



# MANAGED SERVICES

One monthly fee, 24/7 peace of mind

No more reacting to issues; just 24/7 pro-action

Our new managed services provide you with **peace of mind** that your business is in good hands and our team is proactively monitoring and maintaining your servers, workstations and I.T. infrastructure. With 24/7 management you have assurance that you are being looked after at all times. A Managed Services Support Agreement allows us to identify and rectify issues before they happen. Our proactive approach to maintaining your I.T. infrastructure ensures your systems are kept healthy therefore avoiding unnecessary costs and downtime for your business. Your I.T. can be in our hands so you can do what you do best.

## WHAT ARE THE BENEFITS?

- One low, fixed monthly rate for unlimited Helpdesk phone and email support with no lock in contracts
- 24/7 Monitoring of your server, workstations and network
- Peace of mind ensuring business continuity
- Reduces I.T. overheads and operating costs
- Improved productivity for your company
- Oversight and management of all systems
- Enables your business to focus on its core business

Loyal I.T. Solutions has over 17 years' experience of providing businesses with reliable, professional and loyal I.T. hardware, software and support services.

*Let's talk! So call us now*

"The Loyal I.T. team has been supporting and maintaining our business for over 6 years now and have kept us running smoothly. It's like having our own I.T. department!"

02 4337 0700

PROFESSIONAL.  
RELIABLE.  
LOYAL.



WE SPECIALISE IN I.T. SOLUTIONS FOR YOUR BUSINESS



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Here's what you get as a valued client  
– From \$35/month per user

	ESSENTIALS	PREMIUM
Helpdesk Support including unlimited remote phone & email support	✓	✓
On-site support & labour	Discounted rate	✓
On-site call out fee waived covering travelling time & expenses	✓	✓
Managed anti-virus	✓	✓
Managed endpoint anti-virus	✓	✓
Managed endpoint patch updating	✓	✓
Managed endpoint firewall	✓	✓
Content control	✓	✓
Malware management and scanning	✓	✓
24/7 System monitoring and alerting	✓	✓
System services (CPU/Memory usage) monitoring	✓	✓
System reporting and documentation	✓	✓
Operating system management with patch updating	✓	✓
System & disk optimisation	✓	✓
Backup monitoring (* Only applies when using backup Pplatforms recommended and supported by Loyal I.T.	✓ *	✓ *
Hardware vendor liaison	✓	✓
Emergency loan server	✓	✓
Reduced after hours support charges	✓	✓

## HOW DOES IT WORK?

As part of your Managed Services Support Agreement, Loyal I.T. supplies and installs a service agent that proactively scans and monitors your infrastructure, desktops, servers and devices 24 hours a day, 7 days a week to ensure your network runs as smoothly as possible at all times.

If there are any failures or areas of concern our team is notified of potential issues before they affect your business. In addition to this, we will send a monthly health check report flagging any issues that may require attention.



PROFESSIONAL. RELIABLE. LOYAL.

