



Digiworld Managed Services

The easy way to manage your IT – get Digiworld to do it

Are you one of the many small to medium businesses that only pay attention to their IT once something goes wrong? If the answer is yes, you could avoid IT related business delays and concerns by partnering with the right managed services provider.

Digiworld Managed Services packages meet the IT needs of organisations who do not have a dedicated, full-time IT resource on site or whose regular IT resource might need occasional expert support. Is that you?

What sort of IT support does your business need?

All you might want is the peace of mind from simply knowing your valued business information is backed up and safe should a problem occur.

Or you might want the comfort/confidence of knowing that if things go wrong, someone who already knows your systems is available to fix it, quickly.

As your business grows you might want the reassurance of a more dedicated and personalised service – a pro-active 'on-stand-by' support to prevent issues before they arise.

And then there's Cloud – is Cloud the right fit for your business?

Why choose Digiworld?

Because with Digiworld Managed Services you get:

- A site audit to help you better understand your IT.
- Account managers who know your business.
- Best practice and highly skilled Technical Specialists to resolve IT issues and keep your business going.
- An IT partner with the agility and ability to respond to your changing business needs.
- Flat rate commitment to remote and/or on-site support services, matched to your business needs.

PLUS our flexible packages allow you to determine the level of support and delivery options that sit comfortably with your business risk and with your budget. You choose. We make it happen.

We start with a Site Audit...

... to help us – and you – understand the current elements of your IT, such as the state of your hardware and software, your operating system, network performance, third party software, back up, and the IT issues that you might experience. More importantly, it helps us identify your expectations of the future.

The site audit is priced on an hourly basis. However, the fee is waived when you commit to one of our managed services packages.

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Digiworld will take on the responsibility of keeping your IT running smoothly. You can choose specific IT components/services to be managed or we can do the lot. We can do it remotely, and/or we can send someone on site, as needed or on an agreed schedule. Every business is different. We'll leave it to you to choose the level of service that works best for your business. Just to give you an idea, here are some of our more popular flat-rate services/IT support plans.

BACK-UP

The entry-level package is recommended for SMB on a tight budget. At the very basic level of support, we ensure all your customer data is backed-up should there be a problem or a crash, for example due to ransom ware, virus infection, hardware failure, theft, or a natural disaster. First we make sure you have the right back up solution for your business. Then we provide the ongoing remote monitoring, testing, and reporting of your business data back-up. You choose the frequency. And you decide how long your data is stored. We take care of the rest.

FIX-IT

The next level package, increasingly popular with a growing small business, adds a 'service desk' to your back-up service. It's your personal help desk, a direct line to someone who already understands your IT, and who can, thus, restore 'normal service' as quickly as possible. It means, your staff have direct access to a dedicated, qualified technician to help resolve their specific IT issues, and keep your business running smoothly. This option reduces risk and reduces costs.

ON-STAND-BY

With this package, we become a natural, off-site extension to your business, providing proactive and reactive IT support as needed. We work together to help plan, implement and maintain a stable technical infrastructure and ensure that required resources and expertise are in place to design, build, operate, and improve the IT services and supporting technology. We help you choose the right technologies and approach to meet your business objectives.

We form and build an on-going relationship. We get to know your business IT needs. We get to know your business. And we respond pro-actively. This is the gold plated managed environment, with established and guaranteed Service Level Agreement commitments and capacity planning to meet your future growth plans. The only way this could be improved, would be to have someone on site, full time.

On site or remote support

- Virus Protection Management
- Daily Backup Monitoring
- User Account Management
- Security and Threat Management
- Lifecycle Management
- Email Administration
- System upgrades
- Network security upgrade
- Operating system upgrade
- Add/modify/retire hardware, services and accounts
- Proactive Maintenance
- Migrate to Cloud

**We also provide Hardware and Software procurement, installation, configuration
And we help with office relocation.**

Call us for a Quote: 9663 6699

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digiworld
your world of computing