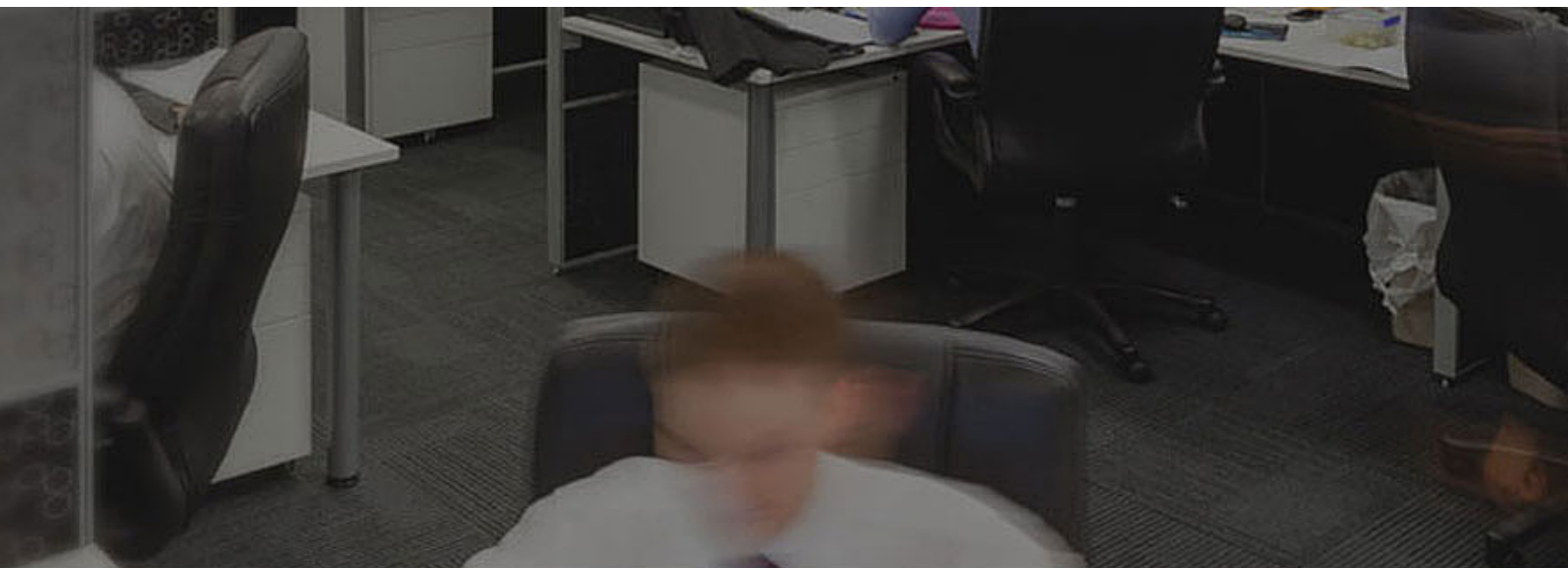


MANAGED IT SERVICES

R & G Technologies provides a complete outsourced IT support solution, for a fixed monthly fee.

Our “Business Assurance” IT support model has been refined into the most proactive managed IT services solution on the market and is backed by a 100% monthly money back guarantee.

1. Key benefits
2. What's included
3. Case studies



KEY BENEFITS

Our managed IT service is a fixed fee, unlimited support agreement which changes the focus of your IT partnership from simply reacting (fixing IT problems as they occur), to focusing on problem prevention and user productivity; providing you with peace of mind in knowing your entire IT system is being proactively managed.

- Faster response time to trouble tickets
- Predictive, proactive IT support
- Increase operational efficiency
- Gain access to enterprise-level support staff at a cost-effective price
- Minimise downtime
- Regain the ability to focus on running your business, not your vendors
- Receive peace of mind knowing that your network is being monitored 24 hours a day, seven days a week



WHAT'S INCLUDED

Server Monitoring

Our team monitors your systems in real-time, from our Network Operations Centre (NOC) in Brisbane.

Monthly Server Maintenance

Our maintenance consists of system updates, patches, hotfixes, defrags, check-ups, clean-ups and more.

Monthly Report

Each month you will receive a report on the performance your system and our service delivery.

Custom Software / Web Development

Access to our software development team to assist with application, website and SharePoint consulting.

Qualified and Certified Service Engineers

Our team of qualified service engineers are available and ready to meet your service requirements.

Project Services / Procurement Team

Access to our Project Services & Procurement Team. We work with you to design best practice ICT solutions.

Vendor Management

Our team takes ownership over managing external Vendors including Phone, Internet, Printer, Website and Software.

Guaranteed Response Times

Your service delivery KPI's are written into your agreement which offer rebates of up to 100% for failure to perform.



CASE STUDY: HOWDEN SAGGERS

Prior to engaging R &G Technologies the current IT environment was due to be replaced, and as it had aged had begun to cause slow network performance.

Howden Saggars engaged an independent advisor to review options and were considering cloud computing as a way to improve operational efficiency and reduce costs. Critically, the new solution needed to:

- Support multi-site access
- Have all data stored in Australia
- Be highly reliable with good disaster recovery capability
- Be cost effective



Summary

Howden Saggars environment now no longer has the challenges of maintaining, replacing and upgrading their IT systems allowing them to focus on their core business.

Results

- Reduction in overall IT costs and no capital expenditure
- Highly efficient IT environment from any location or from home
- Reduction in IT issues allowing a focus on core activities as opposed to IT

CASE STUDY: HELP ENTERPRISES

Help Enterprises had a number of different business units operating as part of the group including manufacturing and horticulture employing people with disability and mental health.

Prior to enlisting the help of R & G, Help had been using a small IT company for over 3 years. As the organisation was continuing to experience significant growth, Help's management team and staff had become frustrated.

- "Business Assurance" ongoing support solution
- Strategic IT plan for the organisation
- Designed & Implemented a private cloud solution
- Provided Data Centre hosting
- Managed WAN



Summary

Help Enterprises has realised significant cost and productivity savings since engaging R & G Technologies.

Results

- Reduced costs by 15%
- Improved response times
- More efficient IT environment
- Improved disaster recovery capabilities
- Reduced risk

