



We Simplify Technology,
Drive Innovation, & Empower
Your School to Grow

Global Team, Local Knowledge



06 Offices
Nationwide



200+ Employees
Nationwide



500+ Customers

Our Story.

Your global technology provider, with a local Kiwi heart.

For over two decades, New Era Technology has served as a trusted technology adviser and integrator across the globe. With more than 80 locations worldwide and offices all across Aotearoa, we deliver end-to-end solutions in Managed Services, Cloud, VoIP, AV, and beyond, helping over 20,000 clients innovate, adapt, and succeed.

Whether at home or abroad, our mission remains the same: to be a premier global technology service provider, coupling unmatched global reach with high-touch, localised service delivery and support. It is this unique blend of international expertise and local care that makes New Era Technology a partner you can trust.

Core Values.

We are Agile

We value Community

We remain Committed

We uphold Integrity

A Solution For Every School

Managed Services

Whether you need a little help, or full-time comprehensive support, New Era Technology offers managed service agreements tailored to the needs of your school.

New Era Technology has delivered ICT assistance and services to schools in New Zealand for over 25 years. Our team of technicians and education experts ensure our customers get the best technical skills and advice available. Our managed service agreements can support schools with in-house ICT teams who need reliable backup when required, those that need an extra pair of hands throughout the year, or those looking for a partner to fully manage their ICT environment.



AS YOU NEED IT



HANDS ON SUPPORT

Your backup in case things go wrong.

- On-demand engineering support
- Strategic planning assistance
- Service desk availability
- Access to security and BYOD services

A helping hand throughout the year.

- Regular on-site visits
- Strategic planning
- On-site technician support
- Service desk support

Let us do the heavy lifting.

- Fulltime technician on-site
- Annual strategic plan
- Service desk support
- Project hours included

Education Services and Solutions.



“We have built a highly professional and friendly relationship with New Era. Their commitment, support and encouragement to our school has been just awesome. The help desk has always been readily available to assist us when needed and the onsite technicians we have are just amazing.”

— Bay of Islands College



Managed Services

Enhance your IT efficiency. Our local support team ensures your systems remain stable and reliable, saving you the cost of expanding in-house resources.

- IT Services & network security
- On-site support & audio visual solutions
- Unified Communications

[LEARN MORE](#)



Security

Protect your people, data, and assets with comprehensive security solutions designed for the education and commercial sectors.

- CCTV, access control, and alarm systems
- Real-time monitoring and remote access
- Integration with existing infrastructure

[LEARN MORE](#)



Education Procurement

Simplify your technology acquisition. We handle vendor management, contract negotiation, and provide tailored hardware and software solutions.

- Technology procurement & vendor management
- Hardware & Software solutions
- Contract negotiation

[LEARN MORE](#)



The Cloud

Cloud Services for Schools enable secure, reliable cloud - based infrastructure, backed by local support and education expertise.

- Managed Cloud Hosting, backups, and file storage
- Integration with Microsoft 365 and Google Workspace
- Secure, compliant data management

[LEARN MORE](#)



PA/Bell Systems

Ensure reliable school-wide communication and emergency response with integrated PA and bell systems tailored for education environments.

- Seamless integration with existing infrastructure
- Scheduled and manual bell options
- Emergency broadcast functionality

[LEARN MORE](#)



Unified Communications

Seamlessly integrate communication tools. Enhance collaboration with voice, video, and messaging in one platform.

- Voice & Video communication
- Messaging, web & audio conferencing
- Teams calling

[LEARN MORE](#)



VoIP/Voice Solutions

Modernise your school's communications. Move to a cloud-based VoIP or Teams Calling solution for a reliable, flexible, and cost-effective phone system

- Cloud-Based Voice & telephony
- Microsoft Teams calling integration
- Paging & lockdown system compatibility

[LEARN MORE](#)



Is it time to rethink your IT Provider?

The right IT partner does more than fix what's broken, they help you plan for the future. With technology evolving rapidly, your school needs a strategy that protects against cyber threats, supports modern learning, and makes smart use of your budget. That's where New Era comes in. Our tiered service agreements take the guesswork out of IT planning, giving you tailored support, proactive guidance, and the confidence to focus on what matters most: your students.

Agreement Options to Suit Your School's Needs.

New Era Technology provides flexible ICT support agreements tailored to the unique requirements of your school. From periodic visits to year-round onsite support, our agreements ensure reliable, professional ICT coverage that fits your budget and support needs.

CONSULTANCY - Flexible Support

For schools with their own internal technical staff, this agreement provides expert backup and strategic guidance when needed. Access our engineers, project specialists, and service desk support when you need it. This is ideal for schools seeking expert reinforcement without a regularly scheduled commitment.

SILVER - Flexible Visit Options

Our Silver agreements offer flexible, scheduled onsite visits throughout the school year. Perfect for schools that don't need full-time ICT support but still value regular, reliable assistance. Supported by our national service desk and leadership team, these packages ensure your school's technology runs smoothly with the right level of coverage to suit your needs.

Silver Termly (Pounamu Agreement)

Ideal for schools needing occasional onsite ICT support. Our Silver Termly package provides scheduled visits each term, ensuring your systems stay on track without committing to regular weekly coverage. You'll have access to our onsite engineer, supported by our national service desk, a dedicated Account Executive and Team Leader, perfect for smaller schools or those with lighter ICT demands.

Silver Monthly

A step up for schools needing more consistent onsite assistance. Our Silver Monthly package offers scheduled visits every four weeks, giving you proactive ICT support and reliable maintenance throughout the year. You'll have a dedicated onsite engineer backed by our national service desk, Account Executive, team leaders, and inside sales support. Ideal for schools seeking dependable coverage without a full-time commitment.

Silver Fortnightly

Designed for schools that require frequent onsite support but not full-time coverage. Our Silver Fortnightly package delivers regular visits every two weeks, ensuring rapid response and continuous ICT reliability. Backed by our national service desk, Team Leader and dedicated Account Executive. This option is ideal for schools wanting consistent, hands-on ICT management and peace of mind during the school term.



GOLD - Weekly Dedicated Support

Our Gold agreement is designed for schools that need consistent, reliable ICT support throughout the school year. With a dedicated onsite engineer visiting weekly, supported by our national service desk, an expert Account Manager and Team Leader, your environment is proactively maintained to ensure smooth day-to-day operations.

Gold (Core)	Gold Ultra
Ideal for schools needing regular weekly visits to keep their ICT systems running smoothly. Provides scheduled weekly onsite support to keep your ICT systems running efficiently. Ideal for schools that require regular maintenance, troubleshooting, and ongoing support. Project work sits outside the scope of this agreement, making it a strong fit for schools focused on stability and day-to-day performance.	Designed for schools that require weekly support plus project work. The Gold Ultra package includes everything that a standard Gold agreement offers, with the addition of project support for servers, wireless, firewalls, VoIP, backups, and more. This option is perfect for schools seeking full-service ICT management and proactive technology improvements throughout the year.

PLATINUM - Full-Time Onsite Support

Our Platinum agreement is designed for schools that require the highest level of ICT support. With a dedicated full-time onsite engineer, backed by our national service desk, an expert Account Executive and Team Leader, your environment is managed proactively every day. Ensuring seamless operations, fast response times, and complete peace of mind.

Platinum Plus	Platinum Ultra	Platinum Plus Ultra
Increase your onsite capability with an additional full-time engineer. Ideal for larger or more complex environments that require greater capacity, faster response times, and broader onsite coverage.	Add full project delivery coverage to your Platinum agreement. Alongside your dedicated onsite engineer, all project work is included, ensuring upgrades, rollouts, and improvements are delivered seamlessly without the need for additional scoping.	Our most comprehensive offering. Includes two full-time onsite engineers, plus complete coverage for all project work. Supported by our national service desk and account management team, this option is designed for schools that require maximum reliability, performance, and fully proactive ICT planning.

Block Time agreement

Our block time agreement support is a buy-as-you go basis. Clients can buy a certain amount of hours annually, and simply use this when needed throughout the year.

Remote Support Agreement

Don't need onsite support – or the tyranny of distance makes site visits financially unviable? Our Remote Support Agreement allows for Support Engineers from anywhere in the country to provide a set amount of dedicated remote support hours per week, month, term or year.

Service Desk Agreement

New Era has a sector-leading Service Desk team based in our Auckland head office. This agreement provides business hours access to remote support as and when the need arises.

Why Platinum is Worth It

Platinum agreements represent the highest level of support we offer, ensuring your school has ICT professionals embedded in your daily operations. With full-time onsite coverage, you gain:

- Immediate response to staff and student ICT needs
- Proactive support to keep systems running smoothly
- Consistency and reliability for your leadership team
- The ability to undertake strategic ICT projects without additional costs (Ultra options)

This is the ultimate peace of mind package for schools that want ICT fully managed, enabling staff and leadership to focus on teaching and learning



Local Presence, Global Knowledge.

A Global Network with a Local Focus

At New Era Technology, we're proud to be part of a trusted global network that spans across the globe. This means we're always ahead of the curve, drawing on cutting-edge insights, future-focused strategies, and proven international best practices to deliver the very best for our clients here in Aotearoa.

20,000+

Valued Customers

50+

Offices Worldwide

3,000+

Employees



Access to the best tools, people and thinking from around the world.

Your People on the Ground We're local, and we're here for the long run.

From the far North to the deep South, New Era's local team is on the ground, ready to support you wherever you are. We have dedicated team members based across New Zealand, so whether you are a small rural school or a multi-campus college, you'll always have access to personalised, expert support.

Our aim is to be a long-term partner in your growth, offering honest advice and solutions that work for your environment.

Office Addresses.

27 Gillies Avenue 4th Floor, Suite 2, Newmarket, Auckland, 1023	155 Blenheim Road Unit 4, Riccarton, Christchurch, 8041	298 Tristram Street, 1st Floor Hamilton, 3204
98 Taradale Road, Unit 4, Onekawa, Napier, 4110	53 Queen Street, Ground Floor Palmerston North, 4410	204 Thordon Quay Level 2, Pipitea, Wellington, 6011

Who we are. What we do.



Meet Tony Gilbert

Sales Director, New Zealand

New Era Technology

With more than 20 years of experience in education and technology, Tony Gilbert is a respected leader at New Era Technology. He brings a strong blend of sector expertise and commercial insight to support schools and organisations in achieving meaningful transformation.

Tony is a trusted advisor on artificial intelligence and its practical use in education. He offers clear, actionable guidance on applying AI tools to enhance teaching, streamline administration, and support leadership decision-making. His approach emphasises starting with small pilots, building confidence, and ensuring each step contributes to improved outcomes for learners and educators.

At New Era, Tony has played a significant part in shaping the company's AI strategy across New Zealand. He has led the development of readiness frameworks for schools, created security approaches, and guided leaders on practical next steps for implementation. His work is grounded in ethical awareness, strategic clarity, and a strong focus on real-world impact.

Tony's leadership style is collaborative and forward-thinking. He builds strong relationships, mentors teams, and helps clients navigate change with confidence. Outside of work, Tony is a World Improv Champion, a community volunteer, and a passionate lifelong learner. His energy and humour make him a standout presence in any room.



Meet Sandip Patel

Director of Operations, New Zealand

New Era Technology

As Director of Operations for New Era Technology in New Zealand, Sandip Patel oversees the rollout of high-impact solutions that improve service quality, optimise procurement approaches, and strengthen customer relationships across education and enterprise sectors.

With a deep understanding of both technical infrastructure and commercial operations, Sandip ensures each engagement is aligned to meet the evolving needs of clients. He works closely with sales and marketing initiatives, supports the introduction of tiered managed services, and contributes to the development of client-facing resources.

Sandip's leadership has been instrumental in refining internal systems, from CRM integration to procurement workflows, while also supporting enhancements to team structures and processes.

Known for his practical approach, strategic thinking, and focus on continuous improvement, he is a valued partner to both clients and colleagues, consistently driving clarity, progress, and results.



Meet Peter Wilde

Technical Services Manager

New Era Technology

As Technical Services Manager at New Era Technology, Peter Wilde is responsible for delivering reliable, secure, and future-ready technology solutions across New Zealand's education and enterprise sectors. With a strong foundation in technical operations and more than 20 years of experience, he ensures solutions are tailored for performance, scalability, and long-term value.

Peter is known for his hands-on leadership and strong commitment to operational excellence. He works closely with teams to strengthen service capability, enhance system resilience, and support ongoing improvements across infrastructure and support services. His approach combines technical precision with a strong customer focus, ensuring every engagement aligns with strategic goals.

A trusted partner to schools and organisations, Peter has led major initiatives in network security, cloud migration, and digital transformation. He is passionate about developing people, supporting emerging talent, and building a culture grounded in collaboration and accountability.

Outside of work, Peter is a problem solver at heart, always exploring new technologies, contributing to community initiatives, and staying ahead of industry trends. His calm, solutions focused mindset and dedication to quality make him a valued leader and a dependable force behind New Era's technical success.

Empowering Schools to Focus on What Matters

At New Era Technology, we believe that great learning happens when technology simply works. For nearly three decades, we’ve been the trusted partner of choice for schools across Aotearoa, empowering educators, students, and communities to connect, collaborate, and achieve more.



We have been absolutely satisfied with all of New Era’s help. They give us exemplary service. We would have no hesitation what-so-ever in recommending their services to any school in New Zealand. We couldn’t have come so far, so fast, without their exemplary support.

- Baradene College, Principal



Why outsource ICT services with New Era?

Technology, decisions and relentless change in ICT are putting increasing pressure on school leadership and ICT resources. It’s now more important than ever to put your school’s ICT needs in professional hands.

Best Practises, Best Results

New Era brings a wealth of experience and knowledge of best practice that works across hundreds of schools in NZ. Our support is based on experience and quick resolution of issues, rather than trying to figure things out in isolation.

Total Peace of Mind

With a fixed budget and our guaranteed levels of service, you will always have the expertise on hand to deliver the ICT services your school needs. We provide a complete managed service, not just technical staff, to make sure your network delivers the performance you require

A Complete Partnership

New Era works with schools across the country bringing together a collective wisdom regarding what’s working and what’s not. From this knowledge and experience New Era is able to provide thought leadership for an ICT strategy that enhances learning outcomes.

Our Partners.

At New Era, we collaborate with leading global and local technology partners, to deliver innovative, reliable solutions that provide tangible results for everyone that we support.

Our partners are, without exception, leaders in their fields and work closely with us to ensure our clients are provided with consistently excellent outcomes.

Microsoft: Microsoft is a leading developer of personal-computer software systems and applications.

Google: Google for Education Partners provide robust, end-to-end education solutions.

N4L: N4L connects all New Zealand schools to safe, fast, reliable internet services that are fully funded and supported for state.

Apple: Apple Education Specialists offer a full solution based on the individual needs of the leaders, teachers and students.



New Era's Commitment to Our Community

At New Era, we’re passionate about connecting with our community and supporting initiatives that make a difference across Aotearoa’s education sector. Through sponsorships and partnerships, we help schools stay at the forefront of technology and empower our Kura to thrive.

SPANZ: For nearly two decades, we’ve partnered with SPANZ, engaging with principals and schools nationwide to support professional development, innovation, and leadership in New Zealand education.

SBM: Our long-standing partnership with the School Business Managers’ Association (SBM) enables us to work closely with school leaders to enhance operational efficiency and ensure schools have the technology solutions they need.

Te Akatea: As proud supporters of Te Akatea, we help foster Māori leadership in education, supporting principals and emerging leaders through transformative programs that strengthen cultural identity and educational outcomes.

NASDAP: Through NASDAP, we support secondary school deputy and assistant principals in their professional growth, helping drive excellence in leadership, teaching, and school management.

Additionally, New Era partners with a number of regional associations every year, remaining committed to supporting initiatives that connect us with schools, empower educators, and help students thrive. Through these partnerships, we continue to invest in the future of Aotearoa’s education community.



Supporting schools throughout Aotearoa.

Got a question or ready to chat?

Let's start the journey together.

New Era Technology

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New Zealand

Auckland, Northland, Hamilton,
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Christchurch

Contact us

