

Managed Services Agreement

Overview

Technology changes fast, as does the security threats that businesses of all sizes face. Managing day to day operations of your Information Technology can be time consuming and costly if not done properly.

OIA's Managed Services Agreements are designed to remove the responsibility from you to us, leaving you free to run your business, with the comfort that your IT is being managed by qualified staff in a cost-effective manner.

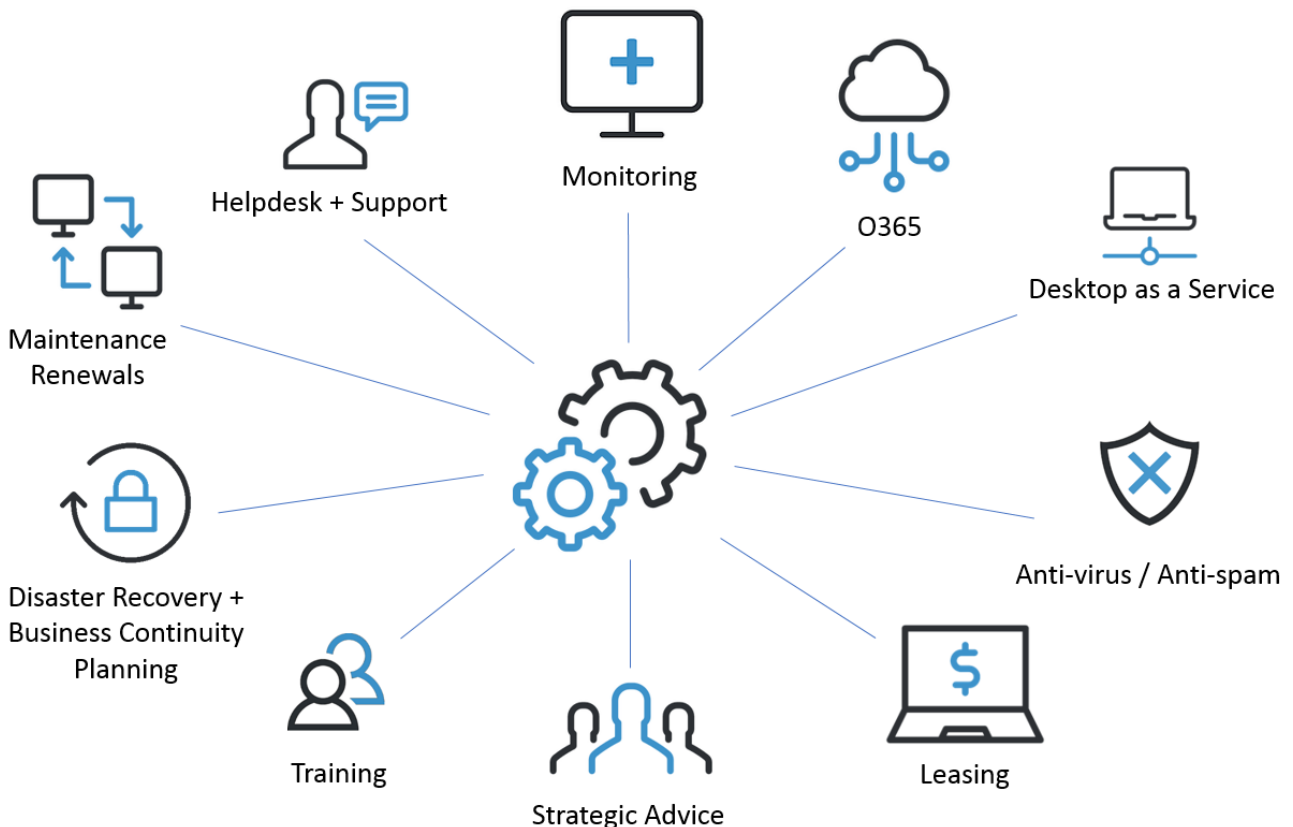
We have comprehensive technical and business experience to provide a solid, cost effective IT platform as well as the ability to guide and advise our clients on the latest trends.

What are the benefits of a Managed Services Agreement with OIA?

- > One flat fee per user per month giving you a predictable spend on your IT support
- > Unlimited phone support
- > Mitigation of risks
- > Real-time monitoring of your IT systems
- > Automation of critical security and feature patches
- > Removing the need to manage IT support in-house
- > Reducing the cost of your IT support



What does the Managed Services Agreement include?



Why Partner With OIA?

> **Strong Reputation**

OIA has been deploying backup solutions to its customers for over 25 years and is constantly evolving its solutions to take advantage of current technology and industry trends.

> **Scalable**

OIA will ensure any solution meets your needs today but just as important, is capable of scaling as your business grows.

> **Compatibility**

There is no silver bullet, every business has different needs now and into the future. OIA will determine the best solution based on your specific capabilities.



What else can OIA Do?

OIA is partnered with industry leading vendors to source best of breed products which we use to tailor solutions that meet your specific requirements:

> **Monitoring + Support**

OIA can provide Real-time monitoring & management oversight of your network and IT assets 24x7. This ability to continually monitor the stability and security of your IT network ensures maximum network uptime, increasing your efficiency and focus on the core business functions.

> **IT Audits**

OIA will work with you to determine what level of risk your business is currently exposed to. This will include backup schedules, hardware, software and your current processes for recovering from a disaster.

> **Software**

OIA partners with many leading software vendors including Microsoft, Symantec, Storagecraft, Veeam, DocsCorp, WorkflowGen and iManage to name a few, in order to deliver on our customer requirements to a high standard. Together with our vendors, we will work with you to determine the best solution, tailored specifically to your organisation.

> **Hardware**

OIA partners with HP and are the only authorised reseller for Synology in Western Australia. OIA also work with Aruba, Cisco, IBM, APC, Eaton, Sophos and many other vendors to deliver the best solution for our customers' requirements.

About OIA

OIA's Consulting and Professional Services team are able to deliver a full-service model, encompassing Strategic Planning and Procurement through to Implementation, Asset Management and ongoing support through ad hoc or managed services. Supported by a team of qualified professionals and a comprehensive best-practice library.

Visit www.officeinfo.com.au or contact us on **+61 8 9223 1700** for more information. [Follow OIA on LinkedIn](#) for important updates and news.