

MANAGED IT SUPPORT SERVICES

Delivering IT support on-premise and in the cloud.

Myrtec is a leading national Managed IT and Cloud Services Provider that offers proactive IT support, 24x7 help desk services, strategic IT consulting services, hosted cloud desktops and managed cloud services. Our clients are small, medium and large businesses within Australia and the APAC region, operating across a broad range of industries.

By providing tailored IT support and services, we enable our clients to focus on their business operations while we manage their IT networks and provide expert IT strategy and consulting services.

Myrtec has extensive experience supporting business technology, both on-premise as well as in the cloud. We understand what businesses need from their IT systems: protection, reliability, scalability and affordability.

Our team of experts will work with you to review your existing infrastructure and design a cloud or on-premise solution based on your unique requirements. Whether you are starting from scratch or migrating your products to the cloud, our experienced team will help you to successfully implement a cloud based IT strategy.

A MYRTEC SUPPORT PLAN HELPS CLIENTS TO:



REDUCE EXPENDITURE

Take control of your IT budget with predictable low cost monthly subscriptions, no surprise bills and access to the level of support you need.



INTEGRATE TECHNOLOGIES

By supporting on-premise and cloud services, Myrtec can accommodate your legacy infrastructure as well as your online technologies.



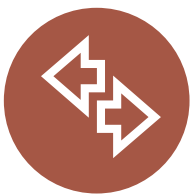
MINIMISE BUSINESS RISK

Guaranteed response times, monitoring of back ups and anti-virus management ensure your business is protected around the clock.



IMPROVE DECISION MAKING

Access technical experts to provide strategic guidance, consulting services, project management and IT budget advice.



ACCESS SUPPORT

By customising a support option to suit your business, users have access to the technical support when and where they need it.



ENHANCE PRODUCTIVITY

Increase staff productivity by eliminating downtime and resolving problems in a timely and effective way.

FLEXIBLE SUPPORT PLANS TO MEET YOUR BUSINESS NEEDS

As technology evolves, it becomes harder for businesses to maintain the internal skills required to manage complex information technology systems. Myrtec's IT support options are built around providing innovative and exceptional IT services to support your core business and help you to manage cost, reduce risk, increase flexibility and drive business growth. Our renewed focus on providing quality service is an important part of the way we do business. Our staff are passionate, professional and experts in their field and enjoy creating successful partnerships with our clients.

managed it support plans

BASIC SUPPORT PLAN

- Daily monitoring of backups
- Proactive monitoring of server and desktop health
- Patching of Windows and common applications
- Antivirus software for desktops and servers
- Guaranteed response time (next business day)
- Access to technical documentation and knowledge base

STANDARD SUPPORT PLAN

- Includes all inclusions of Basic Support Plan
- Email support for all standard break/fix tickets
- Support for all cloud applications
- Domain name hosting
- Guaranteed response time (8 hours)

PREMIUM SUPPORT PLAN

- Includes all inclusions of Basic and Standard Support Plans
- Phone support
- Support for legacy servers and network
- Escalation to Technical Engineers for consultative tickets
- Dedicated Account Manager
- Monthly reporting
- Guaranteed response time (4 hours)

extras

ONSITE
SUPPORT

UPGRADE
SLA (2hrs)

VIRTUAL
CIO

AFTER
HOURS
SUPPORT

CONTACT THE TEAM:

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