

# MANAGED SERVICES

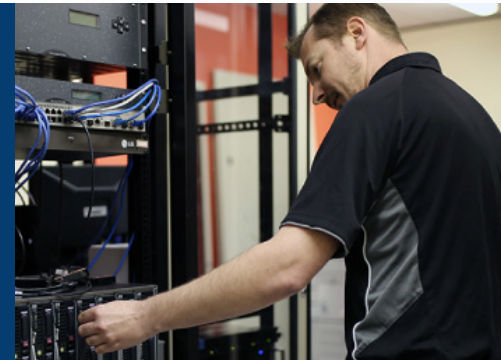


R-Groups Managed Services offers highly customisable plans that include a range of IT services. These services encompass remote network monitoring, security, hardware and software maintenance, data backups, service desk support, and anti-virus protection. Clients have the flexibility to choose between fixed contract options for complete IT outsourcing or integrating the services to complement their existing IT infrastructure and staff expertise.

R-Group's managed services offer cost-effective and reliable solutions, allowing businesses to focus on their core strengths. As an end-to-end IT managed service provider, we offer a wide range of services aimed at enhancing business productivity, continuity, and efficiency. Our dedicated managed service department handles complete system maintenance and provides comprehensive technical support 24/7.

## WE OFFER:

- ▶ Remote monitoring and support of IT system
- ▶ ITIL aligned service structure
- ▶ 24x7x365 support
- ▶ Onsite and remote maintenance
- ▶ Hosted and On-premise solutions
- ▶ Backup solutions and management
- ▶ Anti-Virus and E-mail protection services
- ▶ Security Network vulnerability assessments
- ▶ Microsoft365 Deployments
- ▶ Staff training



## SUPPORT:

Our Service Desk team of fantastic individuals are available to provide the ICT support you need 24/7. We not only provide phone-based support with exceptional customer service, but also provide innovative solutions to our clients. We undertake scheduled and ad-hoc site visits as needed and use a number of technologies to allow us to work remotely, saving you time and reducing your IT overheads.

## 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.

## REPORT 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.

## 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.

With a number of significant projects deployed around Australia from CBDs 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.

## PROTECTION:

We offer safe smart protection for your business ICT services to protect your business from viruses and threats wherever staff are connected. Through implementing and managing your protection we provide peace of mind that your devices are protected against threats.

## 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.

## SECURITY:

R-Group offer customers vulnerability assessments to highlight gaps in your security posture.



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