

ABOUT HEIWA

Enterprise technology within the SMB's reach.

Heiwa Information Technology was founded to bring small and midsize businesses the same quality of infrastructure that large corporations run — without the cost, the complexity and the distance typical of the enterprise market.

We serve companies in Brazil, Latin America and Europe with solutions that combine proven open source technologies, industry best practices and close, direct support. The result: stable, secure and predictable environments, with clear monthly costs and no licensing traps.

How we work — four principles behind every project

Open source

Mature, battle-tested technologies with no per-server or per-user license fees.

Close support

You talk directly to the people doing the work. No call-center layers.

Predictable cost

Fixed monthly plans and fixed-scope projects — no surprises on the invoice.

Real documentation

Every environment is delivered with documentation and knowledge transfer.

CREDENTIALS

20+ years

of critical infrastructure

RHCE · RHCSA

Red Hat certifications

OpenShift

Administration Specialist

2 continents

Brazil · Americas · Europe

A QUICK GUIDE FOR THE DECISION-MAKER

Understand each area of work.

This guide was written for people who need to quickly understand where to route each demand. Each area below is a set of services Heiwa provides.

Virtualization · How one physical server becomes many

A physical server is an expensive, powerful machine that usually sits idle when dedicated to a single task. Virtualization lets that same server run dozens of "virtual servers" (called VMs), each fulfilling a specific role.

Containers · A lightweight evolution of virtualization for applications

If a VM is like a whole apartment, a container is like a furnished room: lighter, faster to start and ideal for modern applications. It is the technology behind most of today's internet platforms.

Storage · Where and how your company's data is kept

Storage is the set of disks that holds everything — databases, files, systems. The right setup ensures that if a disk fails nothing is lost, and if a server goes down the data remains available to the others.

Backup & Disaster Recovery · Having copies of your data — and being able to restore them

Backup means making copies; disaster recovery means being sure the copies work and the company is back up quickly after an incident. Many backups are never tested until the day they are needed.

Identity & authentication (SSO) · One login and clear control over who accesses what

SSO stands for "Single Sign-On": employees use a single password for every company system. When someone leaves, one click removes all their access. It also helps with data-protection compliance (LGPD/GDPR).

Automation & development · Software that does the repetitive work for you

Every company has manual, repetitive tasks — importing spreadsheets, generating reports, syncing data. Automation and custom development turn that work into automated processes or purpose-built systems.

RECURRING SERVICES

Monthly plans.

Monthly contracts in which Heiwa looks after your infrastructure continuously: monitoring, alerting, verifying backups, applying patches and handling day-to-day requests. Pick the size that matches your environment.

ESSENTIAL INFRA

monitoring and visibility

IDEAL FOR

For companies that need to know their IT is healthy and get notified when something needs attention.

- Monitoring and alerts
- Backup verification
- Monthly health report
- 2h of support included
- SLA: 2 business days

MOST POPULAR

PROTECTED INFRA

tested backups and patching

IDEAL FOR

For companies with critical operations that cannot discover problems only on the day of an incident.

- Everything in Essential, plus:
- Monthly restore test
- Patch management
- Priority response
- 5h of support included
- SLA: 1 business day

MANAGED INFRA

fully outsourced IT

IDEAL FOR

For companies that prefer not to keep an in-house infrastructure team and delegate all technical care.

- Everything in Protected, plus:
- Fully outsourced IT
- Quarterly planning
- Premium response
- 12h of support included
- SLA: 4 business hours

Plans sized to your environment

Each plan has clear limits for how many servers, VMs and systems are covered. See the next page to pick the right size — pricing is provided on request, tailored to your environment.

Capacity per plan — what each size covers, in numbers

The table below shows the workload each plan is sized for. If your environment grows beyond the limits, you move up to the next plan with no setup fee.

DIMENSION	ESSENTIAL	PROTECTED	MANAGED
Monitored servers/VMs	up to 10	up to 25	up to 50
VMs in the backup cycle	up to 5	up to 15	up to 30
VMs with tested restore (month)	1 VM	3 VMs	6 VMs
Systems under patch management	—	up to 15	up to 30
Support hours included	2h/mo	5h/mo	12h/mo
Response SLA	2 business days	1 business day	4 business hrs

Plan rules — no fine print

- Plan limits cover the expected monthly effort. Larger environments move to the next plan with no setup fee.
- Environments with 50+ servers get a dedicated contract, with its own scope.
- Unused support hours do not roll over to the following month.
- Annual contracts are available with preferential terms.
- Detailed pricing is provided on request — ask for a quote tailored to your environment.

ONE-TIME SERVICES

Projects.

Deployments with scope, timeline and deliverables defined before work starts. Each service comes in three sizes — from compact (small environments) to extended (tailored to larger operations). Every project is quoted individually and agreed before kickoff.

VMware → Proxmox migration

Replaces VMware virtualization — which became expensive after recent acquisitions — with Proxmox, an open source platform with the same level of reliability.

COMPACT

up to 1 server · up to 10 VMs

STANDARD

up to 3 servers · up to 25 VMs

EXTENDED

4+ servers or 25+ VMs

Redundant storage (Ceph)

A distributed storage system that keeps multiple copies of your data on different servers. If one server fails, the others keep serving the data.

COMPACT

minimal cluster, 3 servers

STANDARD

cluster of 4 to 5 servers

EXTENDED

6+ servers or dedicated storage

Backup & Disaster Recovery

Deployment of an automated backup routine with a monthly restore test — the assurance that your backup actually works when you need it.

COMPACT

deployment + up to 10 protected VMs

STANDARD

deployment + up to 25 protected VMs

EXTENDED

25+ VMs or multi-site operation

Identity & access (SSO)

Single sign-on for every company system. Employees access everything with one password; when someone leaves, one click removes all their access.

COMPACT

up to 3 integrated systems

STANDARD

up to 6 integrated systems

EXTENDED

7+ systems or multi-domain

Automation & documentation

Describes your entire environment as code, enabling fast reconstruction after a serious failure. IT stops depending on what a single person knows.

COMPACT

up to 5 managed servers

STANDARD

up to 15 managed servers

EXTENDED

16+ servers or multi-cluster

Custom development

Web systems, automations and integrations built for your business — from scripts that save hours every week to complete applications with database and login.

COMPACT

single script or automation

STANDARD

web application with
database and login

EXTENDED

complete or multi-module
system

HOW WE START

Free initial assessment, no strings attached.

In a 30-minute conversation we map risks and current costs, and hand you a clear action plan. You leave with concrete directions — even if you decide not to hire us.

📞 +55 (21) 97109-5909 · contato@heiwa.eti.br