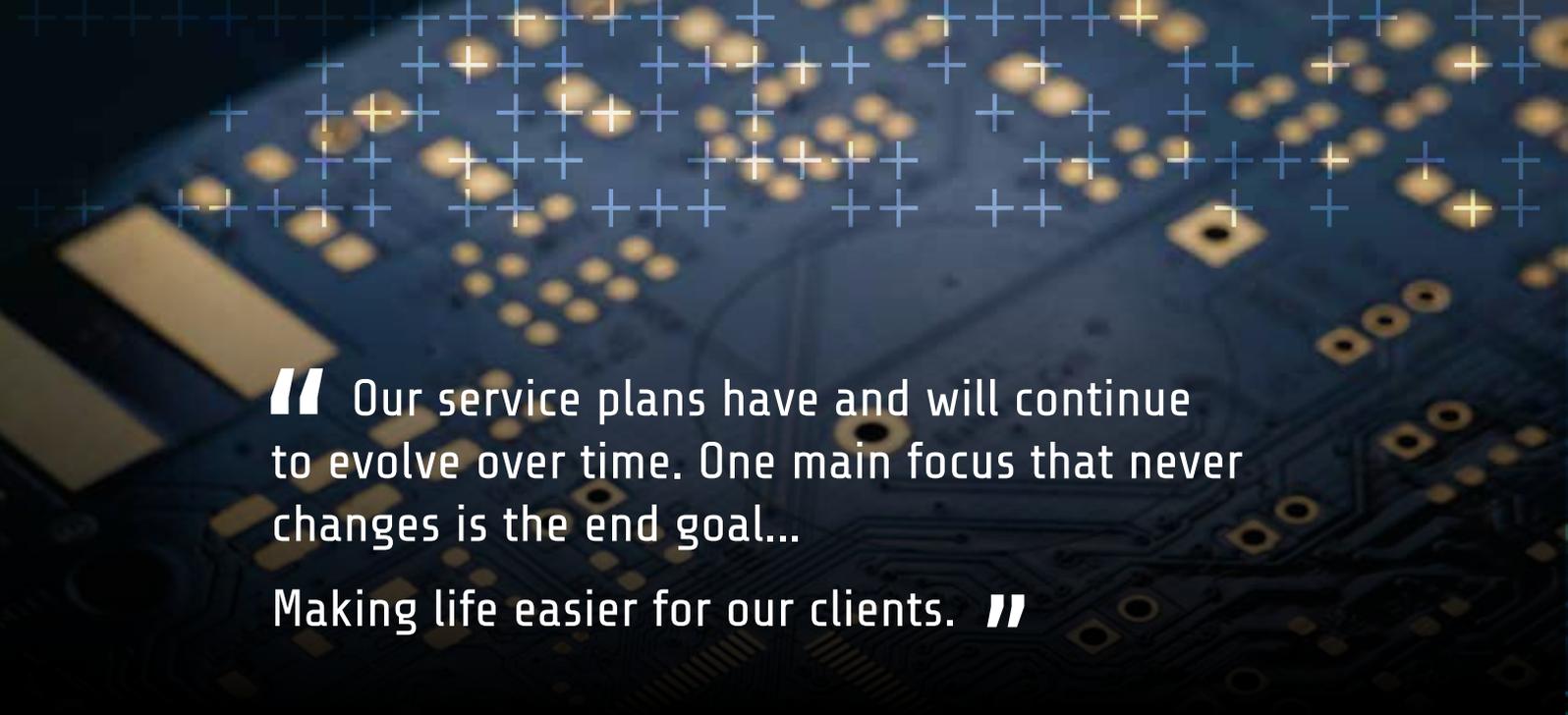




People Before Technology

We believe in making technology work for people





“ Our service plans have and will continue to evolve over time. One main focus that never changes is the end goal...

Making life easier for our clients. ”

SO WHAT DO YOU GET?

PERSONALISED IT STRATEGY IN LINE WITH YOUR BUSINESS PLAN:

We work closely with you to identify how you need technology to work for your business and develop a rolling 36-month strategy focused on your IT related needs. This strategy allows for identification of internal and external strengths and weakness with recommendations on how to resolve them as well as high level IT budgeting and forecasting while maintaining cash-flow. No surprises.

PROACTIVE SOLUTIONS

Actively monitoring your systems and performing scheduled maintenance allows us to quickly identify possible emerging issues within your systems, and proactively address them before they have a disruptive impact on your business operations (often before they become a problem!).

ISSUES RESOLVED FASTER

Our team of engineers maintain comprehensive documentation on improvements and changes to your systems as they occur. Clients can rest assured the engineer supporting them has access to the most current information. This allows for quicker issue resolution which minimises down time, improving your team's productivity.

PREDICTABLE SUPPORT COSTS

You know exactly how much your business is going to spend each month. Easy to set and track budgets, knowing there won't be any major cost blow outs from your IT department.

ONSITE AND REMOTE SUPPORT

You have peace of mind. When you need help – it's there. Our engineers support your team remotely or when required come onsite to resolve your issue. You literally have your own virtual IT department.



ONBOARDING PROCESS

Change can often be one of the most daunting prospects for any business. Our onboarding process is continually evolving to accommodate constant change in technology and needs of our clients.

Our hassle-free process helps transition you onto our IT Services programs. Our end goal is to ensure your systems are running in an optimal, proactively supported state and that your support requirements and Strategic IT Plans are reviewed on a regular basis.

What do we look at and report on in your system?

- Server(s)
- Storage Capacity
- Security
- Email Systems
- Backup Systems
- Network equipment
- Antivirus
- UPS and Power
- Internet connectivity
- Overall environment compatibility and functionality

The outcome is a detailed report, including snapshot overview and health of the current infrastructure.

- Observations of issues, concerns or inefficiencies of the current IT Infrastructure.
- Short-, medium- and long-term recommendations for resolving any identified concerns based on our best practice methodologies.
- End goal, you will have a real overview of your current network allowing for educated decisions to be made.



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