



Uptime, All the time, **Guaranteed**

## 2Gen Managed I.T Service

### Overview:

2Gen Managed I.T Service utilises world class monitoring systems, engineering expertise and industry experience, as well as a thorough understanding of business and I.T practices to provide your business with a long term, cost effective solution to I.T management.

Our proactive solution doesn't just cover servicing and support. We address crucial management issues including asset management, disaster recovery, internet usage and consultations; as well as key policies including – filing, security and internet usage. Our service reduces stress and delivers peace of mind; we increase reliability and security, and decrease the risk of disaster.

2Gen Managed I.T Service gives you a responsive, dependable and secure platform that facilitates growth and productivity without costly interruptions and downtime. We combine Best I.T practices with auditing, flexible structures, guaranteed service levels and regular reporting to maximise efficiency and reduce complexity.

We have competitive fixed prices and will utilise and maximise your existing infrastructure to provide your business with a complete I.T solution at a fraction of the cost of a full-time staff member.

### Features and Comparisons:

<b>2Gen Managed I.T Service</b>	<b>Standard Managed I.T</b>	<b>Reactive Servicing</b>
24/7 Proactive System Monitoring	x	
Unlimited Remote Support During Business Hours	x	
Unlimited Network Administration During Business Hours	x	
Unlimited On Site Support During Business Hours	x	
Structured Proactive Maintenance and Optimization	x	
Proactive Servicing	x	
Guaranteed Service levels	x	
Regular Reporting and Meetings	x	
Fixed Pricing	x	
Software and Hardware Asset Register and Management	x	
Technology Planning and Road Map		

I.T Best Practice Implementation		
I.T Procedural Development		
I.T Policy Enforcement		
Comprehensive Network Documentation		
Backup and Disaster Recovery Audit and Improvement		
Security Auditing and Improvement		
Communication and Collaboration review and Improvement		
Consultations		
Able to log jobs online		
Month to Month Contracts		

## Benefits:

- Maximized Staff Productivity and Reduced Staff Frustration through Optimized System Performance
- Robust System Stability and Improved System Reliability resulting in “no water cooler meetings or stop works”
- Improved System Agility and Transparency means that you can make informed decisions
- Fixed / Predictable I.T Costs at a fraction of owning a skilled I.T department
- Easier I.T Budgeting meaning that you can predict your business’ expenditure on I.T
- Less stress due increased system reliability and Dramatically Reduced system downtime
- Peace of mind through enhanced security and expertly checked systems
- Excellent Value and high ROI by making the most out of existing equipment
- Improved System Availability means that authorised people are always able to access your system



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### What our Client's say:

**"2Gen have become part of our business, we can ring them about anything I.T related and they are always there to help"**

**"Our network has never run so well"**

**"I don't have to worry about coming in on Monday with nothing working and my staff twiddling their thumbs"**

**"Things just work. We can continue working, even when they are working on our network"**

### Pricing:

Our pricing is calculated per managed device and our contracts are negotiated monthly:

<b>Managed I.T Services</b>	<b>Ex GST Monthly Rate</b>
Managed Services - per Server	\$285.00
Managed Services - per Workstation	\$85.00
Managed Services – per Terminal Server User	\$45.00
Network Monitoring Software per Server	\$15.00
Network Monitoring Software per Workstation	\$10.00

*If you have any further questions, please contact us by phone on: 07 55143389.*

*Or Visit our website at [www.2gen.com.au](http://www.2gen.com.au).*