

MANAGED IT SERVICES

We manage your IT systems, infrastructure and support requests from beginning to end.

WHY CHOOSE OUR MANAGED IT SERVICES?

Since 2004, Empower IT Solutions have been proactively managing IT infrastructure for small to medium organisations Australia wide. Our team will simplify your infrastructure management with modular services that keep networks stable, infrastructure optimised and user IT related issues resolved. By putting your IT into the hands of our experts, we will immediately start streamlining your IT processes to boost your business efficiency and productivity.

MANAGED IT SERVICE PACKAGES

We understand that one size does not fit all when it comes to managing your IT. That's why we've developed the following three packages that are customisable and scalable to your business growth:



BUSINESS ESSENTIALS

Includes all standard inclusions with 3 hours of phone or onsite support per month. Ideal for small businesses of up to 10 staff that require minimal IT support, but would like an expert to be always available.



BUSINESS UNLIMITED

Includes all standard inclusions with unlimited remote phone support. Perfect for medium sized businesses that have on-going IT support needs and have multiple servers, networks, or sites.



CO-MANAGED IT SERVICES

Great for larger businesses with an internal IT team who would like backup IT support staff or specialised IT expertise.

STANDARD INCLUSIONS

All our Managed IT Service packages include the following services as standard:

- Australian based service desk
- Remote and telephone support
- Scheduled technology reviews
- Third party and vendor management
- Server and infrastructure management
- PC and device management
- Network and site management
- Backup management
- Software and hardware procurement

PACKAGE ADD ONS

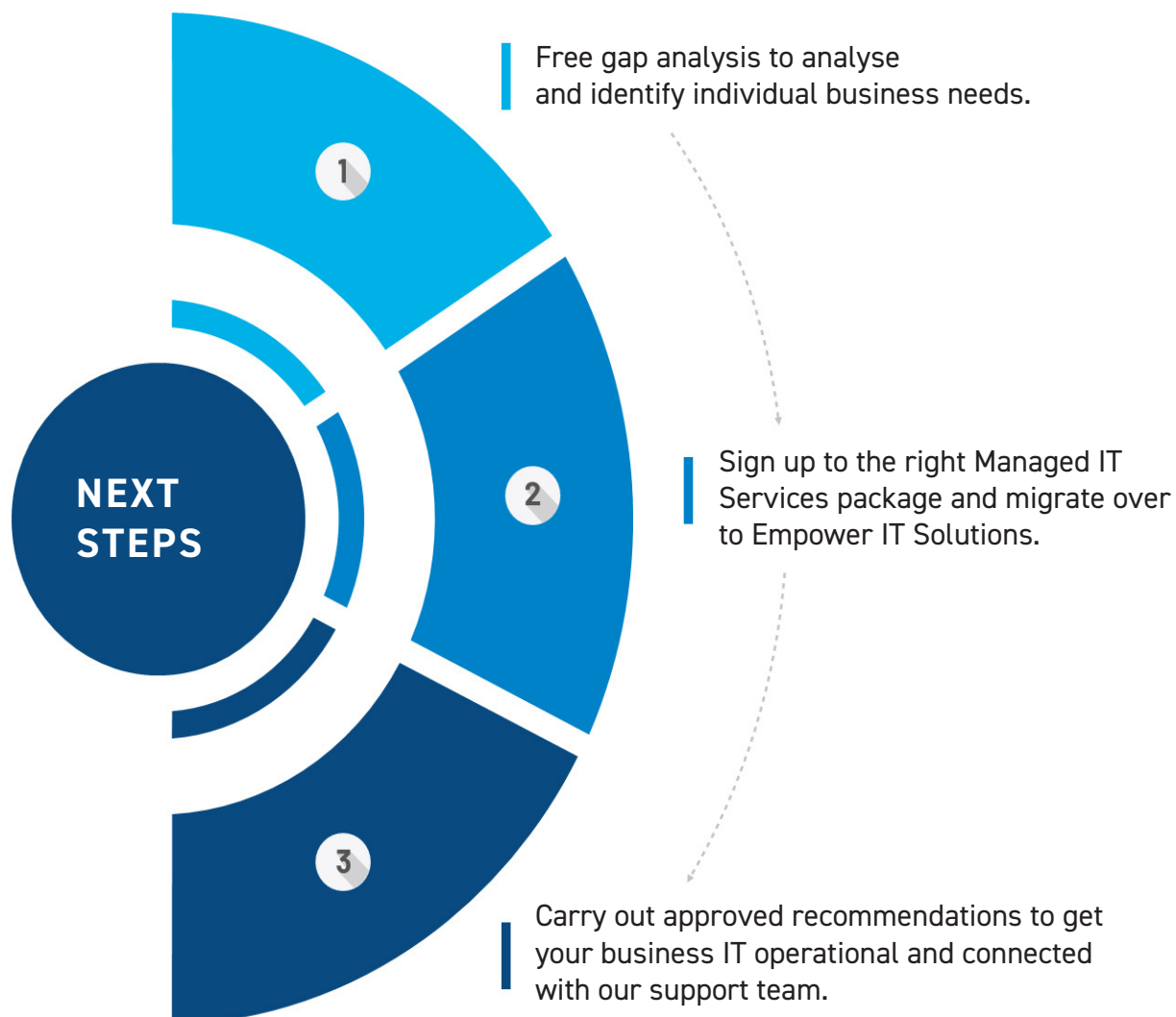
Empower IT Solutions offer the following non-standard services for an additional monthly charge:

- On-site visits
- Email security solutions
- User and data protection solutions
- 0365 email and file backups

ADDITIONAL SERVICES

- Cyber security audits
- Private and public cloud
- Business phone systems (VoIP)
- IT projects

OUR PROCESS



HOW WE BENEFIT YOUR BUSINESS



FLEXIBLE AND AFFORDABLE

We are just a phone call away with 24/7 unlimited support for a flat monthly fee allowing you to control your costs.*



CUSTOMISED SOLUTIONS

We tailor our IT services to your specific business requirements, allowing you to operate more efficiently and save money.



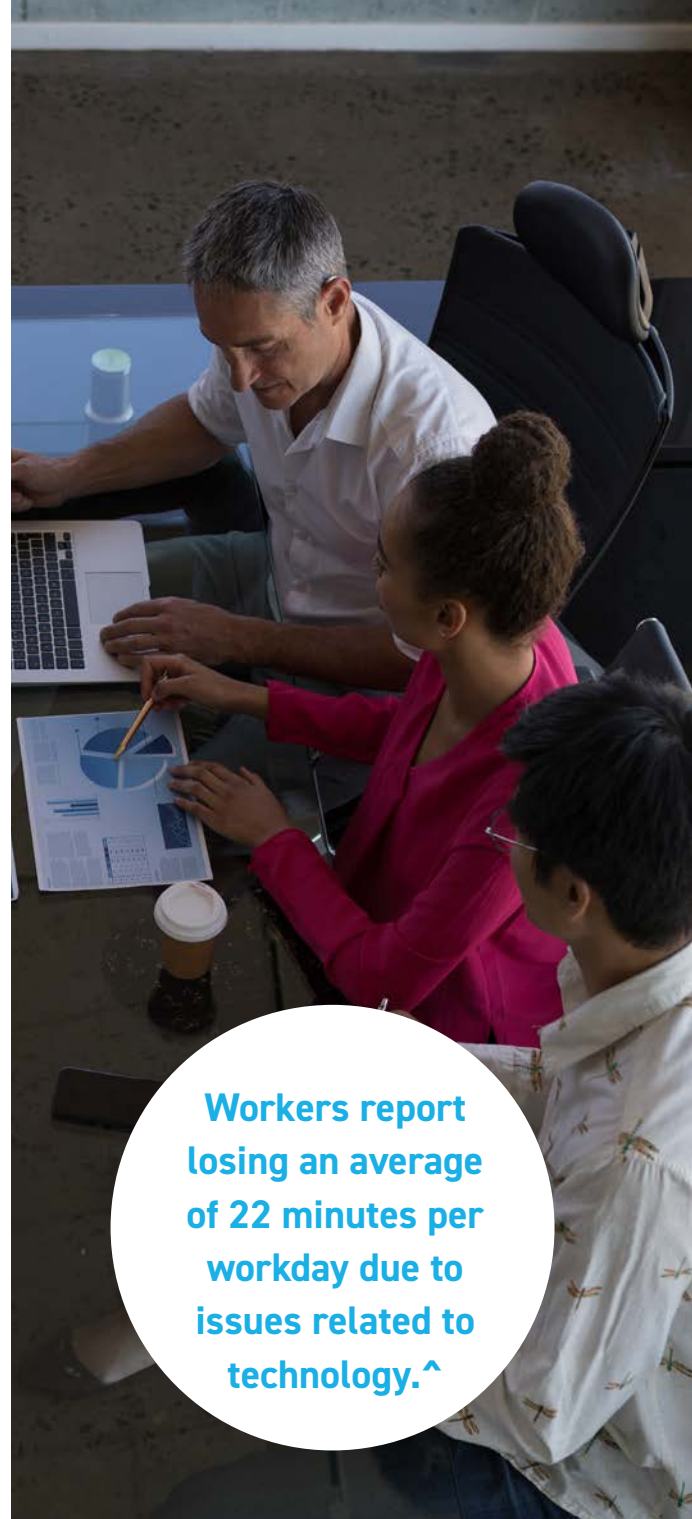
PROACTIVE MANAGEMENT

We proactively manage your systems giving you more time to focus on your core business and free up company resources to work on business growth.



EXPERT LEVEL SUPPORT

Don't let IT problems disrupt your business productivity and stall projects. Gain instant access to our Australian based IT experts to resolve your technological issues and get your business back on track.



Workers report losing an average of 22 minutes per workday due to issues related to technology.^

ABOUT EMPOWER IT SOLUTIONS

Empower IT Solutions is an Australian-owned and operated Managed Information Technology company. We provide scalable outsourcing IT solutions including software development, cyber security, managed IT and cloud-based services for businesses in Australia.

We understand that not every business can afford a dedicated IT team or specialist to look after their IT needs. We've been around since 2004, forming strong partnerships with key vendors to ensure you stay at the forefront of technological innovations.

SATISFIED CLIENT

The combination of having our data and systems monitored, backed up and having the team at Empower IT on call for support, has proven to us that IT is not the hassle we thought it to be if you have a competent team of experts.

James Hickey - CEO Maincom

*On-call fees apply for 24/7 unlimited support
^Sourced from Robert Half Technology

OUR THREE SERVICE AREAS

Our Manage, Protect, Grow services are designed to:

- Decrease system down time
- Reduce operational risk
- Minimise upfront and ongoing capital expenditure
- Minimise data breaches and protect data
- Secure business systems
- Enhance business performance and create efficiencies
- Access business intelligence to make effective business growth decisions

MANAGE PROTECT GROW



- Managed IT Services
- Managed Cloud Services/Back Up
- Co-Managed Services
- Remote Work Management
- Onsite Support
- Hardware and Software Procurement
- Business Internet Connectivity

- IT Security Services
- Cyber Security Assessment
- Penetration Testing
- Cyber Security Incident Response
- Email Security

- IT Governance
- Virtual CIO
- Business Systems Consulting and Architecture
- Business Workflow Automation
- Business Analytics and Data Visualisation
- Company Intranet and Knowledge Management
- Customer Relationship Management

Empower IT Solutions

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