



# People Before Technology

We believe in making technology work for people



## 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



Phone: 1300 788 738

Email: [sales@techprecision.com.au](mailto:sales@techprecision.com.au)

Web: [techprecision.com.au](http://techprecision.com.au)



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