

Proactive Support

Preventing issues before they occur

We understand why your critical business services are so important to your daily operations. This is why we spend so much time aligning our technology to support your initiatives. Building a program that relies on 24x7x365 network monitoring coupled with an aggressive preventative maintenance component ensures optimum uptime for your business.

One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our Down to Business Services solution, we can prevent many network failures from ever happening. By combining regular and comprehensive preventative maintenance and robust real-time monitoring of your critical network and desktop devices, we ensure the reliability of your IT assets.

This solution is so effective that our customers see almost immediate results. A regularly maintained network means fewer failures, yielding higher productivity and savings on support costs for you. At the same time, your exposure to security risks is dramatically reduced, and frustration from unstable IT resources almost vanishes.



DO THESE ISSUES PLAGUE YOUR BUSINESS?

Network Neglected? Is yours perceived as a "necessary evil" and not as integral to improving business performance?

Downtime Impact? Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?

Distracted Employees? Do your staff rely on other non-IT employees to deal with distracting IT problems?

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.

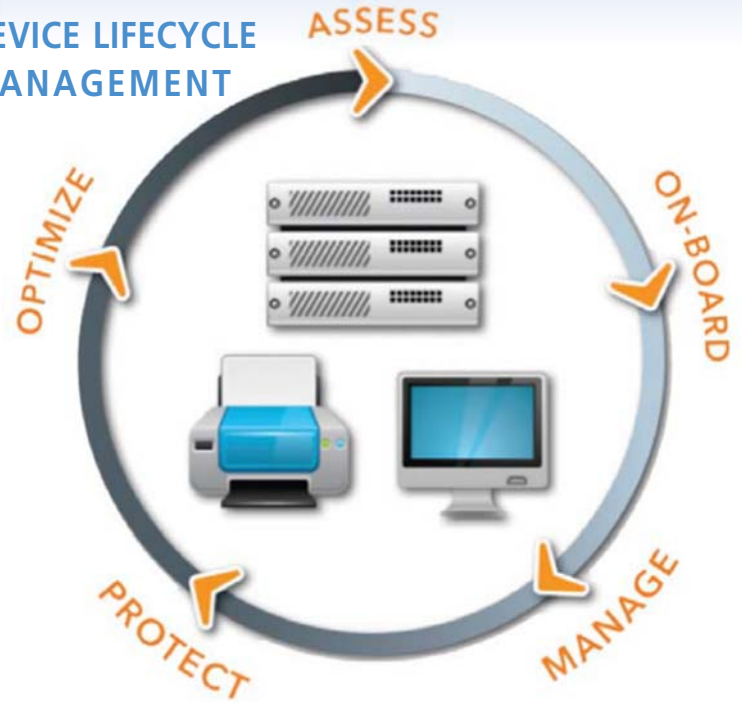
Reduced Business Impact from IT Failures: Combining preventative maintenance and remote monitoring means we minimise failures that could impact your business. Your network behaves in a stable and reliable manner.

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.

Quarterly 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.

Patch Management ensures all of your Windows servers and PCs have the most up-to-date security and system patches, helping to optimise performance and minimise security risk

Security Management uses properly designed and implemented Anti-Virus and Anti-Spam solutions to keep your business protected.

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