COMPANY PROFILE

4D SISTEMI INFORMATICI SRL

IT SYSTEMS FOR COMPANIES
ISO9001 CERTIFIED SINCE 2007

0 2

HISTORY

4D was founded in 1997 in Voghera, province of Pavia.
The company, offering his services at a European level, is an ideal partner in the field of Information and Communication Technologies.
With the distance of years, 4D staff has grown in all its departments and especially in the technical field, with the purpose of always providing to its customers an effective and appropriate assistance.
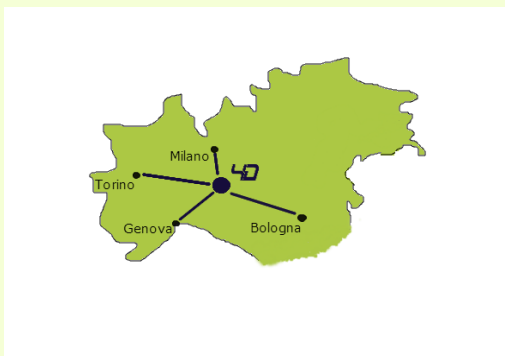The constant professional growth, the human values and the continuous research of the latest technologies on the market, make 4D a reliable, updated and always available one-stop partner, even for a small consulting.
4D Sistemi Informatici acts as System Integrator in to provide the best customized solutions for each company.
Along with 4D Software, it offers a complete service in the ICT world.

LOCATION

CALL OUT TIME FOR PROVINCE

PAVIA, ALESSANDRIA

30 MINUTES

MILANO, PIACENZA, GENOVA, VARESE, NOVARA, COMO, ASTI, LODI,

60 MINUTES

TORINO, BERGAMO, SAVONA, PARMA, VERCELLI,

1 HOUR 1/2

IMPERIA, SANREMO, CUNEO, BIELLA, REGGIO EMILIA, MODENA, MANTOVA, BRESCIA, LA SPEZIA

2 HOURS

03

SERVICES

Every day we support our customers for:

Data security systems
• Local area networks (LAN)
• Wide area networks (WAN)
• Video over IP and over telephony network
• VOIP and traditional telephony
• Storage systems (NAS, SAN)
• Server, PC and peripherals for printers, audio, video and pictures
• Virtual infrastructures and decentralized computing systems
• Assistance, maintenance and emergency interventions

PRODUCTS

With over 15.000 products available and more than 20 brands with technical certifications, the range of solutions offered is complete.
VM Ware, HP Procurve, Watchguard, IBM, Sharp, KrollonTrack, Nod32, Dell, Cisco Systems, Panasonic, Symantec...
...are only the brands, not solutions.

4D is not tied to a specific brand to follow the requirement of customers.

A winning strategic choice that brought us over the years to acquire more than 1.500 customers in each market sector.

Transform a technology in a solution is our job.

0 4

DATA SECURITY SYSTEMS

Since its establishment, 4D Sistemi Informatici has developed, designed, installed and maintained computer security systems.

Each security system is safe only if updated and complete. Our security systems are always up-to-date.

- Periodic remote maintenance
- Real-time remote assistance
- Continous updates directly from the manufactures of the products

All our systems are safe because they are complete:
- Hardware systems to avoid external intrusions from every point of access to the Internet.
- Software systems protects inside from users bad behaviors.

Security requires a complete analysis of needs.
4D Sistemi Informatici offers a complete service:
- Design
- Installation
- Maintenance

0 5

LOCAL AREA NETWORK (LAN)

The concept of local network experienced in later years got a significant change.
Ether came up beside copper thanks to new technologies of radio data transmission.
What makes a good network is a network robustness. A robust network never breaks.
To achieve this objective, it is necessary to be careful both in the construction phase that in the control phase.

WIDE NETWORK CONSTRUCTION

Today, the most widely used technologies are Radio, Copper and Optical Fiber.
Each technology differs for traffic volume and versatility.
Radio network is fast, but allows a limited access speed. Copper is the most common technology for workstation networks. Optical Fiber is used for high data traffic connections.

NETWORK CONTROL

What makes traffic fluid in a data network are the routing and control equipment. These devices direct the traffic of data moving between users and servers.
The three most common elements are Switch, Routers e Firewall.
Robustness in the sense of speed and continuity of connection, is therefore connected to the choice of cable wirings and switches.
Security depends on firewall instead.
Connection with other networks (Internet) is managed by routers instead.
4D Sistemi Informatici is always at your disposal to analyze and design a network able to support you in your work.

06

WIDE AREA NETWORKS

Every company in the world needs tools for group work. Thanks to modern technologies, we provide a single network for your business: secure, confidential and stable.

One network to connect sales, production, warehouse and administration One network for a better control of business information systems. One network to protect the entire company. One network for low cost communication among all locations. One network to make your company unique in the world.

Technical specifications
A single network is made using the largest network: Internet. We rely on recognizable brands and well-established technologies.

HP : servers, switches and networking cabinets	DELL CERTIFIED PARTNER	Business Partner hp
Storage and backup	EMC²	DELL CERTIFIED PARTNER
Networking	hp invent Pc/Ws/Srv/Nw	CISCO SYSTEMS
Security and protection systems	WatchGuard	eset Authorised Partner
VOIP and telephone communications	CISCO SYSTEMS	AVAYA
Virtualization	vmware	

0 7

IP (VOIP) AND TRADITIONAL TELEPHONY

4D Sistemi Informatici is active in the voice field since 1999 and for this reason it went through the transition from analogic to digital technology.
Our activities in this field range from design to periodic maintenance.
We are able to offer a range of solutions ranging from small traditional analog phone system to international multi-site phone systems with 15.000 users.
Over the years we entrusted to recognized professional partners: Panasonic, Alcatel, Siemens, Avaya, Mitel.
The strong point to build a good phone system is understanding the requirements and therefore the functions users need. For this reason, a large part of our activity is focused on a preventive analysis of general functionalities and details that turn a good phone system into an excellent communication system.
Our solutions can be applied to existing systems even in a complementary manner with the aim to improve the current performance of already tested plants.
At the first meeting we can already give you a rough cost and the tools to understand how to evaluate your investments.

INDUSTRIAL AUTOMATION

Standard TCP-IP introduction in industry allows nowadays the construction of robust systems at lower costs.
4D Sistemi Informatici combines all plant design elements (scada software, actuators, transducers, etc.) to provide both a simple software interface and a solid data management structure.

0 8

SERVER, PC AND PERIPHERALS FOR PRINTERS, AUDIO, VIDEO AND PICTURES

DATA PROCESSING CENTER

We build data processing centers based on physical and virtual VMWare technology.
We can place them both at the customers and at the Cloud customer reserved area in a certified Web Farm.

DESKTOP

Desktop solution allows each user to have an autonomous computing capacity independent from the network and the ability to develop ad hoc multimedia solutions.
For the choice of business desktop PCs, 4D Sistemi Informatici recommends well-known brands products that usually differ in terms of reliability and after-sales services, such as guarantee and support services.
To avoid users stops, we provide all-risk contracts with the immediate replacement of PCs.

THIN CLIENT

Thin client technology is based on the old concept of Mainframe and allows you to focus the central computing power easing the peripheral processors.
The advantage of this choice is mainly economic, both for the savings on the reduced hardware users need, and for the reduction of software licenses required only for the mainframe.
Therefore, thin client architecture is recommended for companies with more than 20 users connected, with processing needs substantially reduced compared to Office Automation (CAD users and similar are discouraged). It is also recommended in wide area networks for the traffic data low volume that allows users to work with the central computer also connecting with a simple ADSL.

09

ASSISTANCE, MAINTENANCE AND EMERGENCY

For companies, interruption means losing money.
4D works to prevent interruptions of the information system.

To prevent interruptions we:
- Standardize computer system
- Monitor network efficiency
- Monitor data traffic
- Restrict user activities
- Telecontrol servers
- Manage anti-intrusion systems
- Monitor Internet traffic

To overcome interruptions we execute:
- Remote interventions
- Customer guided assistance
- Acts within 4 hours max
- PC, servers and peripherals replacement

All our assistance contracts arise by listening to your needs and your systems analysis.
With ticket contract you will always have the priority.

10

ASSISTANCE CONTRACTS

*To live easy you must feel protected.
4D contracts arise with the purpose of ensuring to each of our clients a partner to rely on in times of need.*

TICKET CONTRACT

4D ticket is the unique formula to get all 4D Group services
4D COMPUTER SYSTEMS - 4D SERVICE - 4D SOFTWARE

10 GOOD REASONS

1. Rapid intervention from our nearest office.
2. Choose the right professionals when you need them without a periodic fee.
3. A flexible investment to have information technology services at the right price.
4. 4D tickets are timeless. They do not have an expiry date to be always at your disposal.
5. My 4D on the website www.4dsistemi.it allows you to see the activities carried out in real time.
6. If you have 4D tickets, you come first. You will be assigned a higher priority.
7. It is easier with tickets to manage different needs in a single project.
8. You can have RTS (Real Time Support) immediate assistance from the website www.4dsistemi.it
9. You can always check your expense with the ticket statement of account on the web.
10. With ticket contract more you buy, more you save.

11

ON-TIME

On-time is the supervision and real-time intervention pack 4D applies to all customers that have already signed a service contract whether Ticket, Base Risk or All Risk.
With On-Time, thanks to the collaboration between 4D and TeamViewer, each user can request direct assistance with 1 click.
4D, in agreement with the client, can also implement a client server real time control policy, acting istantly to manage the operation of the operation system services.
The activation allows 4D technicians to assist wherever they are, thanks to apps available for tablets and smartphones.
On-time service is a free option.

12

BASE RISK CONTRACT

With Base Risk you plan your safety.

We analize existing infrastructure
- Network diagrams
- Pc and servers inventory
- List of applications that users use

We set up a working method
- Enabling remote management with RTS system
- Assigning a reference technician
- Creating a backup PC for quick changeovers
- Instructing users to request assistance through My4D

We intervent
- Planning the maintenance required
- With RTS by remote real-time
- At company headquarter when necessary
- With qualified technicians according to the type of intervention required

13

ALL-RISK CONTRACT

> With All-Risk Contract you plan security and ensure against the unexpected.

Besides Base-Risk requirements, All-Risk contract offers the replacement of any hardware regardless the number of breaks.
It is the right solution for planning annual costs for the entire IT infrastructure.
It can be extended to any piece of the company hardware:

- PC
- Server
- Switch, router, firewall
- Printers
- Telephones exchange

14

PRODUCTS CREATED BY 4D

Over the years we have created and developed new products to give our customers dedicated and easy to use services.
Ad hoc products for specific professional needs.

GIP

GPS locator programmed with proprietary software with management and web display.

WATCHBAND

Web software to control users navigation.

MY4D

On-line assistance system.
On-line assistance system reserved for customers with the assistance contract.

CONDIVISION

Software in ASP mode for distribution and controlled exchange of files in depth.

15

THE GROUP

4D Sistemi Informatici is part of the 4D Group.

4D GROUP SRL

Real estate group created for the joint management of 4D Group activities.

4D SOFTWARE

Custom-made software applications for automating business processes.
Websites building.
Internet domains managing.

OPERATING SEGMENTS

4D SISTEMI INFORMATICI

IT Infrastructure for company information technology and telecommunications.

4D SOFTWARE

Business software development.

4D SHOP

Sale and assistance for retail.

16

CONTACTS

4D Sistemi Informatici
Via Kennedy, 84 – 27058 Voghera PV
Phone 0383.644311 – Fax 0383.644399
www.4dsistemi.it – info@4dsistemi.it

Commercial Manager
Matteo Para
para@4dsistemi.it

Technical Director
Emiliano Fortunati
fortunati@4dsistemi.it

Purchase Manager
Massimiliano Nardi
nardi@4dsistemi.it

Administrative Director
Laura Marchesi
marchesi@4dsistemi.it