

ICT Managed Services

We are an experienced ICT managed services provider, delivering scalable end-to-end solutions to businesses of all sizes. As your trusted partner, our focus is to deliver proactive solutions that enable competitive advantage, growth and business innovation.

Our ITIL-aligned service management framework ensures efficient and reliable implementation of your ICT projects that provide business and financial benefits whilst maintaining availability of infrastructure services.

In addition, R-Group's Technical and Solution architects provide our clients with innovation roadmaps that drive continuous improvement, automation, and integration, enhancing their business processes.

R-Group primarily focuses on being a true strategic partner, aligning ICT strategies and innovation to client business objectives with capabilities that include:

- Consultation Services.
- ITIL aligned service management framework.
- 24x7x365 monitoring and technical services.
- Onsite and remote technical support.
- Cloud and on-premises solutions.
- Data redundancy and management.
- Network Security.
- Cybersecurity incident and vulnerability.
- Managed Operating Environments.
- Essentials 8 compliance.

SUPPORT:



Our Service Delivery 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 provide 24x7x365 monitoring, preventive and remedial actions for your environment, including Level 1/2 resolution activities and completion of standardised operational tasks such as backup administration and patch management.

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.

SECURITY:



Discover unparalleled cybersecurity protection designed to keep your IT environment consistently with ASD's Essential 8 Maturity Level alignment. We offer broad range of cybersecurity services such as security audit, vulnerability assessment, security awareness training and cybersecurity compliance.

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.

For more information:

✉ Please email us at:
sales@r-group.com.au

📞 Phone us on:
08 6555 1111

Please scan the QR Code to find out more about our tailored managed service solutions.

