activIT
systems

IT really IS all about **people**

🖥	**MANAGED IT SUPPORT**
🔒	**CYBER SECURITY SOLUTIONS**
✉	**EMAIL & MICROSOFT 365 SOLUTIONS**
☁	**CLOUD & INTERNET SOLUTIONS**
🌐	**NETWORK & SERVER INFRASTRUCTURE**
🛠	**CUSTOM INDUSTRY SOLUTIONS & IT PROJECTS**

www.aitsys.com.au

OUR **MISSION**

WE'RE HERE TO EMPOWER BUSINESSES TO GROW AND THRIVE, LETTING THEM FOCUS ON THEIR BUSINESS, WHILE WE TAKE CARE OF THEIR IT AS THEIR TRUSTED PARTNERS.

We're the outsourced IT company that's really serious about ensuring your IT systems make your business life easier and more efficient. At activIT, our consultants solve problems, come up with IT solutions, provide comprehensive remote and on-site IT support, and stand by our work, because we know there are a lot of businesses, people, and livelihoods that depend on our support and IT expertise.

We'd love to become your IT partners and take care of you, by taking care of the technology that runs your business.

OUR **VALUES**

➔ We are Honest
with ourselves and our clients, and we'll have open discussions on hard topics without shying away.

➔ We are Happy
with what we're doing, where we're going and with each other.

➔ We are Driven
to improve ourselves constantly, individually and as a team. We support and encourage our clients to reach their full potential.

➔ We are Reliable
we do what's right for clients and staff, and you can count on us to have your back.

➔ We are Respectful
to each other and our clients. We value input, opinions and time. We respect the workplace both physical and virtual.

We are business focused, provide great bang for your buck, and you can trust us to make recommendations to improve your business".

- Steve Edwards, Managing Director

COMPANY **FOCUS**

activIT systems was founded in 2004 with the goal of providing professional IT services to businesses who don't need full time in-house IT support. A lot has changed since then, and we've grown into a team of professionals with strong technical knowledge combined with a tonne of experience in the industry.

With a continual improvement mentality on our services and processes, we always strive to ensure that our service delivery is top-notch for our clients. Our emphasis is on being professional, reliable, and a great bunch of people to work with.

activIT systems is proud to reassure clients, *"When you need us, we'll be there".*

Since our inception we have helped thousands of Aussie businesses with their IT and have grown to a diverse and robust team across the country.

We love what we do and we love helping our clients get the most out of their IT.

Steve Edwards, Managing Director

OUR **DIFFERENCE**

To ensure amazing service is delivered consistently, we set ourselves really high expectations. We want to be the best IT service company you've ever worked with.

- Our team becomes your team – dedicated and driven by results
- Professional remote and on-site IT support
- A fully staffed and awesome helpdesk that responds promptly
- Dedicated account and service managers to ensure accuracy and thoroughness of work completed
- Rigorous standard operating procedures and quality assurance practices
- World class job tracking and triage software systems
- Best practice IT methodologies and procedures
- Continual professional development requirements and training for our team

CAPABILITIES

MANAGED IT SUPPORT

Your very own IT department for a fraction of the price.

We understand that small businesses need a different level of managed IT services compared to larger businesses, and no matter the budget, our goal is to deliver world-class IT support to your business. When you outsource your IT to activIT systems you can focus on running your business rather than being bogged down by day-to-day IT issues. We partner with your business to develop long-term process improvements, creating an IT environment that supports your team's productivity.

Our IT services include:
- Remote and on-site IT support with a friendly, prompt helpdesk
- Management of PCs, servers, emails, internet connections and more
- Supply and installation of new computers and hardware
- Repairs on all makes and models of computers

Benefits of our managed IT solutions:
- Fixed-price service packages
- Reliable and highly experienced team of IT professionals
- Improved staff productivity because of more efficient IT systems
- Reduced exposure to cyber and IT risks through proactive approaches
- Strategic planning and consultation to help make your business better

No band aids. Get to the core of IT issues with activIT systems.

CYBER SECURITY SOLUTIONS

The threat of cyber crime to businesses is growing by the day, and every business is a target regardless of its size or revenue.

The good news is that improving your business' cyber security posture is easier than you may think. We work with you to implement processes and practices designed to protect your networks, devices and data from attacks and unauthorised access.

Cyber security has three key elements: *education, policy and process, and technology.*

Training and Education
People making incorrect decisions is the main method that hackers use to compromise IT networks. We educate your team with ongoing cyber security awareness training to significantly lower your cyber security risks.

According to the Australian Competition and Consumer Commission, in 2018 email scams cost businesses more than $60 million in lost revenue and time.

Give your team the knowledge they need to make good digital decisions and protect your business from ransomware, phishing attacks and more.

Policy and process
Preventing cyber attacks requires businesses to set up the rules for their team and IT to follow, so everyone is on the same page. Simple documents like an Acceptable Use of IT policy go a long way, but don't cover everything.

We'll help customise an Information Security Management Policy for your business. While this does sound a tad dry, it helps to keep all of your IT and cyber security in line with best practices, and regulatory compliance requirements, and most importantly, helps keep your business safe. Documented and tested Cyber Security Incident Response procedures help your business minimise impact and recover faster should there ever be a successful attack.

Technology

Our cyber security solutions are designed to make it quick and easy to get started, and create a massive cumulative improvement over time. We work had to continually improve your protection against cyber attacks.

- Network and IT lockdown and hardening
- Cyber security maturity consultation, policy creation and management plans
- Incident response planning and management
- Multi-factor authentication and single sign on for Microsoft 365 and Azure, G Suite and many more
- Implementation of the Essential Eight from the Australian Signals Directorate

EMAIL & MICROSOFT 365 SOLUTIONS

If you're considering migrating your business to Microsoft 365, our team at activIT systems are here to provide you with the advice and support your business needs.

Ask us about
- Set up for new businesses
- Migration of existing email systems
- Consultation on Microsoft 365 deployment and strategy
- Cloud storage with OneDrive for Business for access from anywhere

CLOUD & INTERNET SOLUTIONS

We offer a range of cloud computing services, products and internet connections. At activIT systems, we'll help you navigate your options and choose what's right for your business. Our hybrid infrastructure cloud option offers the best combination of in-house IT and cloud-only solutions as required.

- Cloud-based servers and data backup solutions
- Web hosting and domain management
- Managed internet connections
- VOIP phone and fax solutions

Break free from in-house IT solutions with the Cloud.

NETWORK & SERVER INFRASTRUCTURE

Reliable IT networks are fundamental to the success of any business. They are essential for communications, no matter how big or small your business may be. Our network solutions include:

- Network design, maintenance and repair
- Consultation on internet connection types and vendors
- Corporate and guest WiFi systems
- Simple solutions for complex networking issues
- Large scale WiFi and communications networks for remote locations such as mine sites

Network infrastructure plays a critical role in business operations. We help you stay connected by creating the right infrastructure for your organisation.

CUSTOM INDUSTRY SOLUTIONS & IT PROJECTS

Every business is unique. Your IT systems and processes should support your operations in a way that creates the most value for your company.

We offer reliable and bespoke IT solutions for all types of industries from construction, engineering, healthcare, resources, oil and gas, law and accounting firms, retail stores and everywhere in between.

activIT systems can assist with
- Custom server solutions
- Converting networks to central or cloud-based
- Office relocations and setups
- Improving network security and backup strategies

OUR **PROCESS**

This is what it looks like to outsource your IT to activIT systems.

PERSONAL APPROACH

We visit you to introduce ourselves, and we listen to you. Together we work out what you need most from your IT.

BESPOKE SOLUTIONS

You'll receive a draft proposal from us explaining the best options for your business. There is no one-size-fits-all approach as every business is unique.

GOALS CHECK-IN

We sit down with you and review the proposal to make sure it's the right solution for your business.

HASSLE FREE

If you decide to go ahead, we'll manage all discussions and handovers with other suppliers and providers.

ACTIVE SUPPORT

Our standard support cycle commences with regular check-ins to ensure a smooth journey.

PART OF THE FAMILY

We keep it personal. You'll always know who you're communicating with because now, you're part of the activIT family.

IT'S GOOD TO TALK

The great unknown

As the Managing Director of a supply and logistics provider, Paul was uncomfortable with how his previous managed IT provider was performing. There was very little communication and he had no idea what was going on behind the scenes. The assigned contact kept changing and Paul only found out about any issues when a problem arose. Essentially, he had no relationship with his IT support provider and that made him nervous.

How 'IT' should be

After meeting Steve and Matt, Paul appointed activIT systems as his new IT provider.

*I really liked the reporting features **activIT systems** offered, and they made me feel like they were interested in my business and wanted the same things for my IT function as I do."*

- Paul

activIT systems worked with Paul to review his IT function alongside the business objectives. As a result, a number of long-standing issues were resolved and processes were immediately improved. activIT systems took a strategic approach, developing a 12-month road map for future projects.

activIT systems are on your side

Paul now feels confident his IT function supports his operations. He understands what's going on and has a dedicated local IT specialist who really gets his business.

*I sleep better at night knowing our IT is being looked after by **activIT systems**. You won't find a more reliable IT provider that cares about your business."*

- Paul

WHY **activIT systems?**

- ➲ We keep it simple, no jargon. There are no silly questions!
- ➲ We build relationships and value the trust you've placed in our company
- ➲ We're a local team with local knowledge
- ➲ We're here whenever you need us with extended opening hours and emergency after-hours support
- ➲ We have your business' goals and best interests at heart
- ➲ We have successfully delivered over 500 IT projects - yours could be the next!

CALL US TODAY

1300 228 480

✉ info@aitsys.com.au

MANAGED IT SUPPORT

CYBER SECURITY SOLUTIONS

EMAIL & MICROSOFT 365 SOLUTIONS

CLOUD & INTERNET SOLUTIONS

NETWORK & SERVER INFRASTRUCTURE

CUSTOM INDUSTRY SOLUTIONS & IT PROJECTS

activIT systems

www.aitsys.com.au

OUR **PROFESSIONAL PARTNERS**

DELL · Microsoft · hp · SOPHOS · SMBiT PROFESSIONALS