

## Comprehensive range of support options

We offer a flexible and comprehensive range of support options (silver, gold and platinum) that are designed to match any budget. From basic telephone support on one application through to a comprehensive outsourcing of all your IT support requirements, Focus IT can help.



	Silver	Gold	Platinum
24-7 Remote Monitoring	✓	✓	✓
Server stability and performance	✓	✓	✓
Notification of unusual events	✓	✓	✓
Daily back up monitoring	✓	✓	✓
Daily firewall monitoring	✓	✓	✓
Executive Summary Monthly Report	✓	✓	✓
Virus Definition Updates	✓	✓	✓
Unlimited Remote Patch Mgmt	✓	✓	✓
Online custom client portal	✓	✓	✓
Creation of AUP (acceptable user policy)	✓	✓	✓
Quarterly review and planning meeting	✓	✓	✓
Daily system status e-mail	✓	✓	✓
Client access to Virtual System		✓	✓
Administrator for remote control and access to network		✓	✓
Unlimited software upgrades*		✓	✓
Spyware monitoring and removal		✓	✓
Adding and removing users		✓	✓
Installation of new hardware and software			✓
Virus REMOVAL and cleaning			✓
Loaner PC/Server			✓
Vendor liaison			✓
Shopping and ordering warranty parts			✓
100% no-hassle guarantee			✓

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Looking after your IT  
so you can focus  
on your business



System downtime, viruses, spyware, losses of productivity.... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

At Focus IT, we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realise the productivity gains and ROI you have been expecting from your computer systems all along.

Virtual IT Manager from Focus IT consists of various service level offerings that provide affordable proactive IT management and support. Utilising our unique framework for providing managed IT services, Focus IT provides a range of proactive services designed to optimize your technology investment and maximise the productivity of your people and business.

It's not just about monitoring, that just lets you know something is wrong. And it's not just about remote access to your systems to troubleshoot issues.

It's about a proactive preventative approach to IT systems management.

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience.

**Best practices for tasks such as:**

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- User Policy Enforcement

Best practices that are embodied in an automated state-of-the-art infrastructure that gives you immediate response time, access to resources and proactive solutions.

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Businesses are often shorthanded when it comes to fully leveraging technology, and are often frustrated because their IT staff is spending too much time simply keeping their IT systems up and running. They would prefer to be using their resources to perform more strategic tasks which can have a greater impact on their business rather than simply reacting to problems”

Jeff Kaplan, THINKstrategies



## Proactive IT Management

By maximising the benefits of technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently and without fail.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on the business.

Consistency creates reliability which results in predictable costs. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Consistency is the cornerstone of Virtual IT Manager

## Virtual IT Manager Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

We keep you informed by providing regular communication and executive reports covering the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

## Virtual IT Manager Benefits

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs.

Focus IT provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. Focus IT uses advanced processes, tools and methodologies, to deliver superior services that match your needs. You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. We will help you turn your data networks into an effective, efficient component of your growing business.

