

It's *our people* that  
make the *difference!*





Our clients have always been and will always be our first priority in all things Information Technology.”



- Adam Cox  
DIRECTOR



# ABOUT US

Innovation through technology is a key aspect for efficiency. This is where we can assist!

**Perth IT Group** provides managed services and specialises in delivering innovative IT solutions to small and medium sized businesses across Western Australia.

Our clients trust us to manage, maintain and anticipate the need for a range of processes and functions to improve their operations and reduce expenses.

We do this by being proactive and providing a customised, affordable, and reliable range of technological solutions. These solutions include IT Support (remotely or in person), back-up and disaster recovery, cloud-based web hosting and antivirus, just to name a few! We will discuss your business requirements and tailor a plan specific to your needs.

Above all else, Perth IT Group ensures our client's requirements are fulfilled so they can be safe in the knowledge their critical data and operations are secure.

## Our Strengths

At Perth IT Group, we pride ourselves on our ability to solve any IT problem you face. We have a reputation for being reliable, experienced, and professional.

## Products

At Perth IT Group, we sell a large range of IT related products. We will help you find the software or hardware you need and we always keep up-to-date with the latest technology! We will work within your price range to give you the best 'bang for buck' and use quality products to give you reliable results.



## Industry

Our clients come from a range of industries, each with their own unique software or hardware needs. We have a lot of experience in a variety of programs so chances are we have used your software too! If there is something specific you require, please contact us to discuss.

## Customer Service

We pride ourselves on our customer service. We like to keep it simple and use terms you can understand, free from 'IT jargon'. We will be upfront and will assist in any way we can. When you do have an issue, you can rely on us to assist, and due to our wealth of experience it's likely we have been on the other end of a similar issue and can resolve it as quickly as possible. We understand how important business continuity is and we are here to ensure your systems work, when you need them to.





# WHAT SETS US APART?

Our team has extensive knowledge in the IT field and work with individuals at all levels, across a range of industries.

## We are unique because:

- ➔ 90% of all our support requests are responded to in under 30 minutes – something we are very proud of and our clients can attest to
- ➔ We constantly look at ways to improve systems and will come up with innovative solutions based on the latest in technology
- ➔ We work collaboratively with our clients to tailor managed services for their specific needs
- ➔ We offer 24/7 local support from our Perth office

## WHAT WE DO?

**Listen:** We will meet with you and go through any concerns you have. We will discuss your budget, audit your current systems and provide recommendations.

**Support:** We will go away and write a proposal. This will include a cost break down and will explain all aspects of your IT needs tailored specific to your business. We will be available to discuss and amend as required to find you the best possible solution within your price range.

**Implement:** Once the proposal is approved, we will liaise with our suppliers and IT or web-hosting providers to hand-over and make it a smooth transition!

**Review:** Once the solution is implemented we will review the process and evaluate the outcome to ensure we met or exceeded your expectations.



# OUR CAPABILITIES

Perth IT Group makes technology simple, manageable, and affordable. We specialise in providing efficient and cost-effective solutions for a variety of IT issues.

## Our services include:

**Managed Services** – This is a fixed price service package – the equivalent of your very own IT team for a fraction of the cost.

*We will tailor a package to meet your needs which can include any of the following (and more!)*

- Remote and onsite support
- Management of infrastructure (servers, PCs, phones etc)
- Supply and install new equipment
- Actively review and minimise risk
- Strategic planning to ensure your IT keeps pace with your goals
- Identify areas of concern and ways to increase efficiency

## Why Managed Services?

Our clients are busy people and like to know their IT needs are being looked after in a professional way. We take the effort out of it with a reliable service and can provide regular meetings to review. We provide a fixed monthly fee which majority of our clients prefer, providing a precise cost for their IT budgets while still meeting expectations.

**If you're not on a Managed Services Plan, we can still provide the following IT support:**

**On-site/Remote IT Support** – we understand it can be very frustrating when your IT breaks. From servers going offline, unexpected computer repairs and software glitches to inaccessible data and hundreds of other problems, we'll be there for you.

**Back-up Solutions** – we restore critical systems when they are needed most to ensure down-time is reduced and profit loss is minimised.

**Disaster Recovery** – our robust disaster scenario, recovery and contingency plans have been thoroughly tested and designed to ensure your business is able to effectively recover from security incidents in a timely manner.

**Antivirus Solutions** – our experts will conduct a thorough diagnosis of your IT systems and provide a bespoke, strategic plan to keep you safe from cybercrime and cyber-attacks.

**Network Security Solutions** – from intrusion detection systems and firewalls to physical security elements, we have the network security technology tools to minimise and address security risks.

**Office 365 Solutions** – this can include support for emails, Sharepoint, cloud-based computer security, OneDrive, InTune and migration of existing email systems. We ensure you can access your systems from anywhere. Talk to us to find out more.

**Software and Hardware Procurement** – we work with clients to determine the most appropriate operating systems and compatibility of hardware, software and infrastructure. This can include any and all IT equipment such as custom servers, VOIP phones and more.

**Connectivity and Office relocations** – we liaise directly with contractors and other third-party vendors to ensure a smooth transition across your locations. We will work with you to understand the optimal times to complete any work to minimise potential disruption to your business and ensure continuity of service.

# CLIENT FOCUS / 1

## APOLLO RISK SERVICES

Apollo Risk Services provides Commercial Insurance Broking, Risk Management and Advisory services to Australia's business community.

### Challenge:

Apollo Risk Services was seeking an IT provider who could help them to identify solutions that were right for their business, and explain complex concepts in an accessible, easy to understand way.

Apollo Risk Services found they were continually disappointed with the communication and support levels from other IT providers and were looking for a long-term relationship where they felt valued and heard.

### Solution:

Perth IT Group met with Apollo Risk Services' Managing Director, Carl King, to see how we could work together and overcome these challenges.

In plain English, our team explained how we approach problem solving and our techniques for finding solutions that meet business needs. This stimulated meaningful discussion which helped both parties to identify Mr King's IT vision for the company and develop approaches to ensure his vision was realised.

This discussion resulted in Perth IT providing Apollo Risk Services with all their IT needs, supported by a simple to understand agreement for ongoing services, at a fixed rate.

Fast forward eight years and we are delighted to still be providing IT support to Apollo Risk Services who have also recommended us to a number of their customers!



Perth IT Group offers a one-stop-shop for all our IT needs. I am confident we have saved thousands in monetary value and minimised down time."

- Carl King  
MANAGING DIRECTOR  
APOLLO RISK SERVICES





## CLIENT FOCUS / 2

# MCS SECURITY

MCS Security, an ASX-listed company, provides personalised security services (including security guards, cameras and electronic security equipment) across Australia.

### Challenge:

Perth IT Group conducted an audit on MCS's IT systems, to understand their existing infrastructure, identify potential issues and opportunities for improvement.

As part of this, the Perth IT Group team identified an aging onsite email system which was approaching capacity and required continual, expensive maintenance to ensure it continued to run.

### Solution:

The Perth IT Group team met with the Director of MCS to discuss the audit's findings and proposed solutions which would help sustain their business in the long-term.

We suggested that it would be more cost-effective to migrate their email system to Office 365. This move would allow MCS to:

- Minimise potential system down-time by migrating the infrastructure to the Cloud
- Be flexible and scale their system to match their business growth
- Have access to new tools and applications designed to increase productivity and efficiency
- Simplify their Business Continuity Plans
- Leverage new security technologies to ensure data is kept cyber safe and secure.

MCS accepted and Perth IT Group worked with them to migrate their system to Office 365.



Since migrating to Office 365 with Perth IT Group, we have seen significant benefits in the way we work. We have reduced costs, streamlined our processes, secured our information and been able to scale our systems to meet our business growth."

- Paul Simmons  
CHIEF EXECUTIVE OFFICER  
MCS SECURITY





We couldn't have done it without Perth IT Group's advice and guidance, and we will continue to recommend their services to others!"

- Paul Simmons  
CHIEF EXECUTIVE OFFICER  
MCS SECURITY



Perth IT Group's head office is in Mt Lawley and our Technology Engineers service the Perth metropolitan area.

If your business is outside the Perth metropolitan area, please give us a call. We are very flexible and would be happy to accommodate your IT requirements - we may even be able to fix your issue remotely!



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**Office Hours**

Monday - Friday  
8:30am - 5:00pm

Call us during business hours to discuss your after-hours requirements, or email us after hours and we will respond as soon as we can.

**Our existing customers have 24/7 access to our team through our after-hours support number.**