

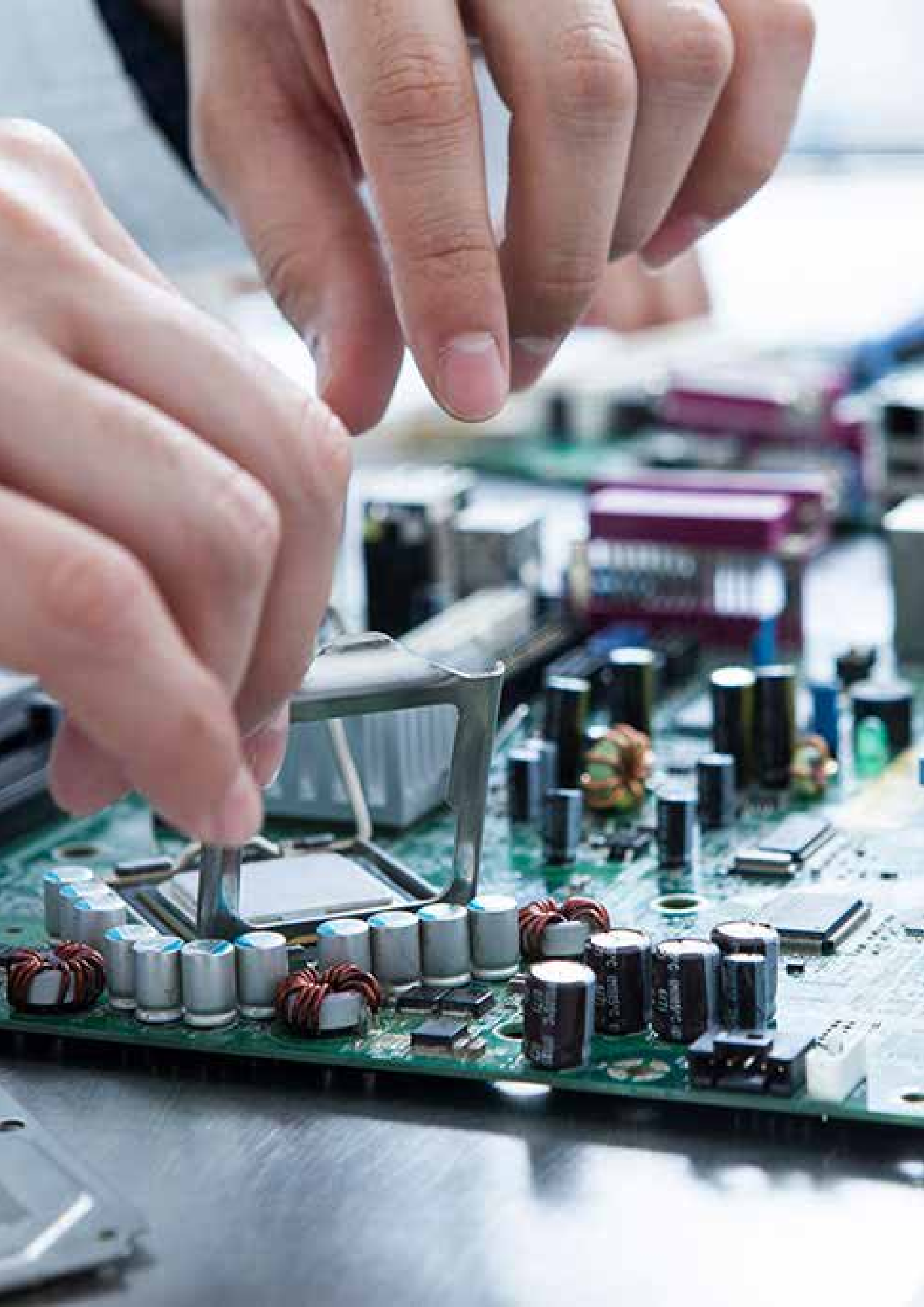


MANAGED SERVICES

Complete maintenance and monitoring
of all your servers and workstations;
all day, every day.

SECURITY RELIABILITY PEACE OF MIND

Experience unparalleled safety and security of your IT Systems with one of our Managed Services Agreements. Fully comprehensive and with a range of benefits, find one that suits your business needs today.





WHAT ARE **MANAGED SERVICES?**

Managed Services is the proactive monitoring and maintenance of your entire network.

Your workstations and servers are monitored every day to prevent and eliminate costly IT issues such as viruses and hacking attempts.

It's peace of mind.

LET US TAKE CARE OF YOUR IT DEPARTMENT

We understand that you're busy and your staff are busy. So why would you want to burden yourself with IT problems and glitches? With a Newtrend Managed Services Agreement you get the full suite of IT services and the assurance of knowing all your IT problems will be solved by someone else.

Managed Services offers you Proactive Monitoring, Proactive Support, Remote Support, Scheduled Maintenance, Simplified Billing and Centralised Management.



Proactive Monitoring
Our software scans and monitors your system 24 x 7, identifying and resolving issues before they become problems.



Proactive Support
Our Managed Services Team provide proactive support alongside proactive monitoring.



Remote Support
Our Team provide full remote support from 6am to 5pm weekdays and discounted onsite support during business hours.



Scheduled Maintenance
Maintenance is scheduled for your servers on a consistent schedule to prevent and eliminate problems.



Simplified Billing
With our Managed Services Agreement you pay per user per month. Any additional costs are clearly outlined for you.



Centralised Management
With our own data centre and local support team, we take care of everything for you.

KEY BENEFITS

GREATER CONTROL

Feel secure knowing all your crucial data is always backed up, keep up to date with the latest software and know that your infrastructure is being maintained and monitored. Our Managed Services Agreements give you peace of mind that any issues are resolved, most commonly before you even knew the issue was there!

The benefits of being a Managed Services client are more than we can mention. You'll have control of your IT costs as well as improved performance of your systems. For an overview of inclusions refer overleaf or if you want the nitty-gritty, call one of our friendly sales team.

- ✓ Control of your IT costs
- ✓ Improved reliability
- ✓ Reduced labour costs
- ✓ Stay focused on your business
- ✓ Increased efficiency
- ✓ Personalised customer service



DIFFERENT LEVELS SAME GREAT SERVICE

Our Managed Services Agreements are the perfect way to let someone else take care of all of your IT Support needs. As a Managed Services client you will get unlimited Help Desk Support, discounted After Hours and Onsite Support and full maintenance and monitoring of all your servers and workstations.

All this for one inclusive fee for each user, each month. Our agreements give you control of your IT costs, you'll know each month what to expect on your bill with no hidden surprises.

Each level comes with the same core services of Centralised Management, Proactive Monitoring, Proactive Support, Help Desk Support, Scheduled Maintenance and Simplified Billing.

GOLD

Unlimited Help Desk Support between 6am and 5pm weekdays

30% off Help Desk Support Rates for additional devices

30% off After Hours Help Desk Support Rates

2.5 hours of Onsite Support included each month

30% off Onsite Support Rates above your quota

Annual penetration testing included

Monthly report on asset performance

Quarterly full IT Risk Management Report

Quarterly recommendations for capital expenditure

SILVER

Unlimited Help Desk Support between 6am and 5pm weekdays

25% off Help Desk Support Rates for additional devices

25% off After Hours Help Desk Support Rates

1 hour, 15 mins of Onsite Support included each month

25% off Onsite Support Rates above your quota

Annual penetration testing - option to purchase at discounted rate

Quarterly IT Risk Management Report

BRONZE

Unlimited Help Desk Support between 6am and 5pm weekdays

20% off Help Desk Support Rates for additional devices

20% off After Hours Help Desk Support Rates

Standard hours of Onsite Support

20% off Onsite Support Rates

Annual penetration testing included- option to purchase at full rate

Quarterly IT Risk Management Report



28 / 133 Kewdale Road KEWDALE WA 6105

www.newtrend.com.au | (08) 9452 6000 | support@newtrend.com.au