

managed services

SureBridge

Information Technology

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Our goal is to develop a state of the art plan in line with your strategic approach and budget, that produces measureable results.

What are Managed Services?

SureBridge Managed Services are an outsourced solution focused ICT service which can be utilised in combination with your existing IT infrastructure, or tailored to suit your company's needs. The concept behind SureBridge Managed Services is that your focus remains on the core business whilst SureBridge takes care ensuring your IT systems perform effortlessly.

The SureBridge Managed Services team provides skills and competencies to augment your company's IT skills and allows your IT personnel to focus on strategic issues rather than IT administration issues.

An ongoing support system providing both product and professional services, our Managed Services selection ranges from updating or replacing your existing IT resources to conducting a complete analysis of your infrastructure and technology and implementing a tailored plan. SureBridge can provide the right service for your needs.

How can SureBridge Managed Services help you?

Support

SureBridge is second to none with regards to industry knowledge, skilled staff and ongoing support. We proudly retain some of the most knowledgeable and skilled staff in Queensland who meet the highest of industry standards. A team of dedicated IT specialists will be assigned to your company who will have an in depth knowledge of your systems and services.

Cost Savings

Outsourcing IT professionals reduces the initial and ongoing costs associated with employing full time staff. We boast one of the largest IT support teams in Queensland, who receive up to the minute training and meet the highest industry credentials. Employing SureBridge services will ensure a consistent and highly professional service, dramatically increasing value for money.

Efficiency

We offer high level response times.

Our services employ preventative solutions and maintain ongoing system maintenance which considerably reduces support costs.

We are able to access and manage many of your systems remotely reducing the need for callouts.

Engineer consistency: Your scheduled engineers will remain your primary support engineers. The team will have in-depth knowledge and familiarity of your business and its technological infrastructure.

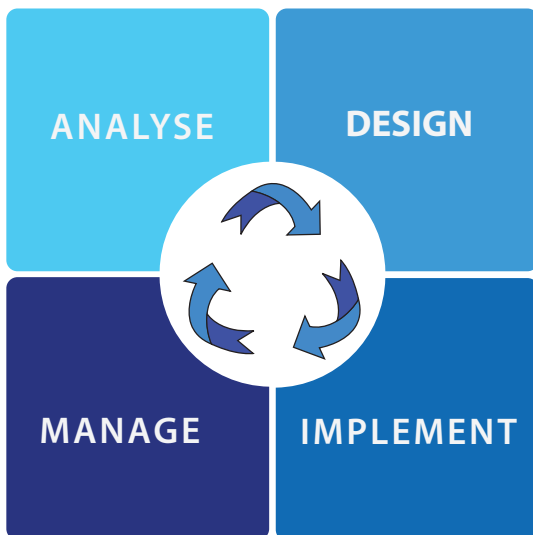
Our services are designed to evolve in alignment with your company. We have IT solutions to suit your ever changing requirements.

Accountability

Reporting: SureBridge will provide reports summarising the support tasks we perform. We maintain an understanding of the health and state of your systems.

System development: We train your staff, improve your information process and plan your future infrastructure.

SUREBRIDGE SERVICE MODEL



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SureBridge Managed Service options include any or all of the below:

Service Desk	Our Service Desk is the first line of support. This is an exclusive service allowing you to receive instant support. From this point of call we will endeavour to solve your problem in the shortest possible timeframe.
Health Checks	Regular maintenance is the key to ensuring the stability of your systems. We employ a structured approach to review system performance and log files. Our Health Checks include a service check and findings report for your reference.
On-site Support	Where an issue cannot be resolved remotely, the appropriately skilled engineer will come to you on-site.
Infrastructure & Solutions Support	Application and ICT solutions are complex systems and often in-house skills are not enough to maintain user skills. We can provide our expertise in these areas.
Business Continuity	Business Continuity ensures that there is a minimum impact to your business as a result of unexpected outages or significant external events.
Disaster Recovery	Disaster Recovery is the function of restoring lost or archived data as a result of unexpected outages. Disaster Recovery and Business Continuity services need to be combined to develop a cohesive service plan.
Maintenance Contract Management	SureBridge takes the hassle out of managing and negotiating the multiple warranties, license requirements and renewals for your IT products by dealing direct with suppliers on your behalf.

Please contact SureBridge IT for more information on any of the services listed above.