

Managed Information Technology Service



> Proactive > Consistent > Affordable



Visit: <http://www.progressiveit.com.au>
Phone: 02 8205 3885

It's Like Having Your Own IT Department



System downtime, viruses, spy ware, 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.

Proactive, Flexible, Affordable, Managed

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

Our focus is to keep your IT systems operational, available and secure so that you can focus on 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.

Managed Information Technology Service from Progressive IT Solutions consists of various service level offerings that provide affordable proactive IT management and support. Utilising our unique framework for providing managed IT services, Progressive IT Solutions provides a range of proactive services designed to optimise 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 just not about remote access to your systems to troubleshoot issues.

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

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

Best practices for the task such as:

- Spyware Protection and Removals
- 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.

Our technology expertise becomes your competitive advantage



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"Small and mid-size businesses are often shorthanded when it comes to fully leveraging technology, while large-scale enterprises are often frustrated because their IT staff is spending too much time simply keeping their IT systems up and running. In both cases, they would prefer to be using their limited resources to perform more strategic tasks which can have a greater impact on their business rather than simply reacting to problems."

Jeff Kaplan, THINKstrategies, Automating and Optimizing Service Delivery Performance

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 is the cornerstone of Managed Information Technology Service.

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?

Managed Information Technology Service Features

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

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

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.

Managed Information Technology Service Benefits

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



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A proactive, preventative approach to IT management.
Let Progressive IT Solutions help you realise the productivity gains and ROI you have been expecting

Progressive IT Solutions, Managed Information Technology Services - Options

COMPREHENSIVE SERVER MANAGEMENT Server Service:

Our comprehensive server management keeps your servers running, available and secure.

MULTIPLE SERVICE LEVELS FOR WORKSTATION MANAGEMENT

Our comprehensive Workstation level services are designed to keep your systems and personnel productive. Each program provides varying levels of coverage based on user, desired results and budget without compromising quality.

Server Service Level Program

- Security Patch Management
- SQL Server, Exchange, IIS, OS
- Virus Definition Management
- Backup Management
- Firmware Management
- Service Monitoring and Notification
- Event Log Monitoring
- Disaster Recovery Coverage

Level 1 Service Program

Provides the basic services to keep the workstation secure and notify us of any Imminent problems.

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits
- End User Support Portal
- Monthly Management Report

Level 2 Service Program

Provides more advanced security measures for dealing with malicious threats, establishes baseline policies, asset tracking and changes, software rollout and upgrades and overall health of the workstation.

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits

- End User Support Portal
- Monthly Management Reports
- Application Deployment
- Application Addition and Change Notification
- Hardware Change Notification
- Security Log Monitoring
- Application Log Monitoring
- Security Log Monitoring
- Spy ware Removal and Management
- Bandwidth Usage Tracking
- Asset Management
- Report Generation
- Remote Management

Level 3 Service Program

The ultimate protection to keep critical workstations and users operational.

- Security Patch Management
- System Log Monitoring
- Virus Protection Management
- Daily System Audits
- End User Support Portal
- Monthly Management Reports
- Application Deployment
- Application Addition and Change Notification
- Hardware Change Notification
- Security Log Monitoring
- Application Log Monitoring
- Spy ware Removal and Management
- Bandwidth Usage Tracking
- Asset Management
- Report Generation
- Remote Management
- End User Remote Control
- Desktop Policy Enforcement
- Backup and Disaster Recovery

progressive IT
SOLUTIONS



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