

MANAGED IT SERVICES



THE CHALLENGE

Traditionally, IT providers focus on the time spent performing a job for their clients, making it difficult to estimate labour charges before work is performed. In addition, MSP providers often use client networks for 'on-the-job' learning or as test sites. These approaches reward inefficient performance and extend project length.

THE SOLUTION: CHAPTECH'S SLA

CHAPtech's Managed Services will ensure your IT systems run at their optimal performance, and efficiency and with minimal expenditure. Our Service Level Agreement (SLA) is an unprecedented task-based approach that addresses many IT issues organizations face daily, allows us to provide unparalleled service at a fixed price, and forms the foundation of the relationship with our clients.



Fixed
Monthly Pricing



Efficient & Reliable
IT Operations



A Team of Specialized
IT Professionals



Proactive
Approach

SERVICES INCLUDE

- On-site and remote support 24/7/365
- Security and maintenance monitoring
- Automated Maintenance
- Fixed Monthly IT Support costs
- Budget forecasting for MSP expenditure
- Open communication with support engineers
- Access to technical expertise
- Quarterly catchups to discuss business requirements, new technology & security updates

MAINTENANCE CHECKS

- Servers
- Anti-virus Software
- Domain & Accounts
- Backup Systems
- Battery Backup
- Workstation
- Previous/potential Issue Review

WHY MANAGED SERVICES

Managed IT Services involves hiring a team of external experts to manage your IT systems and ongoing needs. No matter the business size, there are many advantages to using the services of an experienced MSP to act as an extension of your team:

- **Knowledgeable Experts** - Access a vast pool of knowledge from different IT backgrounds
- **Save Costs** - Guaranteed return on investment and overall savings with a fixed price model
- **Free Internal Teams** - Free your team from day-to-day IT tasks by removing the need for IT resources
- **Monitoring & Maintenance** - A proactive review of your systems to examine their efficiency
- **Innovate & Accelerate** - Stay at the forefront of technology with newer solutions and services
- **Secure & Comply** - Advanced cybersecurity and adherence to compliance standards

SUPPORT MODELS



FULLY MANAGED

An all-inclusive, fixed price support package designed for businesses who understand the importance of IT systems. We provide full IT support, maintenance and monitoring, 24/7/365 with guaranteed uptime & optimal performance.



CO-MANAGED

Have your own IT team? Our Co-Managed Support service provides a seamless integration of your IT staff and team of experts. We assist with planning and implementation of major systems, upgrades or helpdesk coverage on a need basis.



PROJECT-BASED

Have a project that only needs designing, implementation, or maintenance? Our team can assist you by providing services such as building turnkey hosting clusters, custom network installations, custom conference room solutions, and more.


PARTNER ECOSYSTEM




ABOUT CHAPtech

CHAPtech provide quality information technology services and support for a wide range of clients, have a proven record in providing practical and reliable IT solutions and managed services across Australia. We work with leading vendors for all our solutions, backed by an experienced and focused team of IT professionals to deliver those solutions.

CONTACT US

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