

Your business,
safe in our hands

Computer Systems
Communications
Networks
Business Solutions
Technology Management



Managed Services

Focus on Your Business - Not Your Technology

Introduction

Most businesses believe managing IT is easy, but is this really the case? Managing IT takes time that you could be better spent on your business. It also takes skills that you may not possess, which in turn leads to more time being consumed, or the job not being completed which in turn increases the risk to your business. Do you really want all that stress? Wouldn't you rather be running your business?

Instead of you having to worry about the technology a **managed service solution** is where the business outsources critical technology management functions to an external company.

This enables the business to concentrate on their core competencies and leave the management of technology to dedicated and trained people.

Not having to manage or maintain technology infrastructure saves money, improves governance, reduces risk and increases productivity because the technology is constantly monitored by dedicated and trained people.

Not-a-Geek offers a corporate proven **managed service solution** that is cost effective for the small-medium business sector. This solution provides a reliable risk mitigation strategy for your technology investment.

Our 1-2-3 step process is a simple method of removing the technology stress from your business.

1 Assessment

Identify Problems

Ideally, the technology in your office — the workstations, servers, printers, and network — would work together in harmony and efficiently support your business, allowing you to focus on your business objectives. Unfortunately this is often not the case. Typical areas of concern are;

- Inaccurate or overlooked technology configurations
- End of life hardware and/or software
- Lack of maintenance of hardware/software

As we assess your technology against your business strategy, we'll demonstrate to you how effective the technology is actually supporting business and what risks may exist.

Evaluate Business and Technology Needs

As the popular saying goes - "you get what you measure".

Most businesses don't even look at their technology unless it breaks. This is a high risk strategy to adopt.

Typical questions to consider are;

- What are your critical business processes?
- What technology do they require to improve your business?

Removing technology
stress can be as ...

SIMPLE as ..



- Are they a benefit or hindrance to the business?
- What is the real cost of that particular piece of technology?



We measure and evaluate your technology performance against your current business requirements, then as data is collected over time, map out how your technology is growing so that any trends can be analysed and planned, allowing for budgetary control on your technology expenditure, within your business vision and goals.

Illuminates Hidden Costs

Not all costs, whether they are direct or indirect, carry a dollar amount.

Technology can represent a significant investment in any business. But what about the indirect costs – those costs associated with lost opportunities and productivity due to technical problems.

The repair cost of an issue is not the true cost of downtime. Consider the following;

- Unproductive staff during the downtime?
- Catching up with the workload after the downtime?
- Customer opinion of your downtime?

Have you stopped to consider how much all this really costs your business? Our assessment will detail how much a technology downtime event could potentially cost your business.

Proposes Solutions

After your Assessment, you'll receive a report that;

- Addresses the problems we have identified
- Maps out the current and future needs
- Identifies hidden costs with specific solutions

We'll show you how to merge your business vision with your technical reality by

simplifying your technology management so you can focus on your core business.

As a business owner or manager, you are great at running your business. But do you really understand your technology needs?

A business and technology assessment from **Not-a-Geek** allows you to see the bigger picture. By doing a complete assessment, we can save you money by avoiding unnecessary upgrades and services.

Our business is to make your business run better.

2 Stabilisation

Think of your technology as being like a car — each part must be operating smoothly and cooperating with the other parts if you are going to get anywhere. But if you take your car in for routine maintenance and the mechanic finds that you have a fuel leak, this is a greater risk than bald tyres and will therefore be repaired first.

That's what we do in the stabilisation step. After we assess your business needs and current technology, we'd love to move straight into monitoring and managing things for you so you can stop worrying about it, but often some initial maintenance is required.

Critical Issues Must Be Addressed

We need to address any critical issues that are keeping your technology from operating efficiently or present a clear risk to your business.

Not all of the problems with your technology will need stabilised, because not all problems are critical.

For example, say we discover during our assessment that your desktop units are out of date and will eventually need replaced — this issue is not critical and



won't need immediately stabilised.

But, if our assessment shows that one of your computers has a virus that's affecting its performance and security this is an issue that will need immediate attention.

However **Not-a-Geek** categorise the risk, the business will have constant input as to what should or shouldn't be stabilised.

Then, when everything is running smoothly, we can move on to the next step – Monitoring and Management.

3 Manage, Monitor & Maintain

Save Time & Money

Your technology underpins your business. It is not only how you communicate with customers and vendors, it is how you access the information and files vital to completing projects. Having a stable, efficient technology solution saves you time and money and helps your business run smoothly.

Our goal is to lift the burden of technology management from your shoulders.

Your job is to lead your business. Our job is to take your business vision and apply innovative and practical technology to make them a reality.

How Managed Services different?

At **Not-a-Geek**, we provide more than the traditional “break fix” technical support.

While we do offer “break-fix” services, we offer them in the context of a managed service.

What does that mean?

We proactively monitor your technology from our office, undertaking pre-emptive preventative maintenance so your business does not have to find out about a failure one morning when arriving at work.

This approach typically reduces the risk of a technology failure affecting your business by at least 50%.

Advantages of this preventative approach;

- If something goes wrong, we'll know without you telling us. In many cases, we'll know before you do and hopefully have the incident resolved before it impacts your business
- Many times, we can fix problems remotely—with little interruption to you, and without you having to wait for us to attend site
- Our services are proactive—we can anticipate and correct most problems before they occur
- We'll know if any of your devices aren't operating efficiently, and we'll make suggestions as to how to optimise their performance
- You'll get advance warning if any of your devices will need to be replaced, so you can plan for that expense
- You'll receive monthly reports on all the devices we monitor for you. These reports will keep you up-to-date on their status and resource usage
- Our annual Strategic meetings gives the business opportunity to review the current state of your technology investment and discuss future plans
- Our managed services solutions can be tailored to suit your business requirements and budget – so you only pay for what you need

Call **Not-a-Geek** today to see how removing the technology stress from your business can be as easy as 1-2-3 ...



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"We'll either find a way, or make one" - General Hannibal