

Complete Managed Services



Do These Issues Plague Your Business?

- No Technology Plan?**
 Does your organisation lack a strategy for how technology can best serve it into the future?
- IT Budget Crunch?**
 Under pressure to reduce IT costs, increase value or maximise profitability?
- Management Struggles?**
 Need to find a more efficient way to manage your company's technology?

Program Advantages:

- Increased Productivity:**
 Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.
- Reduced Business Impact from IT Failures:**
 Combining preventative maintenance and remote monitoring means we Minimise failures that could impact your business. Your network behaves in a stable and reliable manner.
- Reduced Network Downtime Through Proactive Maintenance:**
 Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.

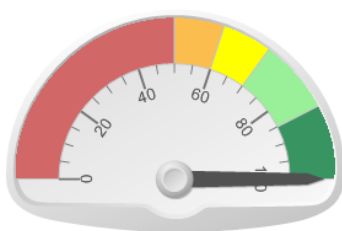
A True Partnership

Total network peace of mind. Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely. Our fully managed program is the ideal solution for an organisation like yours, an organisation that demands the utmost in network reliability and quality service.

Total IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal IT Department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimising their occurrence, and any unforeseen issues are dealt with as a top priority. All aspects of your network are covered: security, data protection applications and hardware.

When you outsource the management of your important IT resources to us, we look upon this as a partnership. Our comprehensive approach means we are your IT department. By optimising your network's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Security, networking, data protection and user support - we handle it all for a single, predictable price.

Overall Score - Example of Managed Services Overall Score Card



100%

Previous: 80%

	Current Score	Previous Score
<i>Asset Management</i>		
Devices Under Management	100.00%	66.52%
Server and Network Warranty	100.00%	92.00%
Workstation, Laptop and Mobile Warranty	100.00%	11.63%
<i>Security Monitoring</i>		
Antivirus	100.00%	73.08%
Windows Patching	100.00%	84.62%
Third Party Patching	N/A	N/A
Hardware Firewall	100.00%	100.00%
<i>Data Protection</i>		
Business Service Availability	99.72%	95.87%
Network Reliability	99.98%	100.00%
<i>Performance</i>		
Servers	100.00%	100.00%
Ticket Summary	N/A	N/A

Program Features

- **24x7 Advanced Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- **Scheduled Preventative Maintenance** ensures that your servers, PCs and other vital network devices function optimally. This improves reliability and security.
- **Monthly Network Health Review** dedicates time to review reports and issues that are important to the ongoing performance of your network. We translate technology into business terms for you.
- **Real Time Optimisation** keeps your infrastructure optimised through our NOC enterprise-class technology. Critical issues are identified, reported, and resolved in real time.
- **Security and Backup Management** keeps your environment secure, protected and available through industry best-practices.
- **Unlimited Remote and Onsite Support** ensures the utmost in business stability and reliability. Your single monthly price covers all network, server and workstation support.

92% of senior IT decision-makers say their networks need major work.

Over 50% must take remedial action for network outages several times a week or month, if not daily.

Study conducted by Vanson Bourne, 2014

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Program Elements	Included Services
Managed Server	<ul style="list-style-type: none"> • 24x7 Advanced Performance Monitoring • Server Configuration Management • Key Application Maintenance + Monitoring • Microsoft and 3rd Party Patch Management • Real Time Server Optimisation • Scheduled Preventative Maintenance
Managed Workstation	<ul style="list-style-type: none"> • 24x7 Advanced Performance Monitoring • Workstation Configuration Management • Microsoft and 3rd Party Patch Management • Real Time Workstation Optimisation • Scheduled Preventative Maintenance
Managed Network	<ul style="list-style-type: none"> • Firewall Management and Maintenance • Router and Switch Performance Monitoring
Managed Security	<ul style="list-style-type: none"> • Anti-Virus Monitoring and Management • Anti-Spam Monitoring and Management • Regular Vulnerability Scan and Report
Managed Backup	<ul style="list-style-type: none"> • Backup Deployment and Configuration • Backup Performance Monitoring • Backup Software Updates • Scheduled Backup Jobs • Data Center Replication and Disaster Recovery Planning
Managed Support	<ul style="list-style-type: none"> • Monthly Network Health Review • Unlimited Network, End-user and Network Support

Specialised Professional Services



- Tailor-Made Protection
- Desktop Security
- Complete Managed Services
- Managed Mail Filtering
- Managed End Point Security
- Managed Backup
- Mobile Device Management
- Disaster Recovery