

We believe IT should be simple and affordable for every business.

This product is designed companies that want to save time, money and reduce the risks associated with their technology. Suitable for Onsite or Cloud-based systems.

Choose from three options depending on your business IT needs:

- LEVEL 1 - MONITORING** *A basic IT package designed to let you know what's going on in your network, and to have a complete inventory of all your devices and software.*

- LEVEL 2 - MAINTENANCE** *Everything in Level 1 PLUS... An IT support package that saves you money in IT support and reduces risks associated with IT security.*

- LEVEL 3 - MANAGEMENT** *Everything in Level 1 and Level 2 PLUS... An IT support package that unlocks the strategic benefits of IT for your business.*

IT Support Level	LEVEL 1 - MONITORING	LEVEL 2 - MAINTENANCE	LEVEL 3 - MANAGEMENT
Real Time System Health Monitoring	✓	✓	✓
Security	✓	✓	✓
Performance	✓	✓	✓
Reliability	✓	✓	✓
Backups	✓	✓	✓
Website	✓	✓	✓
Asset Inventory	✓	✓	✓
Email Reports – Executive/Technical	✓	✓	✓
Monthly Maintenance		✓	✓
Unlimited Remote Support		✓	✓
Software Updates		✓	✓
Patch Management		✓	✓
Security Services		✓	✓
Strategy Meetings		✓	✓
Onsite Support			✓
Project Hours			✓
Onsite Maintenance			✓

Real Time System Health Monitoring

Complete monitoring of the health of your IT systems including desktops, laptops, tablets, servers, company websites and network equipment.

Monthly Maintenance

Checks of critical systems to ensure reliability.

Asset Inventory

Complete records of your IT assets including software and hardware.

Email Reports

Customised reports delivered monthly to your email.

Remote Support

IT support when you need it to get problems solved fast.

Security Services

An IT security solution for your business including anti-virus software.

Software Updates

Updates for business applications will be scheduled and installed as required.

Patch Management

Installation of operating system and business system critical software updates as required.

Onsite Support / Onsite Maintenance

Onsite support and maintenance as required to keep systems reliable.

Strategy Meetings

To ensure your IT continues to meet your business needs over the longer term

Project Hours

Included time for extra IT work such as installing new computers, servers and software.