



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.

And small businesses are constantly challenged by the task of managing the demands of their day-to-day business operations while keeping up to date with continuous changes in the technology environment.

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.

Here are some of our Managed Services 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. Our 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

Our Managed Services Packages 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 Services Package.

No Contractual Commitment

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

Any business supported by technology should consider the Total Cost of Ownership (TCO) of their IT investments, taking into account both direct and indirect costs.

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

Cost savings from running a managed workstation

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

If you have 10 computers in your business, that is a cost savings of nearly **\$20,000** in a 3 year time period.



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.

Our proactive managed services schedule is aimed at detecting and preventing problems before they happen. That means instead of someone having to call and wait for the "computer guy" to fix a problem, work is continually being performed in the background to ensure your systems remain in working order, and your people remain productive.

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.

Let's Meet.

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