



Managed IT Services

Proactive, flexible
and affordable

Call us today – 1300 724 599

epochLABS



We believe technology is at its best when it's invisible. When you can focus on the task you are achieving, not the technology you're achieving it with.

Plagued by system downtime, viruses, spyware, losses of productivity, and every other excuse for why the computer system you rely upon to run your business is not working consistently and as expected?

These distractions are unnecessary and very expensive.

Epoch Labs understands this. We also know that businesses are constantly challenged by the task of managing the demands of growing their business while coping with continuous technology challenges.

Our focus is to keep your systems operational and available so that you can focus your efforts on the demands of growing your business, managing costs and increasing revenues. We want to help you realise the productivity gains and ROI you have been expecting from your computer systems.

Utilising our unique framework for providing managed IT services, Epoch Labs provides a range of proactive services to keep your computer systems up and running and your people and business productive.

Our Managed IT Services utilise a series of 'Best Practices' we have developed over our years of experience. We call this EssentialCare.

Here are some of our EssentialCare benefits.



IT Strategy

Most small business owners employ an ad-hoc approach to dealing with technology, with no long term plan for future technology needs. We can assist your organisation to develop effective IT strategies. These consultative services help keep your IT in alignment with your business objectives.



Operational Efficiency

Avoid the cost and complication of multiple suppliers and gain the convenience, accountability and value of a single trusted technology partner.



Service Desk Support

Our service desk support provides immediate access to a team of national technical engineers that can help resolve support requirements sooner. The Help Desk Team can access your systems remotely, quickly troubleshooting and resolving day-to-day system and user issues.



Professional Support

When you engage with Epoch Labs, you partner with a Professional Services Team. You gain immediate access to personalised support, a network of accredited engineers and tier-one technology solutions.



Peace-of-Mind

Our team provides you with a single point of accountability for all of your IT resources. We work with you to ensure your systems never let you down, giving you peace-of-mind and allowing your team to focus on what you do best.



Complete End-to-End Technology Services

Epoch Labs can provide complete end-to-end technology solutions and services, tailored to your needs and integrated with telecommunications, internet and cloud services.



Cost Efficiency

Managed IT provides you with a fixed monthly cost for all your IT support requirements.



Features

Senior & Specialist Engineers

High level support and advanced IT consultation is available for your business. Our engineers are accredited to support solutions from leading technology vendors.

Fixed Monthly Price

Fixed monthly cost that covers support of desktops, laptops, servers, mobile and network devices across your office locations.

System Auditing

During the initial setup of your Managed IT Service, our technical team conducts an initial review and inventory checklist of your IT equipment and network setup. This information enables us to review and align your IT systems with the industry's best practice.

Troubleshooting Support

All approved desktop, server and network devices are proactively maintained and supported.

Management Agents & Monitoring

Our Remote Monitoring & Alerting agent is installed on each supported business device to provide the benefits of remote monitoring and alerting capabilities.

Managed Backup & Disaster Recovery

Managed IT Support Plans include the option of provisioning and management of a nightly business backup solution.

Proactive Maintenance Schedule

Regular scheduled maintenance and checks of server health, disk space, event logs and backup operations (including restore validation testing) ensure your server infrastructure runs at optimum levels of efficiency and reliability.

Dedicated Monitoring & Response Team

A dedicated team proactively schedules and responds to system alerts and updates.

Network Security

Small businesses need computer and network security as much or more than large businesses. This is because small businesses are often the primary target of hackers who see smaller networks as an easy target. Epoch Labs provides tools and practices such as spam management and firewall management to help protect businesses of all sizes from hackers, viruses and spam.

Anti-Virus

Bundled Anti-Virus Software is available for server and desktop devices supported under a Managed IT Service Plan.

No Contractual Commitment

We don't require you to sign a long-term contract in order to start using our services.

Online Service Portal

Save time by requesting, viewing and tracking your Epoch Labs services through our Online Service Portal.

Monthly Service Reports

Regular maintenance checks, including reports on the health and status of key server and desktop systems, provides peace-of-mind on the health and reliability of your network.

Cost savings from running a managed workstation*

Cost of an unmanaged workstation over 3 years	\$5309
Cost of a managed workstation over 3 years	\$3335
Cost savings over a 3 year period	\$1974

If you have 20 computers in your business, that is a cost savings of nearly **\$40,000** in a 3 year time period.

20 million person-days per year are lost due to technology failures — a cost that few businesses can afford.

Any business supported by technology should look at both direct and indirect costs.

*A study by the Gartner Group as reported in Network Computing magazine



Information Technology Services

It's not just about remote access to your systems to troubleshoot issues when things go wrong.

It's a proactive, preventative approach to keeping your systems up and running and in peak performance.

Our purpose-built systems allow us to automate and schedule daily, weekly and monthly IT tasks, and ensure they are completed and reported consistently.

As the tasks run, valuable data is gathered to spot trends and patterns, providing the visibility which allows us to plan for future growth of your business. This reduces or eliminates any impact on the business.

Proactive managed services eliminate the scenario of calling and waiting for the "computer guy". Potential issues and problems are prevented. Systems and people remain productive and working.

In the case where problems do occur, response times can often be within minutes.

Consistency is the cornerstone of EssentialCare.

Consistency creates reliability and renders no surprise expenditures or billings. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Features

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

To keep you informed, you will receive regular communication and executive reports to let you know the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems are tracked, reported and retained for analytical, historical and auditing purposes.

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 tailored solutions that will be a good fit for your business. By using a consultative approach, we can advise on the ideal way to meet your current and future technology needs.



Managed Service Offerings

You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. Epoch Labs will help you turn your data network into an effective, efficient component of your growing business.

Managed Service Program

Our comprehensive Managed Service Program is designed to keep your systems and personnel productive.

EssentialCare Service Program

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

Proactive Maintenance Schedule

Managed Anti-Virus

Backup Management

Service Monitoring and Notification

Event Log Monitoring

Discounted Labour Rates

User Support Portal

Quarterly Executive Reports

Monthly Onsite Visit

Unlimited Phone Support 8.30am – 5.30pm Monday to Friday

Let's Meet.

Call us on 1300 724 599
and see how we can help
technology work for you.