

IT Managed Services



Dynamic IT Support Packages for Your Business

Transform your IT with a 'design-your-own' managed service support package.

Huron IT is an all-Australian consultancy firm specialising in managed IT services for organisations of all shapes and sizes. Our end-to-end managed service gives you the freedom to focus on your core business whilst accessing the expertise and resources of a top tier professional IT service provider.

Start each day with confidence by ensuring your critical business systems are reliable, efficient and cost effective.

How can we work with your team?

Whether you are an in-house IT team in search of expertise and escalation support, or a business looking to outsource, we will assist with as much or as little of the workload as you wish.

Are you an in-house IT team that need some extra support?

Co-sourcing solutions combine the best of internal and external resources to fulfil business IT objectives.

Huron IT's Managed Service supplements in-house IT departments through:

- 24 x 7 Monitoring & Validated alerting
- Direct access to the monitoring portal
- Service Escalation support
- Specialist skills to fill expertise gaps
- Routine maintenance to free up in-house staff to focus on business improvement
- Monthly technical reporting

Are you a business looking for an end-to-end IT provider?

Outsourcing solutions offer total IT support and management for a predictable monthly price to provide the benefits of an internal IT department if staffing one yourself isn't viable.

Our team becomes your team, and becomes accountable for your entire IT system via:

- Planning for your future
- 24x7 System Monitoring
- Around the clock IT Support
- Complete management and maintenance of your system
- Speedy resolution of IT issues
- No jargon 'need to know' management reporting

Selecting the right dynamic package for you

We know that no two organisations are the same so Huron IT have created a range of packages that you can mix and match to suit your needs. You may want the highest level of monitoring and management for your business-critical infrastructure, but can opt for standard monitoring only for less critical devices... the choice is yours!

STANDARD

'Standard' packages provide a light monitoring service to keep you abreast of device uptime, basic performance and monthly reporting.

ADVANCED

'Plus' packages provide an advanced monitoring service to keep you abreast of the end-to-end health of your device, including monthly reporting and service reviews.

PRO

'Pro' packages go a step further to provide a management service, including advanced monitoring and device maintenance, as well as regular reporting and service reviews.

ELITE

'Elite' packages provide end to end advanced monitoring, maintenance and remediation of devices, with all the bells and whistles including monthly reporting and service reviews.

Dynamic Server Packages

Servers are the lifeblood of your IT system. They are business critical and often complex, in need of careful monitoring, maintenance and management.

Whether you want an all inclusive service or self-manage in house, the following packages leverage best of breed tools and methodologies to ensure your servers are stable, available and operating efficiently.

































<div><div></div><div>Server Monitoring STANDARD</div></div>		<div><div></div><div>Light monitoring & validated alerting</div></div>	<div><div></div><div>Ticketing portal access</div></div>	<div><div></div><div>Technical Usage Reporting</div></div>		
<div><div></div><div>Server Monitoring ADVANCED</div></div>		<div><div></div><div>Advanced monitoring & validated alerting</div></div>	<div><div></div><div>Ticketing portal access</div></div>	<div><div></div><div>Technical Usage Reporting</div></div>	<div><div></div><div>Service Meetings</div></div>	<div><div></div><div>Dynamic Dashboard iPad Mini</div></div>
<div><div></div><div>Server Management PRO</div></div>		<div><div></div><div>Advanced monitoring & validated alerting</div></div>	<div><div></div><div>Ticketing portal access</div></div>	<div><div></div><div>Technical Usage Reporting</div></div>	<div><div></div><div>Service Meetings</div></div>	<div><div></div><div>Dynamic Dashboard iPad Mini</div></div>
		<div><div></div><div>Patch Management</div></div>	<div><div></div><div>Hardware Management</div></div>	<div><div></div><div>Self Healing</div></div>	<div><div></div><div>Domain Account Maintenance</div></div>	<div><div></div><div>Vendor Management</div></div>
		<div><div></div><div>Backup Management</div></div>	<div><div></div><div>Configuration Management</div></div>	<div><div></div><div>Group Policy Management</div></div>	<div><div></div><div>Maintenance</div></div>	
<div><div></div><div>Dynamic Server ELITE</div></div>		<div><div></div><div>Advanced monitoring & validated alerting</div></div>	<div><div></div><div>Ticketing portal access</div></div>	<div><div></div><div>Technical Usage Reporting</div></div>	<div><div></div><div>Service Meetings</div></div>	<div><div></div><div>Dynamic Dashboard iPad Mini</div></div>
		<div><div></div><div>Patch Management</div></div>	<div><div></div><div>Hardware Management</div></div>	<div><div></div><div>Self Healing</div></div>	<div><div></div><div>Domain Account Maintenance</div></div>	<div><div></div><div>Vendor Management</div></div>
		<div><div></div><div>Backup Management</div></div>	<div><div></div><div>Configuration Management</div></div>	<div><div></div><div>Group Policy Management</div></div>	<div><div></div><div>Maintenance</div></div>	<div><div></div><div>Backup Repair</div></div>
		<div><div></div><div>Incident Remediation</div></div>				

Agreements are based on a per device/user, per month model. All services are subject to establishment fees, and terms and conditions.

Dynamic Network Packages

Networking connects each part of your IT system together, enabling you to share resources and communicate information both inside and outside of your business.






































One fault in this connection can bring your business to a screaming halt. The following packages are designed to cater for end to end management of your network, or anywhere in between.

<div> Network Monitoring STANDARD</div>	<div> Light monitoring & validated alerting</div> <div><div></div><div>Ticketing portal access</div></div> <div><div></div><div>Technical Usage Reporting</div></div>
<div><div> Network Monitoring ADVANCED</div></div>	<div><div></div><div>Advanced monitoring & validated alerting</div></div> <div><div></div><div>Ticketing Portal Access</div></div> <div><div></div><div>Technical Usage Reporting</div></div> <div><div></div><div>Service Meetings</div></div> <div><div></div><div>Dynamic Dashboard iPad Mini</div></div> <div><div></div><div>Carrier Issue Notification & Triage</div></div>
<div><div> Network Management PRO</div></div>	<div><div></div><div>Advanced monitoring & validated alerting</div></div> <div><div></div><div>Ticketing portal access</div></div> <div><div></div><div>Technical Usage Reporting</div></div> <div><div></div><div>Service Meetings</div></div> <div><div></div><div>Dynamic Dashboard iPad Mini</div></div> <div><div></div><div>Carrier Issue Notification & Triage</div></div> <div><div></div><div>Firmware Updates</div></div> <div><div></div><div>Vendor Management</div></div> <div><div></div><div>Configuration Management</div></div>
<div><div> Network Management ELITE</div></div>	<div><div></div><div>Advanced monitoring & validated alerting</div></div> <div><div></div><div>Ticketing portal access</div></div> <div><div></div><div>Technical Usage Reporting</div></div> <div><div></div><div>Service Meetings</div></div> <div><div></div><div>Dynamic Dashboard iPad Mini</div></div> <div><div></div><div>Carrier Issue Notification & Triage</div></div> <div><div></div><div>Firmware Updates</div></div> <div><div></div><div>Vendor Management</div></div> <div><div></div><div>Configuration Management</div></div> <div><div></div><div>Incident Remediation</div></div>

Dynamic End User Device Packages

When your office has such a wide range of workstations, desktops, and laptops – both PC or Mac – managing your end user device fleet can be a nightmare.

The following packages help to simplify and centralise management to keep your staff working with less support overheads.


<div>▲</div> <div>End User Device Monitoring STANDARD</div>					
	Ticketing portal access	Technical Usage Reporting	Asset & Warranty Reporting	Support Tray Icon	Direct Connect
<div>▲▲</div> <div>End User Device Monitoring ADVANCED</div>					
	Ticketing portal access	Technical Usage Reporting	Asset & Warranty Reporting	Support Tray Icon	Direct Connect
					
	Light monitoring & validated alerting	Remote Support Manager	Service Meetings	Self Healing	
<div>▲▲▲</div> <div>End User Device Management PRO</div>					
	Ticketing portal access	Technical Usage Reporting	Asset & Warranty Reporting	Support Tray Icon	Direct Connect
					
	Light monitoring & validated alerting	Remote Support Manager	Service Meetings	Self Healing	Vendor Management
					
	Maintenance				
<div>▲▲▲▲</div> <div>End User Device Management ELITE</div>					
	Ticketing portal access	Technical Usage Reporting	Asset & Warranty Reporting	Support Tray Icon	Direct Connect
					
	Light monitoring & validated alerting	Remote Support Manager	Service Meetings	Self Healing	Vendor Management
					
	Maintenance	Incident Remediation			

Agreements are based on a per device/user, per month model. All services are subject to establishment fees, and terms and conditions.


Dynamic User & Application Support

Staff are becoming increasingly reliant on IT to do their jobs. Slow systems and long support waiting times can mean a loss of productivity, frustrated staff and unsatisfied customers.


If your businesses does not have a fulltime in-house IT staffer, the following user and application support packages are available for a fixed fee per month to ensure your team has access to support when they need it most.




User &
Application
Support
ADVANCED




Helpdesk Support
Business Hours




Support Tray Icon




Service Meetings




User &
Application
Support
PRO




Helpdesk Support
Business Hours




Support Tray Icon




Service Meetings




After Hours
Support




Extended Application
Maintenance




User &
Application
Support
ELITE




Helpdesk Support
Business Hours




Support Tray Icon




Service Meetings



After Hours
Support



Extended Application
Maintenance



Onsite Support

So Where to From Here?

We understand that making the leap to a new IT provider can be painful.

So Huon IT provides a fully managed on-boarding process to minimise disruption and make it a smooth transition for your business. From planning right through to implementation and ongoing service, you will be assigned a dedicated Solutions Advisor to be your convenient point of contact and help throughout the transition.

Bottom Line Business Benefits

- Strategic advice to bridge the gap between business and IT
- Flexibility to mix and match a package to suit your needs
- Predictability with fixed, per device or user pricing
- Full transparency and trust with live reporting via your Dynamic Dashboard iPad Mini
- Personal service with expert consultants dedicated to supporting your business

What do our clients say?

“ [Huon IT] delve to the source of an issue and design solutions that are effective now as well as adaptable for future needs... Their personal, yet focused, approach is spot on. ”

- Leon Allen,
Managing Partner of Davies Collison Cave

“ Huon IT works with us as a partner to manage our environment. It provides a lot of peace of mind knowing that if anything goes wrong, they'll help us any time of the day or night. ”

- Nikole Fletcher,
IT Manager of McLean Care

The first step is a simple discussion.

Please call us today to begin your journey to better IT.



P 1300 HUON IT | W www.huonit.com.au | E info@huonit.com.au

SYDNEY

MELBOURNE

BRISBANE