managed Disaster Recovery

Say goodbye to costly downtime and be ready for events ranging from ransomware attacks to hurricanes. Managed Disaster Recovery (DRaaS) ensures that critical servers will be restored to your pre-configured cloud quickly and efficiently. With DRaaS, there's no need for provisioning and maintaining an off-site disaster recovery environment, eliminating a costly process while reducing risk.

Managed Disaster Recovery is made for lean IT teams and takes the burden of planning for a disaster out of your hands, including:

- Ongoing monitoring of the DR environment

- Annual test of service

- Clear definition of VMs Included ensures the right systems are backed up

- Backup data validation including monthly Test Restore of individual files

Professional Services

Simplify complex projects by leveraging our specialised IT expertise. Cut costs and reduce risk for your organisation by enlisting the help of our certified IT professionals to deliver your goals, on-time and on-budget. Learn more about some of the IT Professional Services we offer.
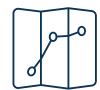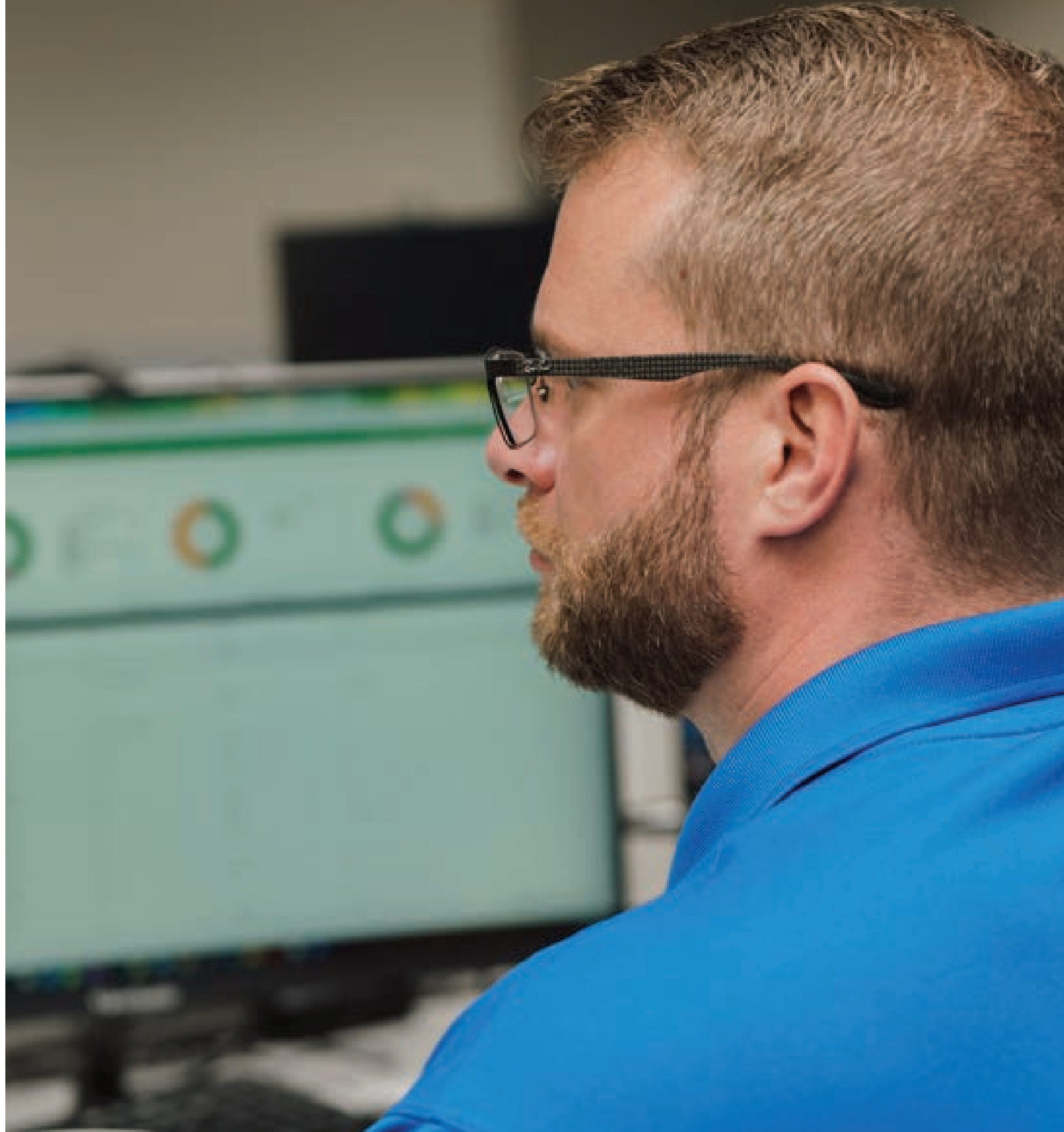
- Full or Part Time On-Site
- Prepaid Hours
- Strategic Consultation
- Project Planning, Deployment & Management
- On Island Spares and Support

Full or Part Time On-Site Coverage

Need temporary coverage for a project or staff vacancy? We provide on-site IT engineers to cover a range of situations like illness, parental leave, vacation or even to fill in while your new hire is on-boarded. We'll ensure that the transition is seamless, allowing your staff to carry on with confidence that a skilled IT engineer is there to help.

On-Site Coverage supports your team when you're shorthanded or need a particular skillset to complete a project and can include the following services:

- Engineer on site full-time

- Monthly desktop and end-user support

- Full transparency with defined numbers of end users and devices supported

- Break/Fix Support - Onsite (as needed)

- Guided Remote Hands assistance

- Onboarding/Offboarding

Prepaid Hours

If you need flexible support, prepaid hours let you bank IT support time at a discounted rate and use it when needed. This service is ideal for companies with irregular IT resources or projects with unpredictable schedules. We'll work with you to define your needs and ensure that you have the IT expertise you need on hand when you need it.

We offer expertise matched to your specific needs:

- Get services like desktop support or remote guided hands with a Tier 1 engineer.
- For more advanced support, we'll match you with a Tier 3 engineer with deep expertise in your required discipline.

More Hours, More Flexibility

If you're running low on prepaid hours, you can top them up at any time within the allotted period while gaining the added benefit of resetting the expiration date of your hours.

What's more, your prepaid hours can be used to provide Out of Office support should you require support outside of normal business hours/days.

Strategic IT Consultation

Whether you want to cut costs, increase productivity or secure your customer data, a strategic consultation ensures that IT supports your business goals. Partner with us for a strategic IT consultation and put our decades of experience delivering IT solutions to businesses of all sizes to work for you.

Benefits of a Strategic IT Consultation:

- Alignment of technology to business goals.
- A smooth transition to new systems and processes
- Ensuring your systems are scalable to your future needs
- Fewer costly mistakes thanks to a thorough IT roadmap

Schedule a free discovery meeting with one of our dedicated Account Managers and get started transforming your business IT.

IT Project Management

IT projects are more complex and less forgiving than ever before. With day-to-day IT operations requiring your full attention, you need a partner to plan, deploy and manage projects to successful outcomes. That's why we offer comprehensive IT project management services for your business.

Why choose Kirk ISS for your next project?

- We've managed projects for a diverse range of businesses, so we understand that there is no "one size fits all" approach
- We clearly define project goals to guide all decisions throughout the course of the engagement
- Our team ensures appropriate resources have been allocated to your project, leading to fewer bottlenecks and less waste
- We work with you to define your budget and schedule, along with milestones along the way to ensure we're staying on track
- We identify potential risks and create contingency plans, meaning fewer surprises along the way
- You can expect regular check-ins and progress reports to ensure transparency and adherence to the scope of work

On Island Spares and Support

Keep downtime to a minimum by relying on us to procure, store, deliver, install, and support your spare parts or devices. We'll also handle Return Merchandise Authorizations when needed for effortless management of your spares.

Get fast verification of hardware failure, replacement installation and testing to ensure you're up and running in no time. With local experts on-site, most services are delivered within one business day.

With Kirk ISS, it's all in:

When you choose Kirk ISS for your spares management, you get peace of mind knowing that a qualified professional is handling your replacement and that labour costs are included with no hidden fees or surprises.

Why Kirk ISS for IT Services?

**Benefit from our comprehensive skillsets
and complete range of IT services.**

- No Hidden Charges or Extras
- Fast Response Times
- Clearly worded agreements
- Award winning service

All our services include:

- Clear escalation paths
- Guaranteed SLA's
- Remote or On-Site Support options

**Put an entire team of IT experts to work for you for less
than the cost of a single full-time hire.**

Get in touch for a free needs assessment today.

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https://kirkiss.ky

Kirk ISS

Kirk Information Solutions and Services (Kirk ISS) solves the toughest technology challenges facing modern businesses across the Caribbean.

A division of Kirk Office based in the Cayman Islands, Kirk ISS provides world class solutions across every part of the IT department. With more than 100 certifications from dozens of global technology leaders, we are dedicated to improving productivity, securing data and connecting mobile teams of all sizes.

https://kirkiss.ky