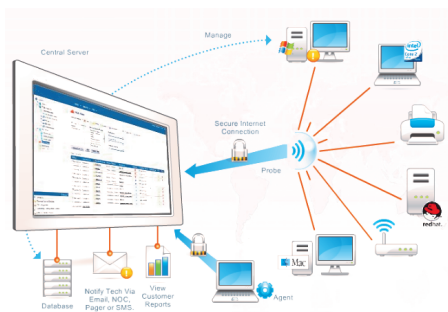


Solution Benefits

- **Support Costs**—is more than the technicians time and materials. What about costs associated with;
 - Staff downtime?
 - Recovering lost staff downtime?
 - Damage to your brand?
- **Remote Network Support**—is delivered from our network operations centre to diagnose and resolve technology issues rapidly. By providing remote support your business could be up and running faster than sending a technician to site.
- **Priority response**—As a managed services customer you are entitled to faster response times and your issues are escalated ahead of non-contract customers.



- **Preventative Maintenance**—ensures that your technology functions optimally. This in turn improves reliability and security and therefore mitigating business risk.
- **After Hours Support**—is an optional service available if you operate outside normal business hours. Whether it's evenings or around the clock, we can match your need for IT support on your terms.
- **24x7 Performance Monitoring**—ensures all of the critical technology devices that comprise your business technology solution are healthy and functioning reliably and smoothly.

Call today for your free
no obligation
assessment



Suite 5, 75B Forrest Street
Geraldton, 6530

T: 08 9964 9648

F: 08 9932 6153

E: mailbox@not-a-geek.com.au



Managed Services

Focus on your business - Not your technology

Business Benefits

Not-a-Geek is a technology solution partner not just a simple hardware provider

Our **managed services solutions** are so effective, our customers see almost immediate results. Regularly maintained technology means fewer failures, yielding higher productivity and savings on support costs for your business. At the same time, your exposure to security risks is dramatically lessened, and frustration from unstable technology resources almost vanishes. This allows you to focus on the core business functions because **Not-a-Geek** take the worry out of owning technology.

Technology is the number one budget item after human resources, yet it is the least understood.



Utilise our expertise to help reduce your maintenance costs and increase the service quality and reliability of your technology infrastructure.

One of the major challenges in maintaining technology is trying to predict what will fail and when. With our **managed services solutions**, we can predict many technology failures before they happen. By combining regular preventative maintenance and comprehensive real-time monitoring of your technology devices, we ensure the reliability and stability of your technology infrastructure.

Do these issues plague your business?

Downtime Impact—Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?

Response Times—Is your current technology provider slow to react to your problems when you call them, costing you more in lost time and productivity?

Break-Fix Nightmare—Many service providers just address the symptoms of downtime and not the root cause. They'll be back "next week"!

Not-a-Geek Solution Advantages

Through early detection of impending issues, **Not-a-Geek** can work to resolve many issues before they can affect your business and your employees' productivity.

Faster issue resolution with 24x7 monitoring dramatically shortens the time from computer failure to issue resolution. Our technicians always know the health of your technology.

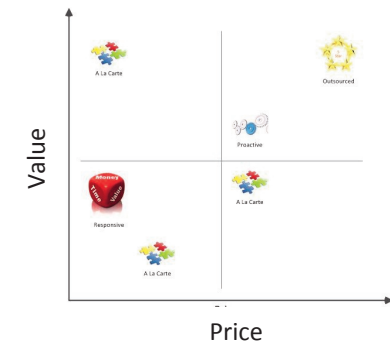
We are your technology watchdog enabling you to focus on your core business activities instead of worrying about technology or its failures and how they may affect your business.



Programs

The traditional IT Support models—Reactive or Time & Material—are not predictable in terms of both response and cost. Managed programs mitigate this risk, delivered in two general ways.

Not-a-Geek offer several support programs to suit your business dependent upon where technology sits on the value-price curve.



À La Carte

A highly flexible solution for managed services tailored to address specific requirements of your business.

Responsive

Low cost—entry point for managed services targeted at customers who want to move away from chaotic "time & materials" support services but who have a limited dependence upon technology.

Proactive

Medium cost—high business value designed for businesses with a dependence upon technology and a moderate to high sensitivity to technology failure.

Fully Managed

The entire cycle of technology management for your business is handled by **Not-a-Geek**. This program is designed for businesses who can not risk technology failures and offers the greatest business value.