



MANAGED IT SERVICES



ENSURE YOUR NETWORK IS ALWAYS SAFE, UP TO DATE AND RUNNING FAST












GCOMM Managed IT Services includes remote monitoring and management of the active devices on your organisation's network along with comprehensive reporting on the overall health of your IT environment. Through preventative maintenance and more efficient management of issues, we help you optimise your network performance, increase business productivity and reduce IT operational costs.

 1300 221 115

 gcomm.com.au

GCOMM MANAGED IT SERVICES ENABLES YOU TO DO MORE WITH LESS

Using our managed services will help you to minimise your organisation's costs and maximise productivity through continuous monitoring and management of devices on your company's network, significantly reducing downtime and support associated with network issues.

SERVICE SPECIFICS	HOW YOU BENEFIT
 Remote Management & Monitoring	Helps predict when serious problems may occur, thus reducing the amount of time it takes to respond to an issue.
 Comprehensive Reports with Recommendations	Receive monthly reports summarising the health of your IT environment along with strategic recommendations by our engineers.
 Proactive Alerts via Email	If there is a potential risk on your network, our technicians will notify you immediately.
 Backup Monitoring	Keep track of successful backups, failed backups and backups completed with errors.
 Security Monitoring	Ensure your firewalls, anti-virus and other security software is up to date to keep your network safe from threats.
 Security Software Inclusions	Anti-virus • Anti-malware • Anti-spam • Secure Internet Gateway
 Hardware Monitoring	Know where performance bottlenecks are occurring and which servers are working at capacity and may need to be upgraded.
 Patch Management	Ensure that patches are being applied to your computers as they fix vulnerabilities and keep your software up to date.
 Asset Reporting	Keep an up-to-date inventory of your hardware and software assets so you can make better decisions about purchasing new products and services.
 IT Consulting and Feedback	Receive strategic recommendations and advice from your account manager on how to make the most of your IT investment.
 Business Hours Phone Support	Remote phone support with GCOMM engineers who directly access and resolve problems.

HOW YOUR BUSINESS WILL BENEFIT

ACCESS TO DIVERSE ENGINEERING TALENT

When you are short staffed, need assistance with troubleshooting or advice on IT investment, you can call upon a certified and experienced team of engineers with a diverse set of skills.

REDUCED DOWNTIME, INCREASED PRODUCTIVITY

We use sophisticated IT management and monitoring tools to watch over your servers, applications and critical devices 24/7 so we can pinpoint issues before they cause network problems.

PREDICTABLE MONTHLY EXPENSES

Plan ahead and achieve predictable maintenance and support with the option of one single monthly fee.

LOWER COSTS

Avoid unexpected and costly emergency repairs that can devastate your IT budget.

FLEXIBLE AND SCALABLE

Our managed services are scalable to adapt to the changes and developments your company experiences over time.

Keep Your Network Up and Costs Down

Downtime is expensive. Your IT infrastructure needs to be up and running smoothly – at all times. GCOMM knows this which is why our managed IT services are built on three pillars that ensure optimal network performance and business continuity.

90% of network problems can be proactively fixed through remote involvement before they escalate into downtime, performance issues, loss of data, security breaches and financial loss.



MONITORING

We constantly scan your infrastructure, desktops, servers and devices for potential issues so they can be rectified before they turn into problems and cause disruptions and potential financial loss to your business.



MANAGEMENT

Proper management of your IT infrastructure prevents server crashes and storage overload. Our engineers remotely manage your networked devices, applying patches and software updates to keep your system running smoothly.



REPORTING

Our monthly reports provide detailed information about your network reliability, backup data integrity, network security and server performance. You'll also receive strategic recommendations to help you prioritise your IT investment.

TECHNICAL ENGINEERING SUPPORT

As part of the service, you will have the option to choose an unlimited or a bundled service. We will recommend the best package based on your organisation's size, the health of your IT environment and future goals. Over time, we will right-size the engineering investment to accommodate your needs as they change.





Connectivity | Cloud | Managed IT Services



23+

years in network support and engineering



8

points of presence across Australia



8000

business connected services



500

managed customer networks



700

TB of protected customer data through our backup platform



500

business customers across the country

ABOUT GCOMM

We are Australia's connectivity, cloud and managed IT services provider for mid-large businesses. We combine our strong network foundation, engineering capabilities and partnerships with recognised technology vendors to enable our clients to transform their business. Established in 1996 in Queensland, GCOMM has grown to offer a range of technology solutions through a direct and wholesale channel. The company has won several awards and our engineers hold leading industry certifications.

Need help?

Call us on **1300 221 115** or contact your **GCOMM Account Manager**.