



# MANAGED SERVICES

R-Groups Managed Services plans will let you enjoy a completely customisable experience including remote network monitoring, hardware / software maintenance and backups, service desk and anti-virus protection. These services can be engaged on a fixed contract basis to organisations requiring wholly outsourced IT services, or alternatively to complement your existing IT infrastructure and personnel skill set.

R-Group's managed services means cost-effective, reliable service, so your business can focus on what you do best. We are an end-to-end IT managed service provider who deliver a comprehensive suite of services to improve your business productivity, continuity and efficiency. Our managed service department maintains complete systems and offers a full range of technical support and assistance. Services may be engaged on a fixed contract basis to organisations requiring wholly outsourced IT services or as a complement to existing teams who need lower or higher level assistance.

## WE OFFER:

- Remote monitoring of your IT systems
- Reduced client overheads associated with employing internal IT staff
- ITIL aligned service structure
- 24x7x365 support
- Onsite and remote maintenance
- Remote support
- Hosted and on premises solutions
- Backup Solutions and Management
- Patch Management
- Anti-Virus and email protection services
- Network design
- Project management
- Office365 installation and management
- Staff training in use of new technologies



## SUPPORT :

Our Perth based service desk is a team of fantastic and bright individuals available to provide the ICT support you need 24x7x365. The team not only provide phone based support with exceptional customer service, but also provide innovative solutions to clients. We undertake scheduled and ad-hoc site visits as needed and use a number of technologies to allow us to work remotely reducing your IT costs and saving you time.

## REMOTE MONITORING AND MANAGEMENT :

We watch over your IT systems carefully with our network monitoring tools, and ensure your data is secure through the use of our backup solutions or management of your existing systems.

## DESIGN :

We manage your network. We maintain your existing system, provide recommendations to help identify and meet your future needs, undertake appropriate upgrades and design your new systems.

## PROTECTION :

We offer safe smart and simple protection for your business ICT services to protect your business from viruses and threats wherever staff are connected be that in the office, at home or on the road. Through implementing and managing your protection we provide peace of mind that your devices, servers and USB devices are protected against threats posed by viruses, spyware, rootkits and bots.

## HOSTING AND CLOUD :

We deploy and manage your systems. From businesses with 20 people to organisations with thousands of staff. We can help you with on premises and fully hosted solutions with experts in the field.

## ABOUT

R-Group is a privately owned company established in early 2000. Originally founded as an IT business, with the convergence of telecommunications and audio visual systems into IP, it was a natural fit for R-Group to take on a more solutions focused approach. This mindset has extended into our managed services offerings.

With a number of significant projects deployed around Australia from CBD's to the middle of the desert, you can be assured R-Group has the experience and know how to find the right solution for your needs.

