

Unlimited phone, Remote and On-Site Support.

Managed Desktop Service

**Local I.T. support for
your Business**



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Australian IT Support

Managed Desktop Services

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For many organisations disruption to their information technology infrastructure can have a significant impact to their operations in terms of cost, productivity and reputation. Managing a modern desktop environment requires a broad range of capabilities to successfully plan, implement and support complex technology platforms and many organisations do not have the internal resources required to effectively support these functions.

The IT3's Managed Desktop Service reduces the cost, complexity and uncertainty associated with managing your desktop fleet. For a single low cost per month the IT3 can provide you with the knowledge that is required to deliver the stability, availability, security and flexibility that you require from your desktop computing platform.

IT3's managed desktop service can lower the total cost of ownership of your IT assets, maximise the return from your IT investments, increase employee productivity, increase the security of your IT environment and increase the flexibility and agility of your desktop platform.

- ❖ ***Unlimited Phone, Remote and On-Site support***
- ❖ ***Multi-Vendor Hardware and Software support***
- ❖ ***Deployment, configuration and updates for applications***
- ❖ ***Management of anti-virus products and updates***
- ❖ ***Proactive deployment of patches and security updates.***



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Benefits

Lower Total Cost of Ownership (TCO)

Control the costs associated with managing your desktop environment and maximise the return on your information technology assets by ensuring that your technology platform is aligned to your business' operations. Our technology specialists can ensure that you are getting the most from your technology investment.

The fixed-price support model offered by the IT3 allows you to control the costs associated with managing your IT environment and allows you to focus on delivering value for your organisation; while the flexible structure of the service allows for scalable support as your organisation grows.

Increase Employee Productivity

Improving the availability of your IT platform means reducing the downtime associated with IT disruptions. Proactive management of desktop services and access to our highly-skilled Service Desk means improved IT service levels and consistent, high-quality support for your employees allowing them to get on with their core functions and giving you the peace of mind that comes from knowing your IT assets are fully supported.

Increased Security

Proactive management of security services such as Anti-Virus and Security Updates can reduce your organisation's threat vectors and the associated risk of a successful compromise of your IT infrastructure. The IT3's Managed Desktop Service can help to protect your valuable information and technology assets.

Increased Flexibility

Leveraging the knowledge of the resources at the IT3 can provide you with the flexibility and agility that your IT environment needs to support your changing business environment. Our technology specialists can provide you with the advice that you require to ensure that your information technology assets can continue to effectively support your business' strategies and operations.



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Services

Service Desk

The core of the Managed Desktop Service is the IT3's highly-trained Service Desk. Our Service Desk technicians and consultants have the knowledge, skills and experience to support a wide range of desktop technologies; delivering services based on industry best-practice frameworks.

- ❖ **Microsoft Certified Technicians**
- ❖ **Unlimited Phone, Remote and On-Site support**
- ❖ **Multi-Vendor Hardware and Software support**
- ❖ **Single point of contact for all of your IT support issues**

Software Deployment

Under the Managed Desktop Services our technicians can assist you to deploy or update a range of common software products such as Microsoft Office. Our technicians are highly-experienced in the management of multiple platforms and can ensure that your applications are deployed securely, efficiently and consistently across your fleet.

- ❖ **Consistent application deployment and configuration across the organisation**
- ❖ **Centralised updates for a wide range of software and services**
- ❖ **Promotes a consistent support environment for more efficient software support**

Desktop Security Management

Management of desktop Anti-Virus products and Security updates can significantly reduce your organisation's exposure to potential security threats. Proactive deployment of software updates can mitigate the risk of a security incident in addition to improving performance and availability of your IT Services. The IT3's technicians are experienced in the detection and mitigation of potential security threats to your organisation and have the expertise necessary to reduce your exposure to incidents which could result in loss of data, reduced performance or availability of IT Services and impact to the organisation's professional reputation.

- ❖ **Management of Anti-Virus software and updates**
- ❖ **Proactive deployment of security patches**
- ❖ **Proactive monitoring of Anti-Virus and Security service alerts and warnings**

Managed Desktop Services

Pricing

Service Desk

The Managed Desktop Service's pricing model is based on a fixed, low-cost charge per-workstation, per month that provides unlimited support for each nominated device. There are no fixed contracts and the Managed Desktop Service can be scaled up, or down, as your organisation grows.

- ❖ **Microsoft Certified Technicians**
- ❖ **Unlimited Phone, Remote and On-Site support**
- ❖ **Multi-Vendor Hardware and Software support**
- ❖ **Single point of contact for all of your IT support issues**

Combine Managed Desktop Services with our server maintenance plans and you will you have the most comprehensive I.T. support possible.

Per month per
desktop (ex GST)

Less than 25 desktops	\$139
Between 25 and 50 desktops	\$95
More than 50 desktops	\$75



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