

Managed IT

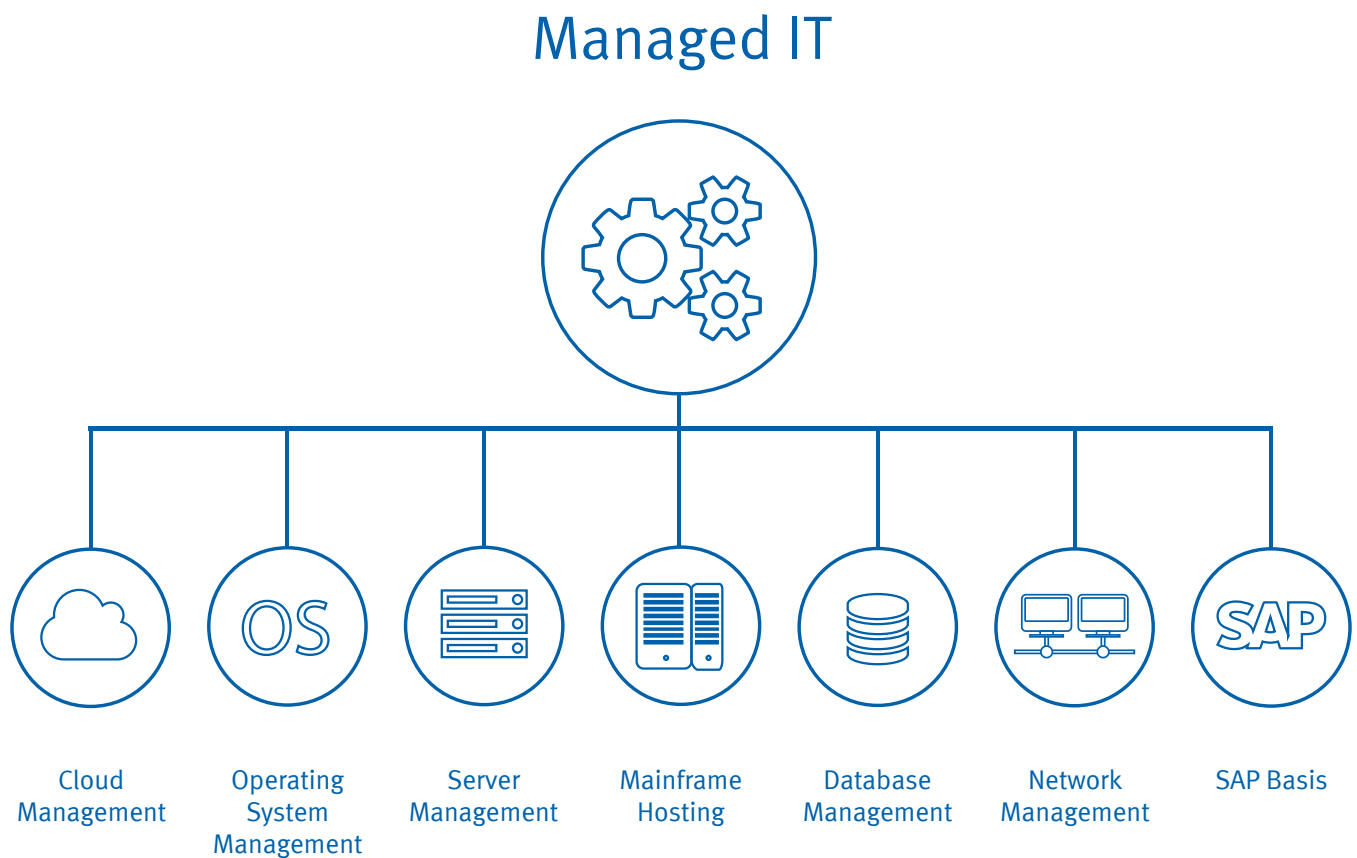


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Managed IT

Through our managed IT Services, we become an extension of your IT department, allowing you to scale, achieve greater flexibility, and focus on your core organisational objectives.

We offer a single-point managed IT solution with full service capabilities across server, operating system, network, database and application servers.



Operating System Management



Our Operating System (OS) management services incorporate our state of the art infrastructure and expert architects with your Windows, Linux or UNIX OS. We can manage your system, performance, vendors and virtualisation, so you are free to concentrate on your core business needs.

The operating systems and supporting infrastructure are managed and maintained by a team of accredited professionals to deliver predictable levels of availability and reliability.

Features

- ▶ Underpinned by the latest technology to N or N-1
- ▶ Specialist technical support and consulting
- ▶ Vendor and patch management
- ▶ Choice of performance levels and support to meet application requirements
- ▶ System administration and security services

Server Management



We can take the pressure off your IT department by providing 24/7 support, monitoring and management of your server's infrastructure housed in both our state of the art data centre and the cloud.

Our management experts can simplify server maintenance, and provide you with a fully supported solution to suit the demands of your business.

Features

- ▶ Comprehensive coverage of infrastructure
- ▶ Vendor management
- ▶ Highly skilled technology specialists
- ▶ Perform setup and configuration of hardware
- ▶ Availability targets to meet your business needs
- ▶ Fast provisioning of servers and additional resources
- ▶ Support, patching and maintenance of infrastructure

Mainframe Hosting



We offer high levels of service, availability and redundancy to provide production failover for all critical systems. Full operations and network monitoring is supplied 24/7, equipped with automated problem determination to ensure early alerts and a rapid response to any system issues.

Hosted with IBM's System Z, we offer a large-scale consolidation system that thrives under heavy workloads. It brings together over 40 years of development and leadership in virtualisation, workload management and huge I/O throughput. It is also highly secure, excelling at user identification and authorisation, access control, virus protection and encryption.

Features

- ▶ Hosted on IBM's proven zEnterprise EC12 Mainframe delivering industry leading capabilities
- ▶ Hitachi Data Systems ultra-reliable Virtual Storage Platform (VSP) for faster innovation and improved business outcomes
- ▶ Huge processing power
- ▶ Brocade 6510 Switches for accelerated data access
- ▶ Infinitely scalable and highly secure
- ▶ Highly experienced and industry renowned team of specialists
- ▶ Fully redundant with encrypted replication between two diverse sites

Database Management



Take the hassle out of managing, monitoring, supporting and maintaining your own Oracle or SQL database. With our team of expert administrators, we can manage all aspects of setup and maintenance for your application database and provide customised levels of support and backup to ensure peak performance.

Our database services fully manage all aspects of your database setup and maintenance, whilst you retain your own application database administrators to support your own data level tasks, such as data migration.

Features

- ▶ 24/7 support and availability
- ▶ Scalability on demand
- ▶ Minimal service outage
- ▶ Specialist technical support and security
- ▶ Licensed Oracle and SQL Server environments available



Network Management

Our Network Management services give you the support to optimise and manage your complex communications infrastructure, while simultaneously maintaining control of your overall network strategy. Our service is flexible and scalable to your business needs.

Features

- ▶ Wide area network management
- ▶ Network equipment supply and maintenance
- ▶ Network integration
- ▶ Design, delivery and commissioning
- ▶ Professional services
- ▶ Network and supplier management
- ▶ End-to-end monitoring



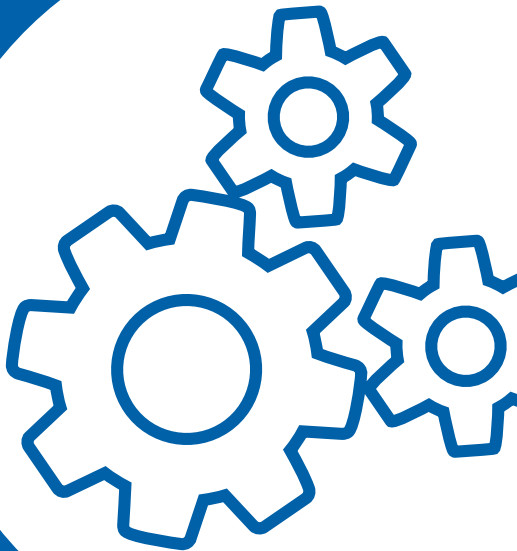
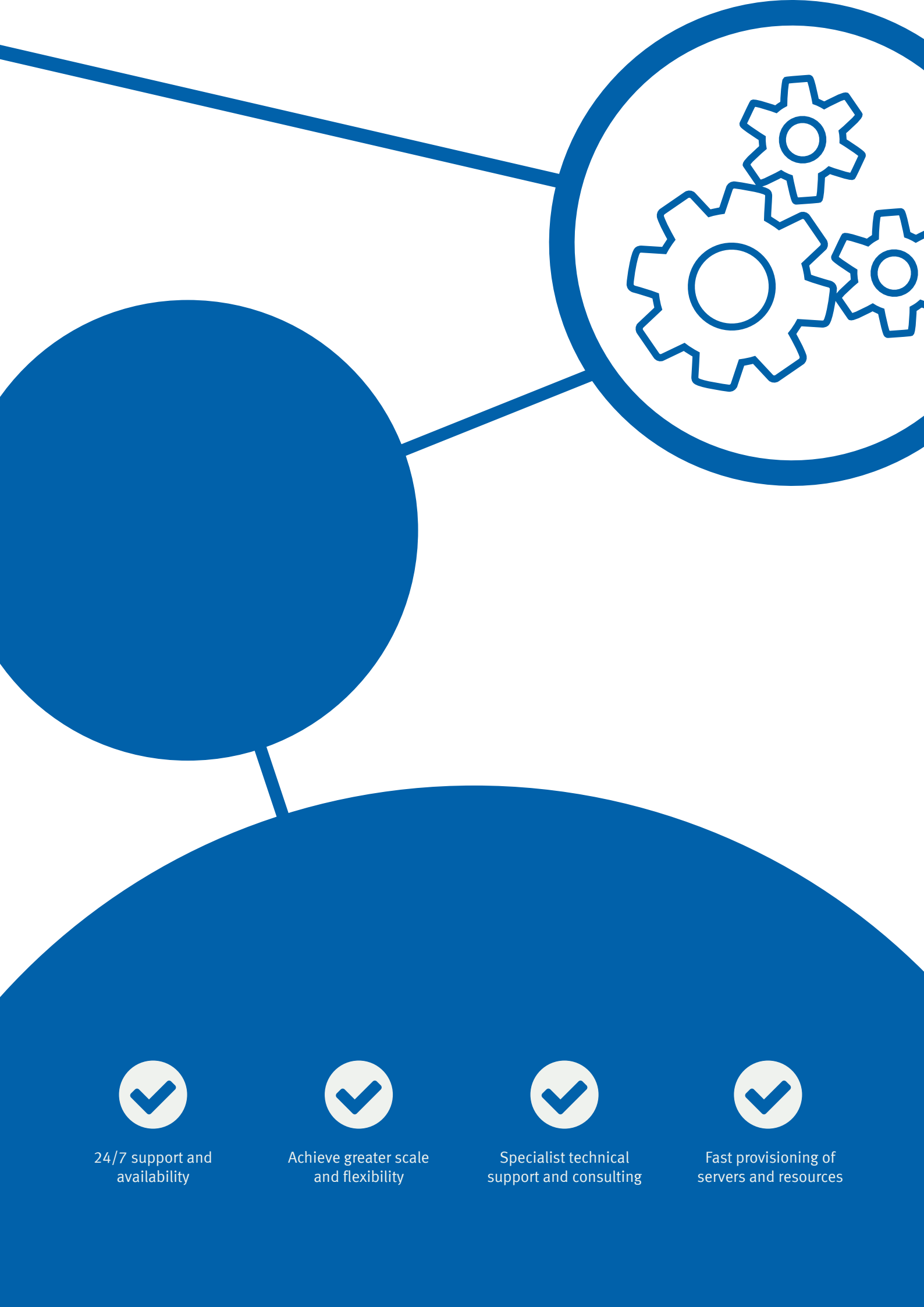
SAP Basis

Our team of experienced and certified experts can work with you to monitor and manage your critical SAP systems. With extensive and in depth knowledge of complex SAP landscapes, our SAP Basis team are second to none. With 24/7 support, monitoring and management of your SAP landscapes, we can free up your resources so you can focus your business, knowing your critical SAP ERP systems are taken care of.

We are experienced in installing and managing SAP versions from R3 through to ECC5, 6 and SAP HANA, as well as numerous SAP modules such as Solution Manager and Business Intelligence. Our team can support your SAP instances on your own infrastructure or our highly available and highly scalable virtualised UNIX or Microsoft infrastructure.

Features

- ▶ Transport management
- ▶ Installation and upgrades
- ▶ Annual support stacks
- ▶ Performance monitoring
- ▶ System refreshes
- ▶ 24/7 monitoring
- ▶ Design, coordinate and implement SAP upgrade projects
- ▶ ITIL change and release management



24/7 support and availability



Achieve greater scale and flexibility



Specialist technical support and consulting



Fast provisioning of servers and resources

For over 50 years we have provided technology infrastructure, business solutions and support to state government and commercial organisations nationwide.

We are committed to technology advancement and partner with some of the world's most innovative technology vendors. We've been improving practices, strengthening relationships and delivering a utility model to our clients that aligns technology expenditure with requirements.



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