



As the preeminent provider of Managed I.T. Services in the Darwin region, we know that all organizations require three things to assure technology investments yield maximum competitive advantage:

- ✓ **Well-planned technology strategy** to drive efficiency, competitiveness & support business growth.
- ✓ **Expert support 24x7x365** to answer questions, resolve issues, & maximize employee productivity.
- ✓ **Proactive technology management**, maintenance, & monitoring, to prevent outages & downtime.

**Ategra Managed IT Services delivers these business-critical benefits.**



## IT Strategy and Leadership

Virtual CIO develop technology roadmaps, work with your leadership team to develop and maintain budgets and help you build toward your goals.



## Service Desk Support

Our team offers multiple methods of contact, we provide and are constantly looking at innovative ways to improve your experience getting our support.



## IT System Health

IT Specialists work onsite and offsite to maintain a productive IT environment. We explore the root cause of any incidents and develop a corrective, preventative plan to reduce its chance of recurring.



## Managed Print

Solution that helps you manage and optimise your printing needs. It covers all aspects of your organisation printing, including hardware, toner ordering, processes, maintenance, and support.



## Onsite Services

Support where you need it! Depending on the needs of your organisation, a technician can come wherever you are whether it is urban or remote areas.



## Procurement

Efficient device deployment helps your employees get onboarded or upgraded quickly and effectively. We can supply all licenses or required devices for your employees to excel at what they do best!

## Technology Consulting

Virtual Chief Information Officer (vCIO)

- ✓ Regular Organisation Review
- ✓ Budget Planning
- ✓ Technology Roadmap
- ✓ Trend Analysis
- ✓ New and Existing Technology Impact Evaluation
- ✓ Change Process



## Reactive Support Services

Customer Support Team

- ✓ End-user Support
- ✓ On-Site Support
- ✓ "How to" questions
- ✓ Problem Resolution
- ✓ Mobile Device Support
- ✓ Adds, Moves and Changes



## IT and Network Administration

IT and Network Administrators

- ✓ Network Assessments
- ✓ Software & License Management
- ✓ Asset Inventory
- ✓ Vendor Management



## Proactive Technology Management

Centralised Services

- ✓ 24x7x365 Monitoring
- ✓ Security & Protection
- ✓ Patch Management
- ✓ Infrastructure Management
- ✓ Hardware Maintenance

**Call Ategra IT today to solve your I.T. challenges!**

Ategra.au

08 8932 7888

admin@ategra.au

