Local service - Global strength

Australia's largest IT support franchise network

Business from anywhere on any device

Computer Troubleshooters
TECHNOLOGY SOLVED

Connecting with clients and staff

Securely enabled and protected systems

Flexibility to grow efficiently

ESET — ENJOY SAFER TECHNOLOGY™

FONALITY

WatchGuard®

Kroll Ontrack®

Microsoft

How to IT enable your business

Our guide to modern business IT

Safeguard Your Cloud Connected Devices
ESET - Security that complements Office 365™

eseT® ENJOY SAFER TECHNOLOGY™

Robust Antivirus

Robust antivirus and antispyware that catches threats others miss. Keeping your cloud-accessing device clean and secure.

Monthly Billing

Monthly billing rather than an annual lump sum payment* in line with the subscription model of Office 365.

Powerful Firewall

Protect your business data from cyber criminals anytime, anywhere, with firewall security that keeps your device invisible on public Wi-Fi®

Easy to Add or Reduce Users

ESET MSP allows you to add or reduce the number of devices protected quickly and easily.
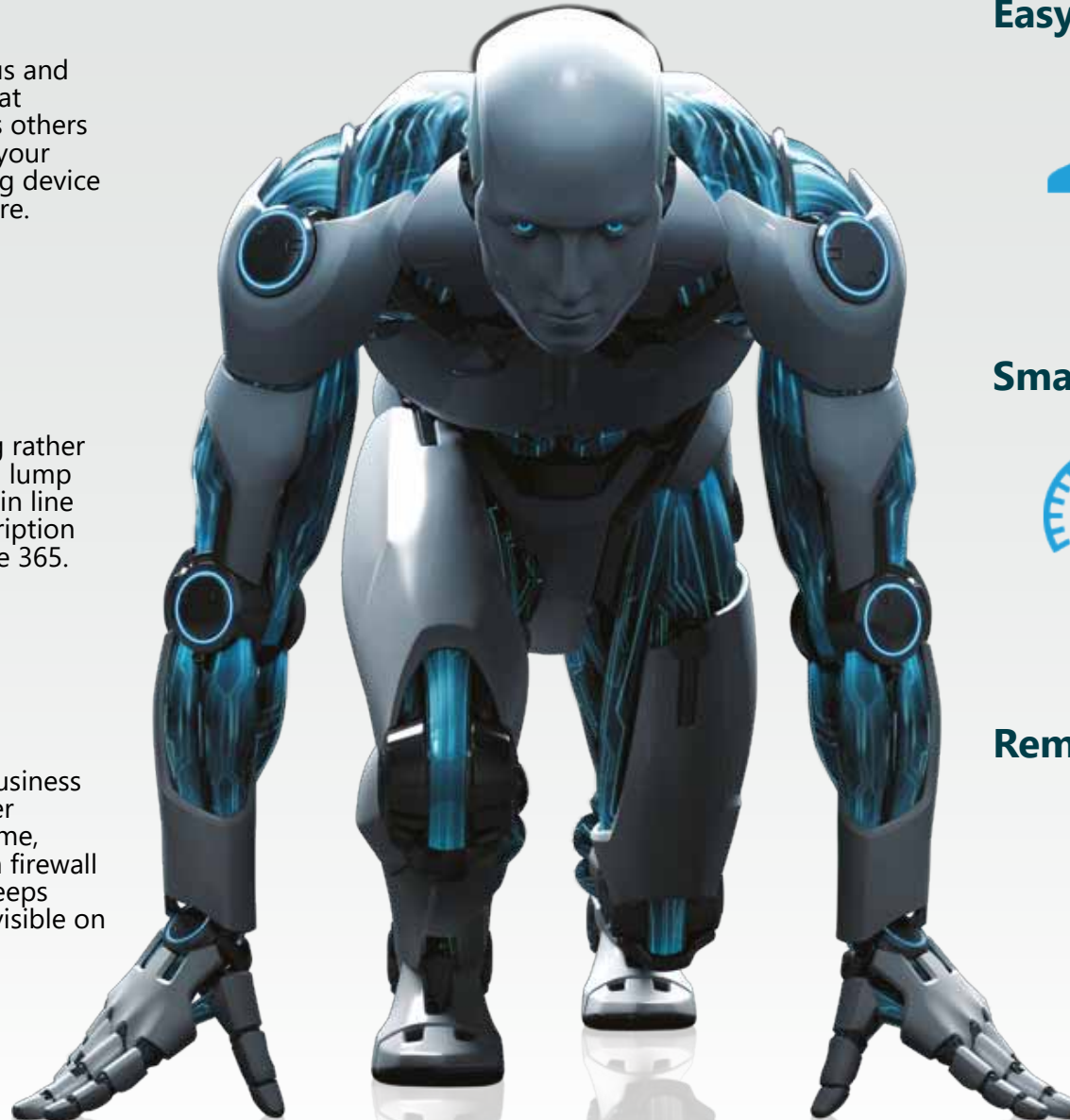
Small System Footprint

Speed up scans and keep employees on task with a small system footprint that prevents disruptive slowdowns or interruptions.

Removable USB Scanning

Removable media scanning permits secure sharing of files and other data, while keeping your device safe from threats.

ESET is available at Computer Troubleshooters. Contact your CTS consultant today to arrange a security audit **1300 28 28 78**

*Annual billing also available

A typical business IT setup:

Internet Security

Internal Networking

Local Server

Email

Microsoft Office

Financial system

CRM & databases

Line of Business Applications

File Storage & Onsite Backup

Workstations & devices

Printers

File archives

Telephony & conferencing

Offsite Backup

Your IT enabled business goals:

Securely enabled and protected systems

Business from anywhere on any device

Connecting with clients and staff

Flexibility to grow efficiently

What determines your business IT setup?

Typically in most Australian businesses with multiple employees many core functions were handled by a server which was an integrated suite from Microsoft designed for running email, network infrastructure and applications. Now, with changes to licencing and technology, many functions can be hosted in the cloud and combined with a local Essentials Server. In identifying your ultimate solution to IT enable your business it will depend on your business requirements and stakeholder considerations, such as those below:

Business owner considerations

Capital investment – do you prefer to invest to upgrade systems or use a pay as you go subscription model?

Space and operating requirements – do you need to run your own infrastructure?

Maintenance – would hosting dramatically reduce staff or outsource costs for your IT support?

Scalability – will you need to add or reduce users in the future?

Operating control – can you trust an external IT expert to remotely manage your systems?

Applications – can you use hosted applications or do you need to host locally?

Data usage and file sizes – are your business characteristics suitable to use hosted applications?

Broadband speed and capacity – can your internet bandwidth handle hosted usage?

Statutory data retention – does your business have a requirement to hold and protect data?

End user considerations

Access anywhere – do your users need access from PC, tablet and phones?

Syncing – do your staff need synced email and data?

Information sharing – would accessing business information on the move be helpful to your staff?

Seamless networking – would eliminating the need for a VPN reduce access complexity and increase productivity?

Backup and central control – would automatic backup and centralised control reduce your risk of user originated data loss?

Office 365

Business-Class Email · Cloud Storage and File Sharing · Office Applications · Online Meetings · Financially-Backed SLA · Technical Support · Private Social Network

Office 365

OneDrive for business

Skype for business

Yammer

PLUS

Internet Security

Internal Networking

Local or Hosted Server

Unified Threat Management

Content Filtering

Financial system

CRM & databases

Line of Business Applications

File Storage & Onsite Backup

Workstations & devices

Printers

Offsite Backup

You choose the combination that's right for your business

Physical server

Virtualization

Cloud

How does an IT enabled business look?

- Office 365 is the core of new IT environments, hosted in the Microsoft data centre it is controlled locally from an administration panel – user profiles and company policies can be managed remotely. This includes new user set up and management of existing accounts.

- Microsoft handle all email backup and maintenance in their Australian data centre backed by a 99.9% service level guarantee.

- Many financial systems are now cloud based (eg Xero, MYOB) enabling multi user access from anywhere and reducing the need for a local server installation.

- Workstations, tablets and smartphones licences and users can be managed remotely with Office 365, particularly in an environment of BYO device and multiple device access.

- OneDrive for business and Sharepoint can be used for synced files.

- Database, CRM and line of business applications need to be individually assessed to determine software licencing requirements and suitability for hosted, local, or virtualized environments.

- Telephony can now be integrated into the IT environment to gain seamless transfer, messaging and call management using Fonality hosted VoIP phone systems. Skype for business provides group video conferencing without the need for specialist equipment.

Security considerations

With the evolution of cloud integrated systems the risks associated with internet and internal security is continually escalating:

- **End user security -** workstations and laptops still require anti virus malware protection, scheduled backup, and regular preventative maintenance.

- **Centralised user control and backup -** critical company information and local files needed to be protected and still require regular backup, possibly with offsite duplication.

- **Unified threat management and content filtering -** can offer maximum external threat protection and enhanced business productivity to your internal network.

- **Disaster recovery and data restoration -** business continuity can only be guaranteed with adequate backup and recovery procedures in place.

The Office 365 Solution:

W **Word**	**X** **Excel**	**P** **PowerPoint**
Easy reading, easy writing on every device	Create order, organise data, share insights	Make your point, your style
O **Outlook**	**N** **OneNote**	**P** P...
Stay productive and connected	All your notes on all your devices	Create someth... that helps you...
OneDrive	**Skype**	**Yammer**
Share and work together for your business	Skype for business - make video and audio calls	Social network... your team

Always up-to-date. Never buy a new version of Office again!

Multi device each user can install Office on up to 5 PCs or Macs

Save to the cloud for backup and anywhere access

Use Office on your **smartphone and tablet** up to 5 devices per user

How does the Office 365 core enable your business into the cloud?

Office 365 is a cloud based service hosted by Microsoft that provides anywhere access to your familiar Office applications, email, calendar, video conferencing and most up-to-date documents across your devices including laptops, tablets and smartphones.
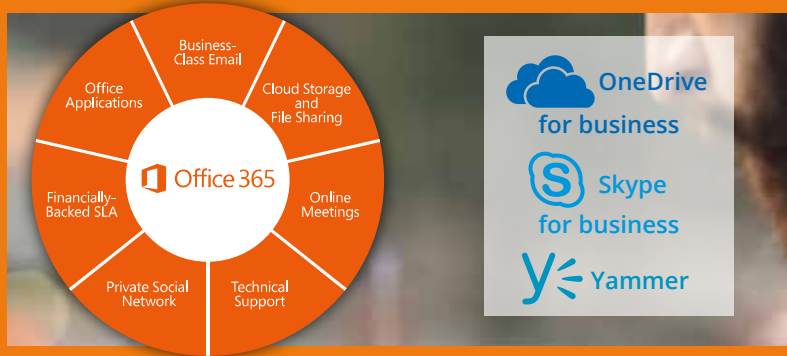
Business class email - Large 50GB mailboxes that can send messages up to 25MB with contacts, shared calendars, shared mailboxes, with data centre spam and malware protection. Office 365 allows access from across the globe with Outlook or web. You can use your own custom domain for your business email addresses, plus you get multi device syncing which allows a single view across all devices.

Microsoft Office applications – Outlook, Word, Excel, PowerPoint plus more – users licences are provided by subscription on multiple devices and are continually upgraded to new versions.

Online document storage and file sharing – 1TB of storage in the cloud to store, backup and easily sharing with other users. Files are accessible with user permissions from almost any device, versions synchronized and available for use without an internet connection.

Video conferencing and private social networking – Skype for business group scheduled online meetings including audio, video, recording and screen sharing. Yammer provides an internal social networking platform to share information, facilitate discussions and empower collaboration within work groups.

Office 365 advantages

Work from anywhere on any device – You have synced single view of your business.

Trusted local infrastructure – Office 365 is hosted in an Australian data centre with a 99.9% uptime service level guarantee.

Reduce your capital expenditure – Reduced core hardware purchases, plus Office 365 licencing is available as a monthly subscription.

Cut operational and energy costs – Reducing servers can reduce running costs substantially.

Scale and flexibility for your business – Office 365 licences can be added or removed at any time.

No upgrades required – Office 365 is always up to date and capabilities are added automatically.

Remote support – All Office 365 is administered from a central control panel built for remote administration.
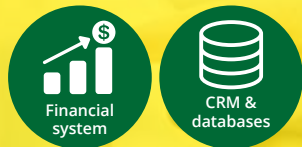
Office 365

Office 365

- Business-Class Email
- Cloud Storage and File Sharing
- Online Meetings
- Technical Support
- Private Social Network
- Financially-Backed SLA
- Office Applications

☁ **OneDrive for business**

💬 **Skype for business**

📧 **Yammer**

PLUS

Internet Security

Internal Networking

Local or Hosted Server

- Financial system
- CRM & databases
- Line of Business Applications
- File Storage & Onsite Backup
- Workstations & devices
- Printers
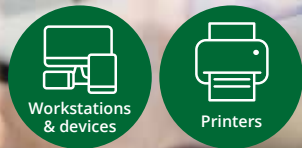
Unified Threat Management

Content Filtering

Offsite Backup

You choose the combination that's right for your business

Lite Support   **Basic Support**   **Proactive Support**

How can we support your IT enabled business?

As an IT enabled business with Microsoft Office 365 at the core of your IT systems you should enjoy greater productivity and, when combined with professional IT support and administration, you can ensure continuity of business operations, protection from security threats and peace of mind.

Office 365 and BEST managed services

↻ Your local Computer Troubleshooters is a single point of contact for all IT issues.

↻ We are your business' IT resource – we know your users, systems and procedures.

↻ You get improved IT performance and local support with a fixed monthly price.

Administration and support options

	Lite	Basic	Proactive
Strategic advice and network planning			
Design, procurement and licencing			
Install, setup and data migration			
Monitoring and internet security			
Administration and user management			
On call troubleshooting, repairs and problem resolution			
End user support – Remote and onsite			
Preventative maintenance and backup management			
CT is your single point of contact for all your IT			
Flat monthly support fee	Admin & Limited Support	Admin & Remote Support	Admin & Full Support Remote Plus Onsite

NEXT STEPS

Ask us about our FREE IT Assessment for your business

Help your clients to secure their electronic business records.

Cost effective data retention and archiving as a service. Secure your customers' most important business records in an offline vault.

- Full online catalogue access through Ontrack® DataAdvisor™
- Search and browse your catalogue for directories, folders, files and metadata
- On demand access to individual's records at agreed service levels
- Unparalleled security
- Protection from ransomware and online hacks
- Reliable offsite storage at Iron Mountain

LTFS.
Your Ticket to Next-Generation Backup and Archiving.

Offered by Iron Mountain and Kroll Ontrack.

Recover

Restore

Erase

IRON MOUNTAIN®

Kroll Ontrack.

Call 1800 476 668 to discuss your requirements
or e-mail dpsales@ironmtn.com.au