



REALISING THE BENEFITS OF MANAGED IT SERVICES WITH VIATEK

Effective management of an organisation's technology stack is essential to ensure peak performance is maintained and evolving business requirements are fully supported.

Viatek's Managed Services solutions deliver comprehensive oversight of an entire IT infrastructure. Automated monitoring and regular, detailed reports provide insight into performance and guide future decision making. The result is a reduction in downtime and an improvement in overall productivity and output.

THE VIATEK APPROACH

Our Managed Services team is spread across Australia's Eastern seaboard, which means we can support clients regardless of their geographic location.

Our experienced and qualified consultants work to gain a thorough understanding of each client's requirements and ensure the managed services agreement put in place delivers the expected business benefits.

AREAS OF FOCUS

The national team delivers value to clients in a range of different ways. These include:

- **24/7 national service desk:** This fully Australian-based service operates around the clock to provide comprehensive support for all clients. Anyone calling our 1300 support line will be quickly put in contact with a technical specialist who can work to resolve their issue.
- **24/7 proactive monitoring and management:** We deploy a range of industry-leading tools within our client's IT environments. These tools automatically poll all components within that environment and automatically generate alerts should any anomalies be detected.
- **Knowledge management and reporting:** During its years of operation, Viatek has developed a comprehensive database containing detailed information about all our clients. This database includes everything from existing equipment configurations to details of all changes and upgrades that have been completed. This provides a valuable resource and ensures all staff understand the status of each client at all times.

- **Monthly reporting:** Every managed services client receives a set of reports each month. These highlight how Viatek is performing in line with the managed services contract. This ensures a transparent relationship is maintained that delivers the level of service that is expected.
- **Fixed monthly costs:** Viatek clients do not have to worry about bill shock, thanks to a fixed monthly cost agreement that is put in place at the very start of a new working relationship.
- **Optional service delivery manager:** If a client chooses, they can have access to their own service delivery manager. This person will work proactively with the client to ensure their infrastructure is continually enhanced and improved.
- **On-demand access to consultants:** When a client's needs for technical support increase, Viatek can source and manage additional consultants to meet demand. Support can be provided remotely or from the client's premises.

WORKING WITH YOU

Viatek prides itself on the strong, long-term relationships it establishes with its clients. Our experienced consultants and their deep technical understanding makes us a valuable business partner.

GIVE US A CALL TODAY

1300 842 835 | itsales@viatek.com.au | www.viatek.com.au





○ Innovative IT solutions
..... that keep you operating
..... at your best and help
..... your business grow.

..... 1300 842 835
..... itsales@viatek.com.au
..... www.viatek.com.au