

Why choose IT Assist?



IT Assist is a service that gives you assurance that your IT systems are looked after properly. It is a preventative service that aims to avoid major disruptions to your business caused by problems within your IT environment.

IT Assist is like having your own IT professional on staff without the expense. If you have appointed an 'IT savvy' staff member with other core responsibilities to look after your IT systems, your IT systems might be at risk. IT Assist takes this risk away and enables your staff member to focus on their role. Let your staff do what they do best and let Moncrieff do what we do best, which is looking after your IT systems.

If your business does have a full-time IT professional or IT team on board, IT Assist can help you to stop spending all of your internal IT staff's time on maintenance and troubleshooting and instead have them focus on more strategic projects.

Reduce your administrative overhead while being provided with an up-to-date, stable and secure infrastructure to run your day-to-day operations.



Worry-free IT

John Florenca, CEO at Omnitronics, signed up for IT Assist in November 2009. Omnitronics is an electronic solutions company focusing on communications management for the two-way mobile radio market. Their Perth office has around 30 staff and, like many offices and businesses this size, John does not have an IT department he can rely on.

John's previous service provider was unable to resolve the issues he was having, so he signed up with Moncrieff. Prior to this, John would spend hours on the phone trying to resolve IT issues with several different companies. As a CEO, John has more important things to do than worrying about his IT environment.

"I just wanted to be able to have one point of contact that would sort everything out for me with one phone call," said John. And Moncrieff has delivered this.

According to John, the biggest benefit of Moncrieff's IT Assist is that under the agreement he can call us on any kind of problem. John is of the opinion that IT Assist has had a positive impact, resulting in John not having to waste time on IT issues anymore.

"I would surely recommend this service to someone else," John said.



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The benefits



- Eliminate expensive repairs and recovery costs - our network monitoring and maintenance will save you money by preventing network disasters from happening in the first place.
- Peace of mind - as a business owner, you have enough to worry about. Let our reliable IT services team take your IT worries away.
- Experience faster performance, fewer error messages and practically zero downtime - our preventative maintenance and network monitoring will make sure your computers stay in good shape for maximum speed, performance and reliability.
- Avoid expensive fees and receive faster support - our remote monitoring software enables us to access and repair most of your IT environment issues from our office.
- Have all the benefits of an in-house IT department without all the associated costs - as an IT Assist customer, you will have access to team of experienced and knowledgeable staff just a phone call away if you have any kind of problem or question.
- Safeguard your data - If you rely on your computer for daily operations, it is time to get serious about protecting your critical, irreplaceable electronic information.
- Stop annoying spam, pop-ups and spyware - we will arrange your network to be free of these annoying intruders that might carry viruses.
- Minimise training and HR expenses - outsourcing your IT means you do not have to invest in additional staff and provide them with training. Our staff is experienced and they receive regular training on the latest technology.

An ounce of prevention is worth a pound of cure

Did you know that just four hours downtime for 50 staff each month, at an average of \$35 per hour, will cost your business \$84,000 per year?

Add to that the costs of business lost through outages and potential damage to your reputation and the consequences multiply.

The issues that cause system failures are never the things you think they're going to be - the ones you prepared for - they're the ones that blindside you. So it's crucial to proactively monitor the health of your IT infrastructure.

It's preventative maintenance, just like checking and refilling the oil in your car. If you don't check it and never top it up, the car may still drive for a while, but eventually it will break down. Your repair bill will be much higher than if you would have spent some time and effort on keeping it in a good condition in the first place.



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A plan to suit your needs

Features	Basic	Professional	Premium
Emergency response time	3 hours	2 hours	1 hour
On-site scheduling of technician	2 - 3 days	1 - 2 days	Next day
Helpdesk call logging	✓	✓	✓
Anti-virus:	✓	✓	✓
• Virus definition updates pass/fail on servers and desktops	Servers only	✓	✓
Data backup:	✓	✓	✓
• Monitor success/failure			
• Restore files			
• Setup of backup schedules			
Server Infrastructure:	✓	✓	✓
• Monitor critical patch level			
• Monitor security patches to operating system			
• Monitor and report on disk space			
• Monitor and report on CPU utilisation			
Messaging:	✓	✓	✓
• Monitor server availability			
• Monitor services availability			
Executive summary monthly report		✓	✓
Network infrastructure:			✓
• Monitor network infrastructure availability			
• Monitor network infrastructure configuration changes			
Software Distribution:			✓
• Deployment of standard windows software packages			



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The features



The services provided by Moncrieff's IT Assist service vary from plan to plan. Below is an overview of the scope of services provided by Moncrieff based on the premium IT Assist agreement:

Help Desk Service: provides a single point of contact for customers logging incidents and requesting support. Included is Level 1 over-the-phone administration tasks, such as creation of user accounts and password resets.

Desktop monitoring: monitoring of desktop system patch levels, desktop resources (CPU, disk and RAM), desktop security patch levels and reporting on installed software packages for licence compliance.

Network monitoring: monitoring of switching and routing equipment resulting in up/down notifications.

Backup monitoring: monitoring of pass/fail backup schedules jobs resulting in customer notification, restore of critical backup data on request.

Enterprise Antivirus monitoring: monitoring of pass/fail on antivirus updates at client and server machines.

Server monitoring: monitoring of server system patch levels, up/down status, server security patch level management, server resource monitoring (CPU, disk and RAM), trending reports on monitored resources.

Email monitoring: monitoring of message server up/down status, email service port monitoring, critical email services up/down status.

Software distribution: provide deployment of desktop applications.

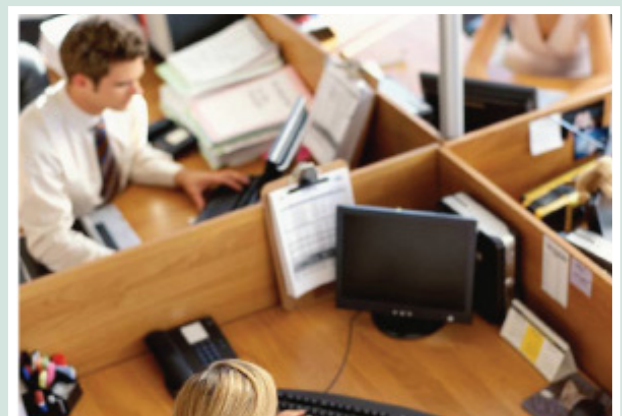
It's like having your very own IT support team

We provide three different plans to suit your business needs. Do you require a fast response time for a technician to be on-site? Then a premium plan is the one for you.

If you like to have peace of mind and just want someone to look after your IT environment so it stays healthy, but don't need any of the extras, then choose a basic plan.

If monthly status reports are important to you, a professional plan will suit your needs.

Whatever your requirements; our IT Assist plans will cover it. Spend as little as \$231 + GST per week and have access to a helpdesk, IT support and monitoring services; it's like having your very own IT support team!



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What happens next?

Prevention and security

“In my office, we don’t have the skills to properly monitor our IT environment. Sure, I am IT savvy, but I am a builder. I don’t want to worry about maintaining my IT systems,” says Craig Sheiles, owner of Craig Sheiles Homes.

Craig Sheiles Homes is a Perth-based, award winning building business with seven staff. The staff’s time is spent on offering personalised service and attention to their customers, not on monitoring their IT systems.

Craig was dissatisfied with his previous service provider, due to lack of communication and lack of regular on-site maintenance, and decided to change to Moncrieff.

Moncrieff has been providing Craig with a comprehensive IT Assist service, which takes care of his security and backup needs. His plan also includes regular site visits by one of our technicians, who can deal with any arising issues on-site.

“The biggest benefit in signing up for me was that my backups are now being managed remotely,” Craig says.

Craig is pleased that he does not have to waste time on IT issues anymore, as well as having peace of mind. He can focus on what he does best, while Moncrieff remotely monitors his IT systems 24 hours a day.

If you are interested in our IT Assist service, we would like to hear from you.

Contact one of our Business Development Managers on 08 9473 3888 or via info@moncrieff.com.au to arrange an appointment.

During the appointment, we will discuss your business needs and schedule an audit.

Your IT systems will need to be audited to provide us with an overview of the systems in place. Once an audit has been performed, we provide you with a detailed report with recommendations and an IT Assist proposal based on your requirements.

For further information, please give us a call on 08 9473 3888 or email us via info@moncrieff.com.au.

