

Times are tough for Small and Medium Business!

Your existing systems and partners are either enhancing your business or...?
...only you know the answer. But if you need real solutions for real business
TRUST In Systems



Manage and Maintain

If you do not have enough staff or the right mix of staff to ensure IT is meeting your business goals, our services will ensure you can rest easy with IT.

Our services pro-actively manage your IT to ensure minimum down time allowing you to spend more time growing your business.

Companies who use our services TRUST us and constantly ask us back to do more!

Service Delivery

We offer three (3) levels of our **Manage and Maintain Service** designed to meet the requirements of your business. The points listed below are common to each of our service offerings.

- Help desk access via email and telephone with incident response logging and work tracking system
- Next Business Day (NBD) on-site response to incidents logged via the help desk
- Offsite remote support and monitoring of devices
- Onsite planned visits to implement system changes, patches or IT related works as agreed.
- Systems included in our service: Servers, Desktops, MS Applications, Email, specific network elements, Security policy/elements, Backup procedures and Inventory control.

Base Service: Level 1 and 2 monitoring support for up to 15 devices with fortnightly onsite visits (3 hours per visit).

Advanced Service: In addition to the Base Service we include monitoring for up to 25 devices, weekly visits (3-4 hours) and quarterly management reports on your IT systems performance.

Comprehensive Service: In addition to the Advanced Service we include monitoring for up to 60 devices, 2 x half day per week onsite, Level 3 support (diagnose and recommend a fix for system integration problems), pro-active account / service management and initial audit of systems to ensure the service mix offered is tailored to suit your specific requirements.

IT should enhance your business, not hinder it. If you are looking to obtain a competitive edge and better align IT to your business goals, we can help.

Visit www.insys.com.au. Call (03) 8611 3999, or e-mail sales@insys.com.au to see how we can help you.