



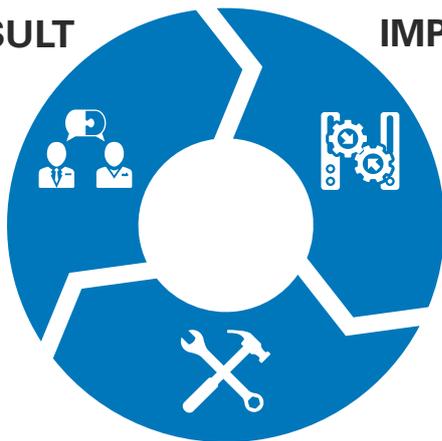
MANAGED SERVICES

OvertheWire's managed services offering is about more than just crisis prevention. It's about assisting your business to leverage its IT investments; to get the very best out of them.

Over the Wire is not just another support organisation, we take a unique approach to supporting your business. Rather than focusing our resources on just resolving technical issues, we look to work with you to get the best out of your IT investment with a unique collaborative approach.

MANAGED SERVICES LIFECYCLE

CONSULT **IMPROVE**



MAINTAIN

By assigning dedicated infrastructure and staff to your business, we are able to gain a deeper understanding of how your business works, greatly reducing the time taken to resolve unexpected issues and develop solutions that support your business' direction.

MANAGED SERVICES PLANS

Over the Wire offers three plans for managed services, which are designed to offer the maximum support for your organisation. Each of these plans has the flexibility to be augmented with optional extras to suit the specific requirements of your business.

A full comparison table of our Managed Services plans is available on our website: www.overthewire.com.au

Essentials

By providing your organisation with ticketing access and basic maintenance - so that Over the Wire can lend a hand when things go awry - the essentials plan is the entry point for support. With options to add basic server, workstation, and network support to suit your business needs, an Essentials plan acts as the backbone of a managed services solution.

Proactive

The Proactive plan offers your organization the optimal balance between freedom and budget. As standard, Proactive includes premium level access to Over the Wire's service desk operations, meaning that you get a high priority response on all of the service inclusions you have chosen.

Offering options to include active monitoring and management of workstations, servers, and network devices means Over the Wire can ascertain and resolve problems ahead of time, minimizing the interruption to your business. Moreover, with options for after hours and onsite support you won't have to wait if an unexpected problem arises.

Complete

Complete means exactly what it says. An Over the Wire Complete plan includes network administration, network device support, workstation support, server infrastructure management, and service desk access all as standard, allowing your business to truly have piece of mind.

To ensure the highest level of service and best continuity, all Managed Services Complete package customers are assigned a dedicated team to handle their requests.



Colocation



Infrastructure as a Service



Data Networks



Voice



Internet



Video



Hosted Services



Managed Services

OUR COMPANY

Who are we? A straight talking, no-nonsense company that gets things done quickly and without fuss. We're outcomes-focused. We work to understand exactly what you need, then build a solution that works for you, rather than retro-fitting your needs to our offerings.

If you're tired of empty promises and poor service, and you'd prefer to deal with a more agile and responsive company - who's ready to listen and to give you what you actually need, then it might be time to go Over the Wire.

ORDERING AND QUOTES

We understand the importance of getting things done as easily as possible. Just give our friendly sales staff a call and we will take care of the rest.

After a brief initial consultation is set up, our technical staff will undertake a full audit of your IT facilities culminating in a series of recommendations being presented for your consideration.

SERVICE OVERVIEW

Engaging Over the Wire as your Managed Services provider will allow us to take ownership of your IT&T environment; maintaining your core IT services. This leaves your organisation to focus on what you do best, delivering your services to your customers.

Cost Control

Poorly managed IT environments are a significant cost risk, not only in terms of the service costs needed to resolve day-to-day issues but also the potential high revenue losses faced when a serious outage is experienced.

Over the Wire offers a consistent monthly service cost that covers the full support of your environment and the resolution of any issues as your insurance against unexpected financial impact.

Access to Experience

Managing your IT environment requires a high degree of technical understanding, typically requiring dedicated in house IT staff. Unfortunately, with the increased reliance on IT&T, systems are becoming far more complex and requiring an ever more significant investment in training and development.

By working with Over the Wire your organisation leverages the combined knowledge and experience of dozens of IT professionals, who can monitor, manage, and administer your environment with ease, and without your organisation having to invest in the ongoing training and development needed to keep internal staff up to date.

Reliability

Failing hardware, unreliable backups, poor performance, and capacity issues are common experiences found in many organisations that have not engaged the services of a dedicated IT support company.

By causing frustration for staff, reducing output, and increasing the risk of data loss, ongoing reliability issues can have a detrimental effect on your organisation's ability to operate at full capacity.

Over the Wire's Managed Services options will ensure that your systems are running smoothly, reducing the impact on staff and improving output, data protection, and up time.

Utilisation

Underutilisation is the Achilles' heel of most professional IT environments. With the performance and capabilities of the latest technologies, the full benefits of your investment may not be immediately apparent. Working with Over the Wire will afford you the ability to get the most from your assets.