



## MANAGED IT SUPPORT SERVICES

The downside of dependence on technology is that when it fails it can become a tremendous source of frustration and will cost your business money. No business is immune from computer problems. Without proper maintenance the average business can end up with spyware, viruses, system crashes, data loss and major network failures. All these distractions are unnecessary time consuming and expensive.

At Torix Managed Services we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.



### Our focus is to keep your IT systems operational, available and secure.

We help your business minimise the hidden costs of technology ownership. We also minimize the daily hassles involved with using and managing technology. We achieve this by utilising our unique framework for providing managed IT services.

We can provide a range of proactive service plans to suit your business needs. This will provide your business with a single source of professional expertise and resources you need to streamline system management.

#### Business Benefits:

- Unlimited remote and onsite support
- Fixed flat rate fees
- Cost management and control- budget for your IT support
- No unexpected support costs
- Faster performance, fewer problems and practically zero down time
- Faster support while lowering your repair costs
- Agreed service levels
- Top level IT support without the cost of hiring full time IT staff
- A virtual in house IT department without the costs
- No staff training costs
- Reduce total cost of ownership and increase return on the investment
- Gain peace of mind as a business owner that your IT systems are in expert hands
- Discounts on projects and other services

### Consistency is the cornerstone of our Managed IT Support Service

Every customer engagement begins with a **FREE IT REVIEW**. It's the best way to get an understanding of your businesses needs and direction. In addition to getting an on-going relationship started.



### Reducing your IT Support Costs

By maximizing the benefits of technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently and without fail.

Consistency creates reliability which results in predictable costs.

How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any business impact.

**Did you know that 20 million person days a year are lost due to technology failures, a cost which few businesses can afford**

### Best Practice Approach

All of our support plans are designed to minimize downtime, reduce your cost of ownership and increase the return on your investment.

Many of the services included within our support plans are automated and run seamlessly in the background making sure your, networks, servers and computers run efficiently and are reliable and secure.

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience. Best practices that are embodied in an automated state-of-the-art infrastructure that gives you immediate response time, access to resources and proactive solutions.

**It's not just about monitoring, that just lets you know something is wrong and it's not just about remote access to your systems to troubleshoot issues. It's about a proactive preventative approach to IT systems management.**



**ANY BUSINESS USING TECHNOLOGY SHOULD CONSIDER BOTH DIRECT AND INDIRECT COSTS**

DIRECT COST= ENGINEER TIME AND HARDWARE

INDIRECT COST= LOST STAFF PRODUCTIVITY