

Fully Managed Program

A True IT Partnership

Total network peace of mind. Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely. Our fully managed program is the ideal solution for an organisation like yours, an organisation that demands the utmost in network reliability and quality service.

Total IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal MIS department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimising their occurrence, and any unforeseen issues are dealt with as a top priority. All aspects of your network are covered: security, data protection applications and hardware.

When you outsource the management of your important IT resources to us, we look upon this as a partnership. Our comprehensive approach means we are your IT department. By optimising your network's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Security, networking, data protection and user support - we handle it all for a single, predictable price.



DO THESE ISSUES PLAGUE YOUR BUSINESS?

No Technology Plan? Does your organisation lack a strategy for how technology can best serve it into the future?

IT Budget Crunch? Under pressure to reduce IT costs, increase value or maximise profitability?

Management Struggles? Need to find a more efficient way to manage your company's technology?

AS A MEDIUM –SIZED BUSINESS, WE COULD NEVER ACHIEVE THE SAME DEPTH OF KNOWLEDGE AVAILABLE WITH AN IN-HOUSE IT TEAM AS WE DO UTILISING THE NST SERVICE DESK. EMPLOYING THE SERVICE DESK HAS ALLOWED THE BUSINESS TO CONCENTRATE ON MAJOR IMPLEMENTATION PROJECTS WHILST ENSURING THE DAY-TO-DAY TASKS ARE ALSO MAINTAINED

Richard Dael
Chief Financial Officer
Starbucks Coffee Company Australia

PROGRAM ADVANTAGES

Increased Productivity: Continuous insight into your network lets us reduce the business impact of IT failure to issue resolution.

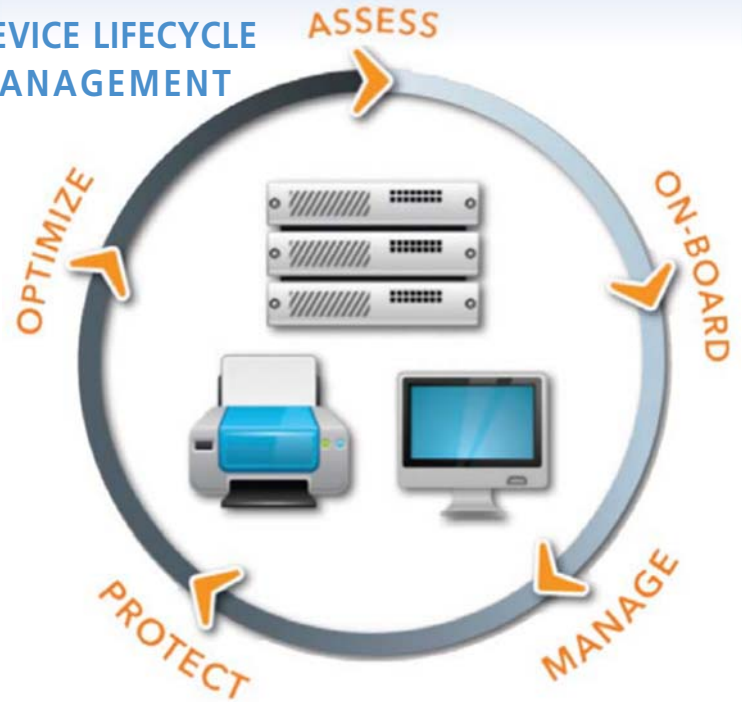
Reduced Business Impact from IT Failures: Combining preventative maintenance and remote monitoring means we minimise failures that could impact your business. Your network behaves in a stable and reliable manner.

Reduced Network Downtime through Proactive Maintenance: Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.

OUR PRODUCTS AND SERVICES

- IT Support Services
- End User Computing Support (PC, Mac, Tablet & Smartphone)
- IT Administration
- Antivirus Management
- Email Management
- Patch Management
- Business Continuity Planning & Disaster Recovery
- File Backup Management
- Cloud (SAAS, IAAS)
- Data Centre & Server Hosting
- VoIP Systems
- Business Grade Voice & Data Networks
- IT Security, Firewall & Intrusion Protection
- IT Hardware & Software Provisioning
- Project Work
- Onsite Support

DEVICE LIFECYCLE MANAGEMENT



PROGRAM FEATURES

24x7 Advanced Performance Monitoring ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably.

Monthly Network Health Review dedicates time to review reports and issues that are important to the on-going performance of your network. We translate technology into business terms for you.

Scheduled Preventative Maintenance ensures that your servers, PCs and other vital network devices function optimally. This improves reliability and security.

Real Time Optimisation keeps your infrastructure optimised through our NOC enterprise-class technology. Critical issues are identified, reported and resolved in real-time.

NST Worldwide Pty Ltd

Level 1, Unit 4
11-13 Orion Road
Lane Cove West NSW 2066

PO Box 900
Lane Cove NSW 1595

Phone: 61 2 9422 4600
Fax: 61 2 9422 4699

Email: sales@nst.com.au
Web: www.nst.com.au



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IT SOLUTIONS