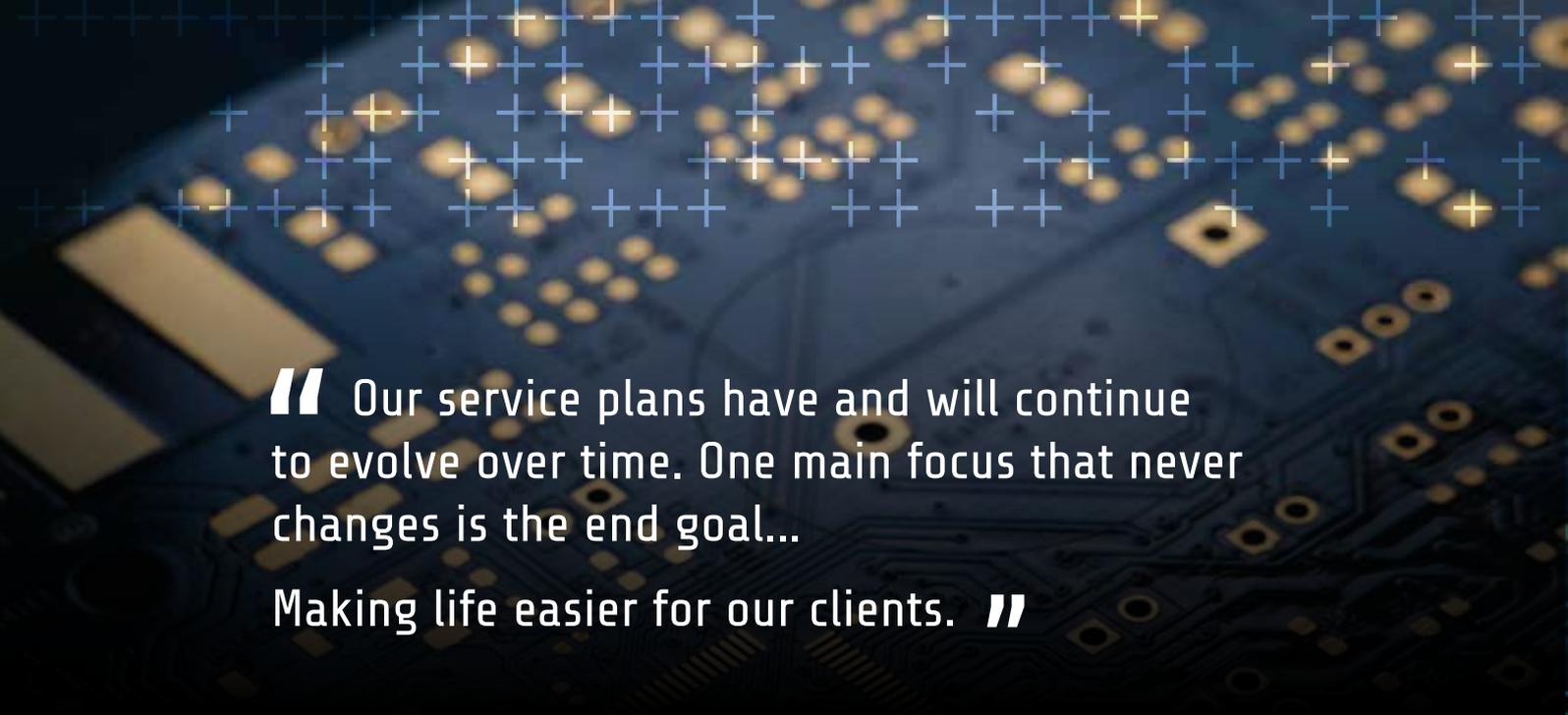


People Before Technology

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.

TECH PRECISION CARE PLANS

IT is nothing more than a business tool (all be it an extremely important one). Our goal is to keep your systems operational and available – allowing you and your team to focus on your line of business.

TP CLASSIC CARE

A budget-friendly plan which includes the monitoring and updates you need to keep your business systems healthy. The plan is based on an allowance of support hours per month – you control your monthly technology spend, without sacrificing quality.

TP ESSENTIAL CARE

All the essentials you need for proactive IT management and support for your business. Budget conscious while still ensuring systems are running at their full potential. This plan includes multiple devices and security layers, unlimited remote support, regular on-site health checks, system monitoring, patch updates and general maintenance.

TP TOTAL CARE

A comprehensive plan designed to enable full coverage of your entire environment at a flat, per month fee. Encompassing multiple devices and security layers – it's all included. Affordable and proactive technical support to your business while ensuring systems are running at their full potential. This plan has been designed with unlimited cover onsite and remote, easy budgeting with no nasty billing related surprises.

All TP Care plans include an initial IT Strategy overview. All services on a monthly fee. All service plans are single point of access. All plans include system documentation updated in real time.

START YOUR JOURNEY TO THE CLOUD

All plans are onsite or cloud friendly.

We can assist in assessing the best options for your business – including the migrating of applications and infrastructure (safely) to the cloud.

We start by working with you to understand and develop a customised IT strategy for your business over the next 36 months – from this position of knowledge we work to develop a roadmap, accommodating your unique business needs.

Layered security solutions in TP Essential Care and TP Total Care plans are based on Australian Government Essential eight guidelines. All security options incorporate synchronised security technology.

Special projects not included.



COMPARING TECH PRECISION CARE PLANS

TP CLASSIC CARE	TP ESSENTIAL CARE	TP TOTAL CARE
✓ System documentation	✓ System documentation	✓ System documentation
✓ Remote system monitoring & management of servers, workstations, network devices	✓ Remote system monitoring & management of servers, workstations, network devices	✓ Remote system monitoring & management of servers, workstations, network devices
✓ ½ hour support per user, per month (aggregated/pooled)	✓ Unlimited remote support	✓ Unlimited remote support
✓ Automated patch management	✓ Scheduled onsite visits	✓ Unlimited onsite support
✓ Automated backup monitoring	✓ Automated patch management	✓ Automated patch management
✓ Initial IT review & strategy planning	✓ Automated backup monitoring	✓ Automated backup monitoring
✓ Licencing 1 device included per user for Anti Virus, Remote Management, Anti Spam	✓ Quarterly IT review & strategy planning	✓ Quarterly IT review & strategy planning
✓ Business hours support	✓ Licencing 1 device included per user for Anti Virus, Remote Management, Anti Spam	✓ Licencing 1 device included per user for Anti Virus, Remote Management, Anti Spam
✓ 8 hour issue response time	✓ Business hours support	✓ Business hours support
	✓ User cyber security training	✓ User cyber security training
	✓ 4 hour issue response time	✓ 2 hour issue response time
	✓ Essential security suite	✓ IT best practice verification
		✓ Total security suite



WHAT OUR CLIENTS SAY

“ I am happy to advise that Nifty-Lift has seen a marked improvement in the reliability of our IT system since engaging Tech Precision for support services twelve months ago.

The initial transition from our previous supplier was handled well, and with minimal input from our staff.

I was cynically expecting to be advised that we would need to invest great sums of money to ensure a reliable IT system, however I was pleasantly surprised the Tech Precision have been willing and able to work with our existing infrastructure and still dramatically increase our uptime.

Of course, we have made some small investments as recommended by Tech Precision, in particular on our data storage and backup. This advice was delivered in a measured manner, and we were given the options of spending a lot, or a little, and had the ‘pros and cons’ of each solution outlined so we could make an informed decision in determining the most appropriate solution for our risk profile and our budget.

Overall, my staff and I have all appreciated the quick service delivered by Tech Precision when we have an issue, and our business has certainly benefited from the decreased downtime of our servers.

Manufacturing

“ Whether you have an internal IT team or not I strongly recommend Tech Precision to any business wanting to resolve their IT issues and get on with building your business.

Philip Webb is one of Victoria’s largest independent real estate firms, specialising in residential and commercial sales, auctioneering, property management and investment properties. Three offices cover the entire Eastern suburbs, with a sales team of over 30 Sales Agents and one of the largest rent rolls under management in Melbourne.

Philip Webb has forged a reputation for integrity, quality market advice, clever marketing campaigns and exceptional client service. As a leader in its industry, Philip Webb invests heavily in the state of the Art communication and information technology. Our IT team was flat out trying to keep up with staff’s day to day demands and were continuously chasing their tail as our business was growing. We decided to outsource our day to day IT needs and to partner with Tech Precision, this was after an extensive search for a reliable and professional external IT firm to meet our growing IT needs. Although Tech Precision is an external company they work within the business like our own.

They have taken over the day to day IT operation. Some of the services they are performing include all job handling and job logging, they have documented all our systems and this is ongoing as process changes. They also provide both weekly and monthly reporting, allowing us to know exactly what’s going on. They have been heavily involved in meetings with some of our partners helping to resolve application issues to improve efficiency for staff and client interaction. Another knock on effect of this business partnership, is the fact they have freed up our internal IT team. It has allowed our internal IT team to deliver enormous value back to the company.

They are now able to focus on projects which are generating serious productivity improvements and also helping to reduce operating costs. Whether you have an internal IT team or not I strongly recommend Tech Precision to any business wanting to resolve their IT issues and get on with building your business.

Professional Services



“ When thinking of Tech Precision the first thing that comes to mind – they don’t rest until we are happy. They just keep going until it’s fixed and that’s why I have nothing but respect for them.

Premier Supplies is a successful and rapidly growing distributor of packaging, safety and consumable products. Our core business is managing the supply chain from sourcing products through to warehousing and distribution and delivering of business essentials on a next-day basis. Our customers are food processors, general commercial and industrial users, corporates, health and aged care providers, caterers and retailers.

Before TP our IT was patchy and we had a number of unexpected and unexplained issues. Since joining TP’s service program it has really helped us get ahead. Their program has given us a predictable view of our IT needs now and going forward. Our IT problems have gone away; in fact our system has gone from strength to strength. It has allowed us get on with our business and keep growing.

My staff are more productive and we are able to budget and control our IT spend. I can confidently recommend them as a value add partner.

Distribution

“ If looking for an IT partner, who can and do deliver on what they say – talk with these guys. I also compliment them on their support program which delivers real value for money.

Apollo Bikes Australia was founded in 1978 and is proudly Australian owned. Apollo is committed to innovate, improve, and develop our products to deliver the very best bicycles and accessories in the world distributing to a global dealer network. Bicycles and accessories that are contemporary and represent outstanding value, reliability and durability.

Before partnering with Tech Precision we had constant issues with our computer system. It was at the point where we had become so used to staff complaining about their computers we took it as standard business practice. This all changed after we partnered with Tech Precision. Their response times have been fantastic; often going above and beyond to get things resolved. They have taken the time to understand our business needs and adjusted our system accordingly. Today we now find ourselves in a position where the system just works.

We have a mixture of PC’s, workstations and Apple and the system just seamlessly hums along. Our staff are able to get on with their jobs, improving our overall productivity – which is extremely important as we only have so much resource and we are growing in a fast paced, highly competitive industry. Being the Financial Controller, I also compliment them on their support program which delivers real value for money (something you don’t often get these days). If looking for an IT partner, who can and do deliver on what they say – I suggest you talk with these guys.

Distribution



WANT TO READ MORE?

Scan QR code with your smart phone, for more testimonials from our valued clients.



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