

How will Managed Services improve our corporate governance?

Many businesses, both large and small, are grappling with existing and emerging compliance regulations.

We take information security and governance seriously. Our solutions are regularly reviewed and updated to align with industry standards.

Technology governance and security is addressed through four key areas of control;

- Network security
- Organisational security
- Application security
- Compliance controls

How do you ensure that my data is secure when your people are connected to my environment?

All of our technicians are responsible for compliance to our strict governance policies. They are trained to handle information and data with strict confidentiality.

How do you connect to my technology?

We connect through two secure means;

- Remote monitoring is managed through the software installed on a computer within your network.
- Remote troubleshooting is conducted through use of a tool which allows our technicians to “remote control” your system, with your consent and oversight if desired. Or we can come to your location and work with you directly.

**Call today for your free
no obligation
assessment**



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Managed Services

Focus on your business - Not your technology

Frequently Asked Questions



What are Managed Services?

A **managed service solution** is where the business purchases critical technology management functions from a vendor. This enables the business to concentrate on their core competencies and leave the management of technology to dedicated and trained technicians. Not having to manage or maintain technology infrastructure saves money, improves governance, reduces risk and increases productivity because the technology is constantly monitored by a dedicated team of technicians.



What assurances do I have?

The service provider manages the technology for the business based on the terms of the service level agreement (SLA) established to meet business goals.

What areas of my business should be managed?

Your unique goals determine the services that should be managed to provide the greatest benefit to your business. These will be identified during a comprehensive assessment of the technology and processes which supports your business.

How is an assessment arranged?

The assessment will be scheduled at a convenient time for you, and you will receive a final report shortly after the assessment is completed.

What is involved with an assessment?

We will come to your business to install a non-intrusive remote monitoring tool and conduct an on-site review of your technology environment with an appropriate stakeholder. This process may take 2-3 hours.

We then collate and analyse the information collected and return to your business to share the findings with you once the report is completed. Those findings will include the following;

- System & network performance metrics
- Vulnerabilities identification
- Risk mitigation strategies
- Software patches that must be updated prior to a managed IT service contract being enacted

When and how will I receive managed service reports?

For any service level you choose, we will provide monthly reporting. Simple reporting can be extended to include periodic on-site sessions with a technician to review these reports in detail and discuss a strategy for continuous business improvement.



What is the minimum number of computers to qualify for Managed Services?

Our monitoring software requires at least one computer. **Managed Services** is suitable for small businesses, not-for-profit and corporate alike. We can deliver value to your business when managing from one to many hundreds of devices.

Can I try Managed Services first before entering into a contract?

Absolutely! We offer a complimentary one month trial on one device, so that you can see first hand the value that it can deliver. At the conclusion of the trial we will contact you to share our findings during the trial and how **Managed Services** will help you more effectively manage your IT environment.



Why should I trust you to manage my technology when I have staff that can do that?

Our solutions are designed to enable your staff to focus on more strategic issues, while we manage the day-to-day activities to keep your technology running smoothly.

Our monitoring solution is supported by a local Service Desk so you can discuss issues in your time zone.

If you have no technical staff today, our solutions can ensure that you have the technical resources you need, when you need them.