

SETCOR – Company Profile



SETCOR

Set your business free

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About us

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 400 satisfied clients, including large banking institutions, insurance companies, the auto industry, hospitals, educational as well as state institutions.

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

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Setcor Synerg

itSoft



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SETCOR
PREMIUM CLOUD
SOLUTIONS

www.setcor.com



**+80
EMPLOYEES**

**+4.000
USERS**

- SETCOR AUSTRIA



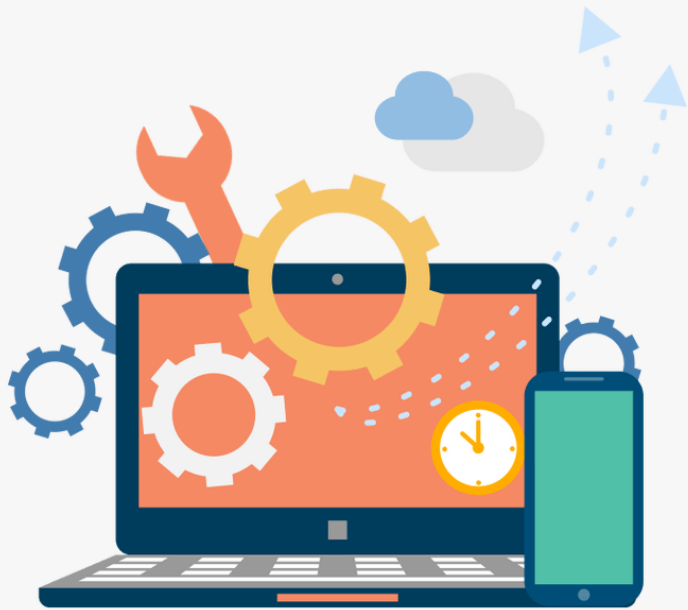
- ZAGREB
- JASTREBARSKO
- SPLIT
- RIJEKA
- KANFANAR
- KUTINA
- OSIJEK



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Setcor - Servi



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

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Setcor - Support



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.

10 people in L1 support

Field (on-site support)

Helpdesk (Remote Support)

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

Extra Service Desk – powerful ticketing system

20 people in L2 support

System Integration Department

Cloud Infrastructure Department

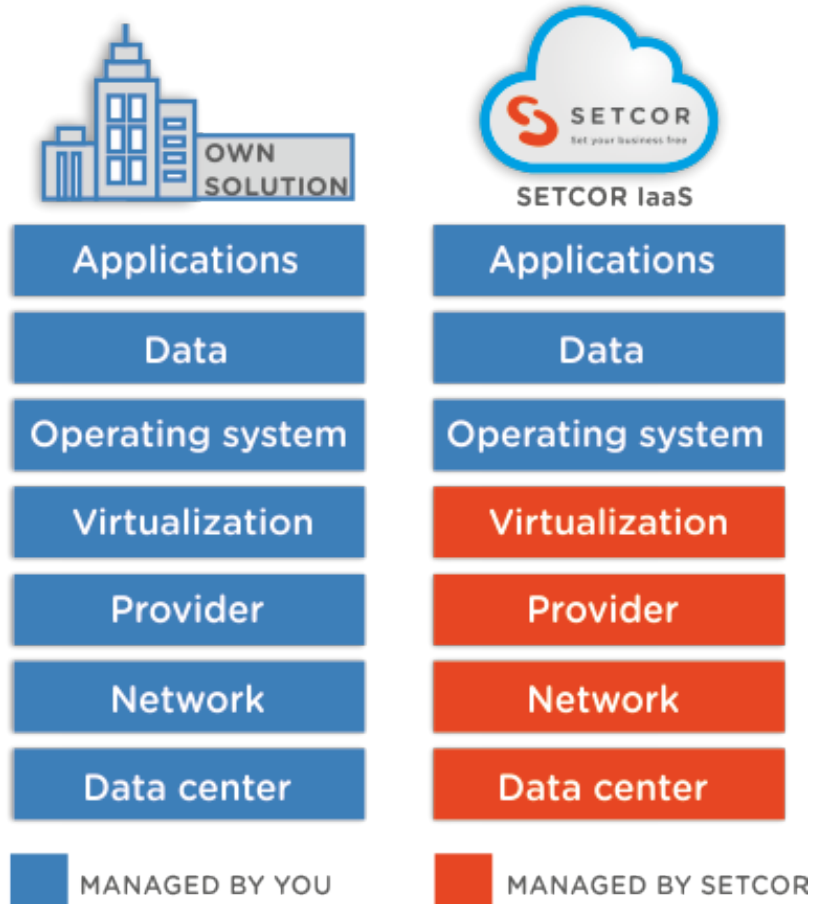
Network Department

Security Department

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Our Advantage



Technical characteristics of Jastrebarsko location

- Total square footage intended for it equipment accommodation 1,300 m²
- 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 rent a complete computer infrastructure, from server to storage, without investing in your own equipment, 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



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Backup as a Service (Ba

Backup as a Service (BaaS) 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
he hires a backup repository from us
he 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

VEEAM



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 event of an artificial or natural disaster. The complete critical IT structure, including storage and applications, is automatically replicated almost in real time in the Cloud.

RaaS 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) 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

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Security as a Service (SECaaS)

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 can 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



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



- Management - Central administration
- Flexible and Scalable – 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

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.



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New Option

Support for containers and Kubernetes
Infrastructure as Code – Ansible support
Platform as a Service

COMING SOON

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Certs and Partne



Microsoft
Partner



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



**Hewlett Packard
Enterprise**



AVISTER
CERTIFIED
DISTRIBUTOR



Gold Partner



HITACHI
Hitachi Data Systems



DELL EMC
SOLUTION PROVIDER
AUTHORIZED RESELLER



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Referen

PBZ CARD

bluesun
HOTELS & RESORTS

NPIS IT

KONČAR

Končar - Inženjering za energetiku
i transport d.d.

MERCURY
SSING SERVICES INTERNATIONAL

oradian

HYPOBANK
ALPE ADRIA

HPB
HRVATSKA POŠTANSKA BANKA

INA
INDUSTRIJA NAFTE, d.d.

CORVUS
cms

PODRAVSKA BANKA d.d.

CROATIA BANKA

ERICSSON
Ericsson Nikola Tesla d.d.

Wüstenrot
stambena štedionica d.d.

Slatinska banka d.d.
Slatina

JADRANSKA BANKA d.d.
SIBENIK

PRIMORSKA BANKA
d.d. Rijeka

Imex banka

Raiffeis
BANK

RTNER BANKA

ERSTE
CARD CLUB

CROATIA OSIGURANJE
utemeljeno 1884.

T-Com

PEVEX

SETCOR PSPL Price list - GEANT			(DP)
	Virtual server components (IaaS)	EUR	EUR
CPU	vCPU	12,14 €	10,93 €
RAM	vRAM	10,18 €	9,16 €
K-PP	Disk Permanent Performance 1 GB	0,19 €	0,17 €
K-STD	Disk Standard 1GB	0,10 €	0,09 €
K-BU	Disk Backup 1GB	0,04 €	0,04 €
K-OBJ	Cloud Object/Archive Storage S3 compatible 1GB (per instace copy)	0,04 €	0,04 €
D5G	SetDrive - 1 user with 5GB storage	4,99 €	4,49 €
D10G	SetDrive 1 user with 50GB storage	7,99 €	7,19 €
Network & Firewalls			
FB10	Advanced NG Firewall basic (10 Mbps)	6,45 €	5,81 €
FB100	Advanced NG Firewall basic (100 Mbps)	27,65 €	24,89 €
FB500	Advanced NG Firewall basic (500 Mbps)	37,48 €	33,74 €
FB1G	Advanced NG Firewall basic (1 Gbps)	65,14 €	58,62 €
FB2G	Advanced NG Firewall basic (2 Gbps)	94,63 €	85,17 €
FB4G	Advanced NG Firewall basic (4 Gbps)	156,72 €	141,05 €
FB6G	Advanced NG Firewall basic (6 Gbps)	215,69 €	194,12 €
FA100	Advanced NG Firewall Advanced AC, IDP, WCF and AV (100 Mbps)	37,48 €	33,74 €
FA500	Advanced NG Firewall Advanced AC, IDP, WCF and AV (500 Mbps)	52,23 €	47,01 €
FA1G	Advanced NG Firewall Advanced AC, IDP, WCF and AV (1 Gbps)	94,63 €	85,17 €
FA2G	Advanced NG Firewall Advanced AC, IDP, WCF and AV (2 Gbps)	143,80 €	129,42 €
FA4G	Advanced NG Firewall Advanced AC, IDP, WCF and AV (4 Gbps)	215,69 €	194,12 €
FA6G	Advanced NG Firewall Advanced AC, IDP, WCF and AV (6 Gbps)	304,18 €	273,76 €
LAN	VLAN (VxLAN)	7,80 €	7,02 €

	Security		
C-WEBS	SETCOR WEB Security as a service (per user)	5,90 €	5,61 €
C-MSaaS	SETCOR MAIL Security as a service (per user)	5,45 €	5,18 €
C-EAM	SETCOR Endpoint Anti-Malware as a service (per user)	6,99 €	6,64 €
C-ESUR	SETCOR Employee surveillance as a service (per user)	19,89 €	18,90 €
aaS	SETCOR Endpoint Encryption as a service (per user)	12,80 €	12,16 €
C-DDOS	SETCOR DDOS protection as a service (infrastructure, volumetric attacks, 500Mbps clean pipe)	2.000,00 €	1.900,00 €
C-OB	SETCOR OfficeBox remote connectivity as a service 100Mbps (SD-WAN)	60,00 €	57,00 €
C-AP	SETCOR Application portal as a service 100Mbps	189,00 €	179,55 €
C-LB	SETCOR Load Balancer as a service 100Mbps	189,00 €	179,55 €
C-WAF	SETCOR WAF as a service 100Mbps	189,00 €	179,55 €
C-RDPPRX	SETCOR RDP PROXY SECURITY as a service 100Mbps	189,00 €	179,55 €
C-2FA	SETCOR 2-Factor Authentication (multi-factor) as a service (per user)	3,00 €	2,85 €
	Public IP Address		
	Public IP Address	3,00 €	3,00 €
	Microsoft Licensing		
SQLSAL	MS SQL Standard per SAL	19,74 €	18,75 €
SQL4CPU	MS SQL Standard (4vCPU) unlimited users	302,63 €	287,50 €
RDSUR	MS RDS (remote desktop/terminal services)	5,30 €	5,04 €
WINSR	MS WIN SRV 2012R2 STD	19,74 €	18,75 €
	Microsoft Services		
EXH-5	MS Exchange per user 5G	2,75 €	2,61 €
EXH-25	MS Exchange per user 25G	3,55 €	3,37 €
EXH-50	MS Exchange per user 50G	4,55 €	4,32 €
PRDS-5	SETCOR Colaboration Suite/MS productivity Suite per user 5G	4,50 €	4,28 €
PRDS-25	SETCOR Colaboration Suite/MS productivity Suite per user 25G	5,30 €	5,04 €
PRDS-50	SETCOR Colaboration Suite/MS productivity Suite per user 50G	6,30 €	5,99 €
	RedHat Licencing		
GB	RedHat Enterprise (Eur/Gb vRAM)	0,63 €	0,63 €

Backup Replication and Disaster Recovery software Licensing			
T-BRVM	Virtual Machine Backup (per VM)	19,74 €	17,77 €
T-B2CL	Backup to Cloud (per VM)	10,00 €	9,00 €
T-ABU2CL	Agent Backup to Cloud (per agent)	26,30 €	23,67 €
T-DR2CL	Disaster Recovery to Cloud (per VM)	19,74 €	17,77 €
LAMARO DIGITAL - Online eLMS system			
T-LAMDIG-S	Small Institution <500users, 5GB documents, 200GB Video streaming	2.000,00 €	1.400,00 €
T-LAMDIG-SM	Small-to-Mid-Sized institutions 500-1000, 10GB documents, 500GB Video streaming	2.400,00 €	1.680,00 €
T-LAMDIG-M	Mid-Sized institutions 1001-5000, 25GB documents, 1,2TB Video streaming	2.900,00 €	2.030,00 €
T-LAMDIG-L	Large Institutions 5001-10000, 25GB documents, 2TB Video streaming	3.500,00 €	2.450,00 €
PALDESK - Cloud contact Center			
T-PAL	Per User	48,00 €	33,60 €
Premium Support			
T-PMSUP1Y	250 hours of consulting and support (per year)	15.000,00 €	15.000,00 €
T-PMOSSUP	On-Site migration support (hourly)	75,00 €	75,00 €
T-PMRMSUP	Remote support OS, DB migration and other remote support (hourly)	45,00 €	45,00 €
T-LMPAL-SRV	Lamaro Digital and PALDesk support (hourly)	100,00 €	100,00 €
T-JPM	Junior project manager (hourly)	50,00 €	50,00 €
T-SPM	Senior project manager (hourly)	65,00 €	65,00 €
T-JCA	Junior cloud architect (hourly)	50,00 €	50,00 €
T-SCA	Senior cloud architect (hourly)	85,00 €	85,00 €
T-JC	Junior consultant (hourly)	75,00 €	75,00 €
T-SCA	Senior consultant (hourly)	100,00 €	100,00 €
Discount Structure: (Virtual server components) IaaS			
Discount percentage (DP) is 10% from list price			
Local Discount percentage (LDP) is 2% from the list price			
Additional discount percentage: 5% discount for monthly usage amount greater than 5.000 EUR list price			
Additional discount percentage: 10% discount for monthly usage amount greater than 15.000 EUR list price			
Additional discount percentage: 15% discount for monthly usage amount greater than 25.000 EUR list price			

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Setcor - Conta



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