

Managed IT Services



Project Group was founded in 1997, and has grown from strength to strength with it's owners having more than 20 years of experience in the IT industry and a solid accounting background.

Since inception, we have striven to ensure that our customers get superior service that differentiates us from our competitors.

Our Managed Services encompasses regular IT maintenance that helps give you the peace of mind that your business will not be interrupted by poorly maintained hardware, applications or downtime due to virus outbreaks or other security threats.

As a business owner or decision maker, you realise the importance today of keeping your IT infrastructure stable and in tip-top shape. Why not let Project Group manage and give you the assurance that this platform remains reliable by applying our skills routinely, ensuring that all equipment is running smoothly, allowing you to focus on your business, and not your technology.

We are continuously developing comprehensive outsourcing services that gives you access to technical expertise so that you don't have to employ, train and maintain an in-house IT department.

Our maintenance includes a once-off assessment free of charge.

Managed Services include:

- ▣ **Pro-active Maintenance:** ensure that your systems are running at it's fullest potential
- ▣ Remote Support Services
- ▣ **Onsite Support Services:** technical expertise onsite when you need it
- ▣ **24x7 Network Monitoring:** know when something is breaking or has broken
- ▣ **Trouble-Shooting:** we provide skilled technicians to quickly fault-find and resolve complex issues
- ▣ **Hardware & Software installations:** freeing your personnel for more business oriented tasks
- ▣ **Systems Consultancy and Analysis:** help determine the best growth forward
- ▣ **Vendor Management:** We manage your IT vendors for tracking and service of warranty items. Just one number to call.

Take proactive steps today to ensure that your network system remains reliable and keep your IT expenses at a **fixed** monthly cost.

Our Maintenance consists of: (but not limited to)

- Microsoft Best Practise Analysis
- Small Business Server Support
- 20+ Point Weekly/Monthly Activity Checklist
- Server and Desktop Monitoring and Support
- Network & Server Equipment Servicing
- Network Anti-Virus /Anti-Malware Maintenance
- Software License Management
- Software/Hardware Asset Management / Audit
- Discounted Support Rate
- Discounted Hardware and Software Rates
- Checking of Backups / Optional off-site storage
- Telephonic and Remote Support Included

Flexible

Our packages are designed around your company's unique needs and designed to optimise efficiency and reduce down-time.

Secure

Our maintenance keeps your hardware and operating system platforms up to date with the latest security patches and virus pattern updates. Your data is backed up and checked regularly and Best Practises are always followed.

Stable

We ensure that your server platform(s) are 100% stable and fully equipped to handle your business's communication, applications, accounting, manufacturing, job-costing, data collaboration and warehousing etc.

Support & Monitoring

Our maintenance consists of rapid onsite assistance as well as remote support to reduce down-time. I.T. equipment is monitored regularly and maintenance tasks are performed when required.

Our services are delivered through onsite visits, remote network administration, remote monitoring, workshop repairs, telephone support and email.