



TECH HELP
DIRECT
ICT SOLUTIONS



Managed ICT Services








techhelpdirect.com.au/managed-services

 Consultants Network



SPECIALIST SUPPORT FOR MANY INDUSTRIES.

Let us simplify the management of your ICT services and help deliver technology solutions that work exactly the way you want them to.

-  Medical & Surgery
-  Design & Print
-  Media & Advertising
-  Professional Services
-  Education
-  Retail & Hospitality
-  Manufacturing & Construction



“Our clients are our business.

We do everything in our power to foster relationships and maximise satisfaction of our services.

We deliver and manage strategic and simplified ICT solutions that will align with your organisation’s true requirements, objectives and goals.”

Daniel Herr, Director

THE TECHNOLOGY AS A SERVICE (TAAS) MODEL.

Technology as a Service relieves our clients from managing the day-to-day operation of their ICT environment. Our service capability commands that we go above and beyond to exceed expectations and deliver our clients an exceptional experience. We do this by having;

- **24 x 7 help-desk operation**
- **Remote network monitoring – eliminating issues before they occur**
- **Incident management, tied to an agreed service level**
- **Efficient procurement and vendor management**
- **Detailed network reporting**
- **Dedicated service delivery managers**



PROFESSIONALLY CONNECTED.



Not only are we very passionate about Apple Macintosh and iOS; we are also the highest-ranked Apple Consultant in Queensland and among the most prominent in Australia. Your Apple systems will be in the best hands. Trust us!



The core of many businesses is the Windows Server. We are a long-standing Microsoft Partner with vast experience and knowledge in all Windows systems.



An organisation is rarely dedicated to one operating system platform, especially with the growing rate of organisations supporting “bring your own device” (BYOD).

We specialise in the integration, management and networking of both, Apple and Microsoft servers, desktops, notebooks, tablets, mobile devices and a large array of cloud services.





01 Key Benefits of Managed Services

Reduce financial risk.

Fixed monthly management fee, increasing your control over your ICT budget.

Reduce operational risk.

24 x 7 proactive systems monitoring and alerting.

Modular flexibility.

Options to tailor a solution to support and manage all, or part of your ICT infrastructure the way that you want.

Simplify supplier management.

Utilising our wide range of solutions and we'll be fully accountable for all aspects of delivery of your ICT needs.

Access to technology.

Leveraging our wide range of vendor relationships.

Access to knowledge & expertise.

Advice and know-how of our certified technicians.

High levels of service.

Strict service level agreements (SLAs), providing guarantees around availability and performance of your ICT infrastructure.

Increased performance & productivity.

Better uptime across your infrastructure via proactive, real-time system monitoring and issue detection.

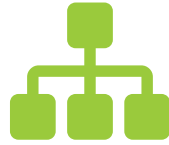
02 Core Services

Every business is different.
Pick and choose what you would like us to manage.



Server Monitoring

Keep critical ICT services available to your business through proactive management of the server infrastructure. We provide service support for a wide range of technologies including professional support of both, Apple Mac and Microsoft Windows.



Managed Network

Take away the complexity of managing network infrastructure with our managed network service. We provide service support for a wide range of networking products including LAN, Wireless, Firewall, Load Balancing, Content Filtering and WAN Optimisation platforms.



Cloud Services

Cloud services are what give users and organisations true mobility and freedom to work on all devices. They make integration simple and are a constant backup source. We configure, integrate and manage systems like Google Apps, Office 365 and DropBox, just to name a few.



User Support

We will provide all aspects of support for your staff, from assisting them with day to day ICT support through to network administration tasks such as managing their mailboxes, user accounts and application access.



Managed User Devices

Service support for the variety of devices your users have, including desktops, laptops, tablets and mobile devices. With the rising demand for BYOD computing, our managed devices offerings are an easy way to simplify user device support.



Security

Protecting your company data is a key objective for us. We will manage the daily protection of your data and ensure that data can be retrieved as and when required.



03 Key Features

We'll simplify the management of your ICT whilst helping improve the flexibility and scalability of your business.

- ✔ Ability to solve issues at the first point of call.
- ✔ Access to a local resource of certified technical engineers.
- ✔ A proven model that enables us to work with a range of client situations.
- ✔ Customisable Service Level Agreements to suit your organisation.
- ✔ Dedicated Service Delivery Manager and Client Manager.
- ✔ Monthly reports & consultations with your dedicated Client Manager.
- ✔ Continuous business improvement with strategic guidance.
- ✔ Consultancy for optimising your ICT infrastructure.
- ✔ Business case preparation and upgrade planning.
- ✔ Support Help Desk and Service Delivery Management based on SLAs.





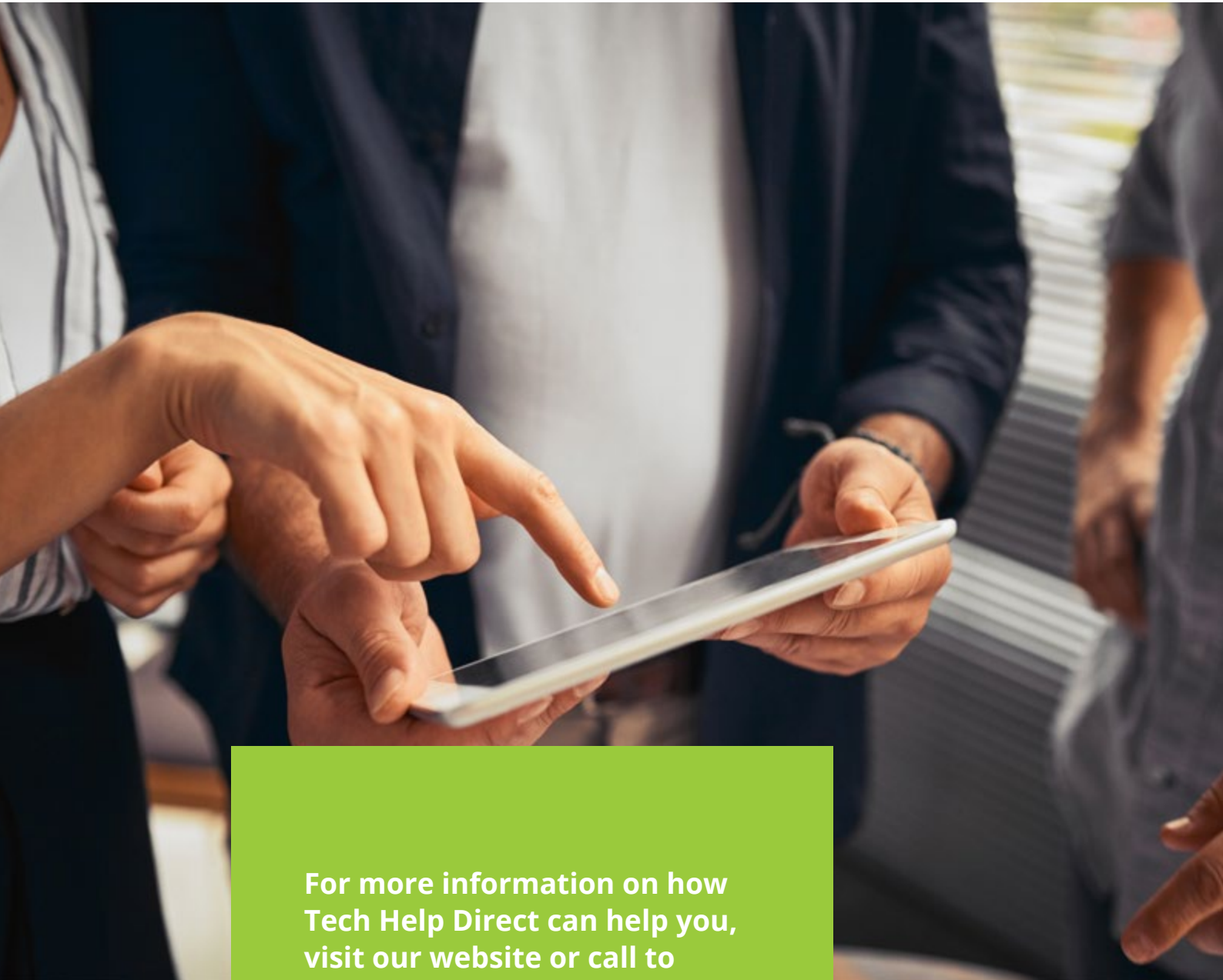
04 Our approach to Managed Services

Think of our team as your team.

You'll have dedicated support team members, as well as direct access to highly certified technicians for strategic advice on the selection of technologies and the approach required to meet your business objectives.

Prior to service commencement, a comprehensive transition management process is initiated to ensure that technological and technical resources are implemented as efficiently and effectively as possible.

While not the complete list, these activities include: understanding your organisational model, management, workflows, staff and ICT demands to provide the most optimal working relationship on all sides.



For more information on how
Tech Help Direct can help you,
visit our website or call to
speak to one of our consultants.



Call us on 1300 622 843

info@techhelpdirect.com.au

www.techhelpdirect.com.au/managed-services