

All-in-one Managed Services

All the maintenance and support services your business requires, plus the productivity, security, backup, asset management and monitoring software that businesses need to be efficient.

New Era Technology has delivered system integration and IT solutions in Australia for over 20 years. Our team of senior engineers ensure our customers get the best technical skills and advice available.

Our commitment to customer service has resulted in designing an all-inclusive Managed Service to address the many IT challenges facing modern businesses. This package is different from the traditional system integration services usually offered by IT service businesses. It is designed out of a genuine partnership with our customers, going beyond just delivering support services to deliver a suite of security and productivity solutions essential to all businesses.

We have created our single invoice Managed Services agreement as a comprehensive and fully managed IT solution, including the key components of services to cover all your IT needs for an easy per-user monthly cost.

A single invoice that allows predictable spending

Have a level of certainty as you grow. Monthly, per user prices makes it easy to predict what your costs will be over time.



Predictable spending

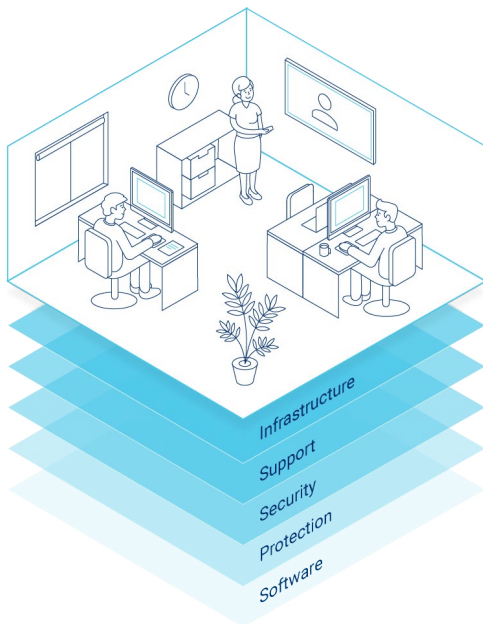
Our managed services are designed to offer all the services your business and your workers require, at a fixed cost.

Infrastructure – Make sure your IT infrastructure is online and available when you need it. Your dedicated Senior Engineer will work hard to ensure your business runs smoothly. Examples of inclusions:

- 24/7/365 Monitoring & Alerts
- Patch & Security Management
- Disaster Recovery & Backup Management
- Email Continuity & Spam
- Management Reporting

Support – Remote and On-Site Support ensures your staff stay productive. Inclusion examples:

- Remote and On-Site IT Support
- Office 365
- Desktop warranty management
- Hardware Asset Management
- Workplace Productivity Training



Firewall and Security – Minimise potential threats to your business with real-time, AI-driven protection and intelligent behavioural analytics. Examples of what is included:

- NextGen Firewall Management
- Behaviour Analytics
- Data Loss Prevention
- Ransomware file protection
- Malicious Traffic Detection
- DoS attack protection

Protection – Our one-of-a-kind suite of services and tools to empower and protect your team, their data and your systems. Our services offer protection from threats such as Malware and Phishing and provides a level of peace of mind for business owners and managers. Some of the inclusions are:

- Malware protection
- Full Disk Encryption
- Email virus protection
- Multi-Factor Authentication

Software – We include all the productivity and security software your business requires in your per-user cost.

Examples of some of the included software:

- Office 365
- Asset Management
- Anti-Virus (Cloud and On-premise Synchronised solution)
- AI Security behavioural analytics
- NextGen Firewall
- 24/7/365 System Monitoring and Alerts

Find Out More

To find out more about all of the included services and software, please contact our team.

neweratech.com/au/contact-us

