SME

Business ICT Support Services

IT experts ready to assist

www.winaust.com.au/managed-services

WE'RE PART OF YOUR TEAM 24/7

Our Managed Services are designed with your business's unique infrastructure in mind. By working closely with you, our team of experts can deliver improved network quality, optimum performance and transparency, with a focus on security. Think of us as an extension of your own IT team!

AFTER 25 YEARS, WE'VE LEARNT A LOT ABOUT SMEs

When it comes to SMEs, Winthrop does IT better. That's because we simply understand small and medium enterprises better.

With over 25 years' experience working with hundreds of businesses, we understand the ICT management challenges you face every day to ensure your business can deliver an effective and reliable customer experience.

We understand the challenges of growing businesses because:

> They can't afford downtime
> Growth and cashflow are higher priorities than IT
> All businesses are increasingly reliant on ICT
> Internal IT resources are limited
> Systems are often cobbled together as the business grows

What are ICT Support Services?

ICT Support Services provide a proactive solution that delivers continuous protection and support for your business ICT infrastructure.

Through secure monitoring and management of your technology and network, we keep you up and running and give you greater control and visibility over your ICT environment.

How does it work?

We deliver expert server management

We understand how important the performance and reliability of servers are to businesses. We're also fully aware of the effort and resources involved in continuously monitoring server health, managing hardware and software vendors, keeping up to date, and staying secure and compliant.

That's why we created ICT Support Services to maximise server performance and uptime in the SME business environment, helping you with:

> Proactive server monitoring and maintenance
> Rapid, skilled response to issues Comprehensive vendor management
> Ready access to specialists when you need them
> Your ICT budget and resource management

We can help overcome your IT network management challenges.

In today's business environment, everyone is relying on the network infrastructure to get everything done - despite the chain of network devices between two end points having become increasingly complex. With a vast array of end-point devices, mobility options, security and access policy complexity, network administration and performance management are ever more challenging.

This challenging environment demands a committed team of experts to ensure that the performance and reliability of networking and internet access don't interfere with the delivery of business outcomes and services to on premises and remote workers, suppliers and customers. This is exactly what ICT Support Services delivers:

> Continuous network monitoring and proactive maintenance
> Remote and onsite response through dedicated network support
> Comprehensive vendor management
> Access to specialised network expertise when and as needed
> Regular network health checks
> Ongoing moves, adds and changes (MACs)*

*Conditions Apply

PROVIDING A HIGHLY FLEXIBLE SOLUTION

ITC Support Services can be tailored to meet your specific needs. Because each business's priorities and environments are different, we offer a range of support solutions - from 24x7 monitoring of server performance and a priority service desk, through to complete management of your infrastructure, including remote and onsite support.

HOW YOUR BUSINESS BENEFITS

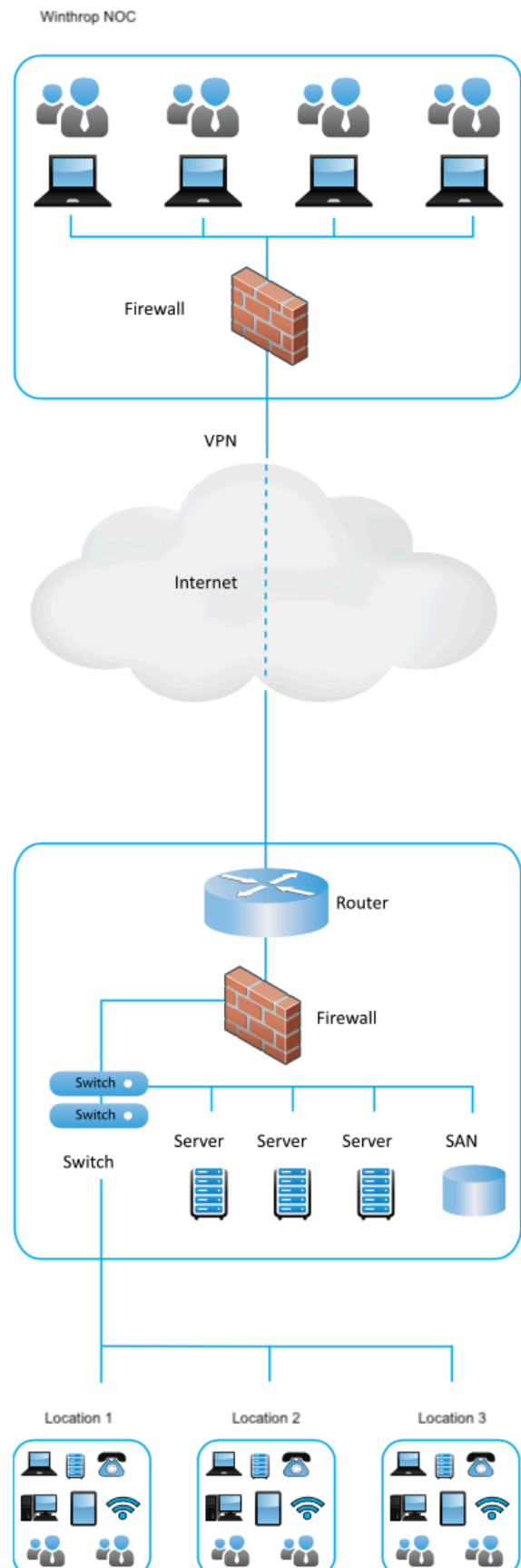Winthrop ICT Support Services can help you achieve maximum return on your ICT investment by delivering:

Predictable ICT costs with fixed monthly billing

Cost savings from reduced technical obsolescence

Priority access to specialist expertise - when and as you need it

Delivery of best practice services

More time to focus on strategic ICT objectives and projects by removing day-to-day tasks best automated

Transfer of technology and delivery risk to Winthrop, whilst retaining control of your ICT strategy and direction

Reduction of network downtime through stabilisation and improvement of network infrastructure

Better visibility and support for planning from comprehensive monthly reporting

Peace of mind from 24 x 7 infrastructure monitoring and a single point of accountability for service delivery with solid guarantees

SERVICE LEVEL AGREEMENTS

We offer guaranteed SLAs and a competitive, transparent pricing structure that enables you to select the level of support you need - at a price that meets your ICT budget.

So, as you embark on the execution of your ICT strategy, we can deliver any level of customised support - from continuous monitoring of network infrastructure and onsite support to asset reporting and application management - by:

Only charging for the devices we manage Allowing you to scale the combination of devices managed up or down

Winthrop NOC

Firewall

VPN

Internet

Router

Firewall

Switch

Switch

Switch

Server

Server

Server

SAN

Location 1

Location 2

Location 3

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