



Managed Services Solutions



leave
it to us



“OPC and state of the art modern technology enables us to share, and have access to information, wherever we are in the club, or around the world. The Canberra Southern Cross Club is a modern club at the forefront of modern technology thanks in great part to our partnership with OPC IT.”

Greg Mitchell
CEO, Canberra Southern Cross Club

KEEPING YOUR BUSINESS RUNNING

We all understand how critical IT is to running a successful organisation. It's the reason every business owner needs to have in place a strategic plan to manage IT, maintain continuity and ensure data is protected. Ultimately, it is about making sure your business keeps running.

Managed IT is the answer.

Whether you are a business that operates in hope that your IT continues to run well, you experience ongoing issues and don't know how to manage them or you have existing IT support that you don't feel is meeting your expectations, OPC IT can help.

HOW OPC CAN HELP

An OPC IT Managed Services Solution (MSS) will provide your organisation with your very own IT department: monitoring, managing and responding to all your computing requirements. We offer three support programs that can be tailored to meet your specific needs for a flat monthly fee which makes your budgeting and business planning so much easier.

The OPC team that provides your support is highly skilled across a broad range of technologies and maintains the highest accreditations to remain at the leading edge of the changing face of technology. Whatever your business requirements, no matter how large or how small, OPC can offer a practical and workable solution to support your technology needs.

We are committed to ensuring that your organisation maintains and improves on its capacity to utilise, in the most cost effective manner, the infrastructure and resources you have.

"Engaging OPC to take over responsibility for our ICT infrastructure has been the best decision we have made."

John McManus
Former Business Manager, Legal Aid
Commission



WHAT DOES AN MSS PROVIDE?

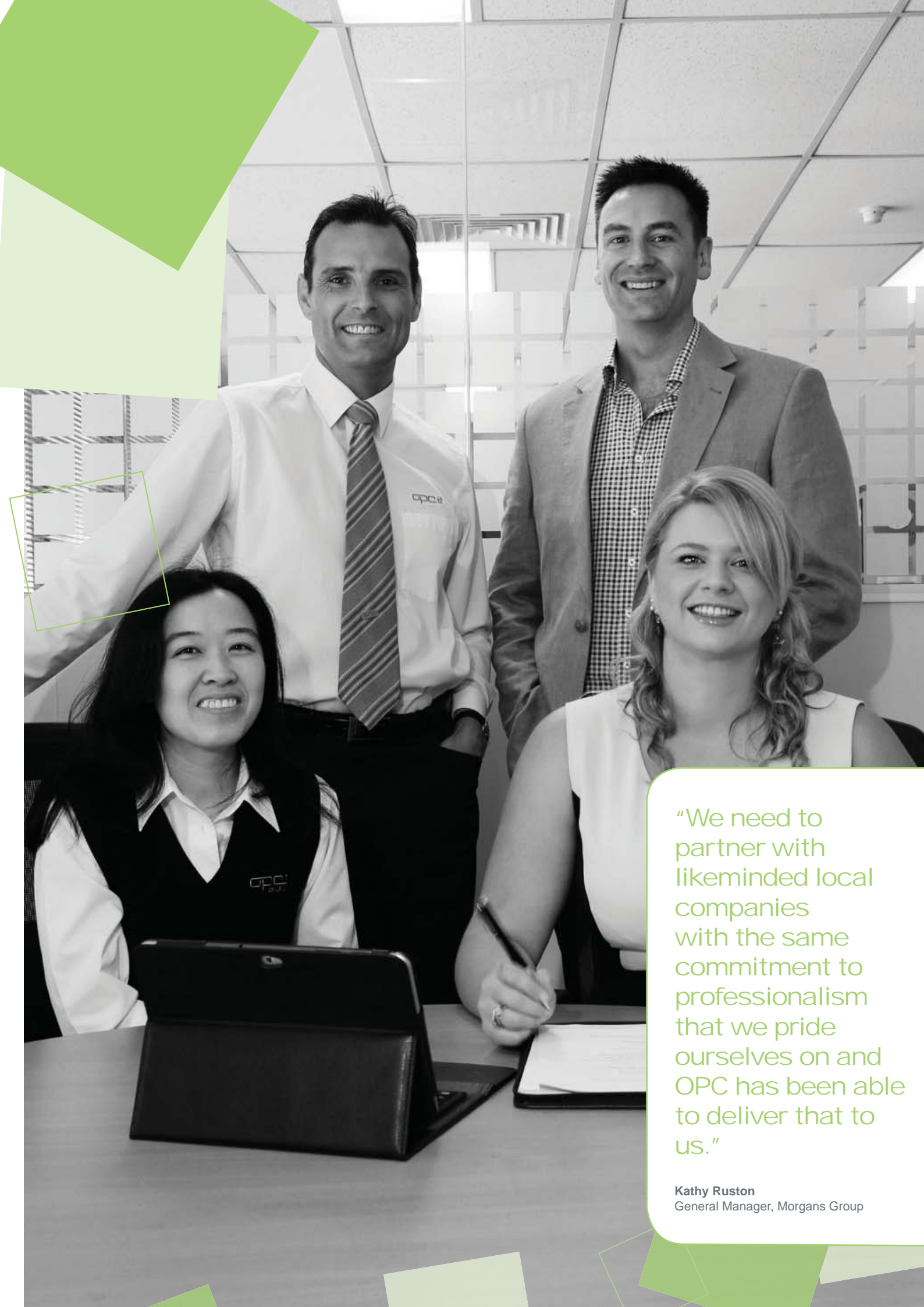
An OPC Managed Service gives you complete peace of mind. Think of it as an insurance policy where someone is keeping a watchful eye over the very heart of your business.

Our Fully Managed Services Solutions can be tailored in all manner of ways to suit your requirements but will include:

- Fixed prices that are easy to manage and budget for
- Remote monitoring, optimisation and management of your IT infrastructure
- Back-up and optional disaster recovery
- Regular, scheduled on-site technical support
- Assigned primary and secondary technicians
- Emergency repair and problem rectification
- Predictive and proactive systems management
- Strategic guidance from qualified experts
- Service Desk Support for all your staff
- Out of hours and 'beyond the office' support for key executives
- Detailed monthly reports

WHAT ARE THE REAL BENEFITS TO YOU?

- Reduced overheads – fewer staff, less wasted time, optimised resources and access to preferential hardware pricing
- A long term and mutually productive partnership - dealing with people you know and TRUST who are skilled experts in their fields and know your infrastructure inside out
- Greater efficiencies - automation of manual tasks, improved workflows and standardised (ITIL) service delivery processes
- Accountability and reliability - service level agreements (SLA's) so you know exactly what you can expect from us
- Business continuity – we'll be making sure you avoid nasty surprises
- Data integrity and stronger security – you'll know exactly who is doing what, why and when
- Priority support - no unscheduled downtime
- Better business systems - IT policy and procedure development
- Enhanced visibility and openness of IT - reporting and strategic planning
- Capacity planning and improved asset management
- Happier staff, good morale and a more productive workplace



“We need to partner with likeminded local companies with the same commitment to professionalism that we pride ourselves on and OPC has been able to deliver that to us.”

Kathy Ruston
General Manager, Morgans Group



SUPPORT 'BEYOND THE OFFICE'

We recognise that busy executives often need IT support beyond the office and out of hours. As part of our solution we include home office support to nominated executives of the organisation within the Canberra region.

SO WHAT'S SO GREAT ABOUT ITIL?

The Information Technology Infrastructure Library, or ITIL, is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practices, drawn from the public and private sectors internationally (see their website for more info www.itil-officialsite.com).

What's great about this is that your IT services are delivered using proven and consistent processes – such as Change Request Forms, System Access Forms and Incident Management - so that your core IT systems are secured and protected from unauthorised access or interference. You will know exactly what's happening and why, and who is doing what.

WHAT DO WE PROMISE?

At OPC, we're not kidding when we say that our success is measured by our team's satisfaction in delivering our services and our customer's true belief in the value of our partnership. We will deliver on our promise of being a 'true technology provider' for you and will demonstrate real and measurable business value to your organisation.

To be more specific; if we don't arrive on time, if we can't fix the problem or the end result is not what you wanted, then the support for the month is on us – gratis.

We guarantee our support and we stand by IT.

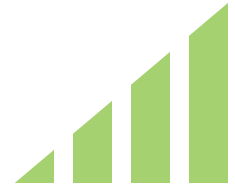


Service Level Agreements (SLA)

All incidents logged in our incident management system will be recorded against the following performance criteria. This ensures that all calls are actioned and resolved in a reasonable timeframe.

SEVERITY 1: RESPONSE - 1 BUSINESS HOUR

- **Your situation is critical. Your Server is down, unavailable or seriously impacted by the problem. Your operational commitments will not be met or are seriously jeopardised by the problem.**
- The impact on your business is severe with many staff unable to perform their normal work and you have no readily available alternative way of performing normal work.



SEVERITY 2: RESPONSE - 3 BUSINESS HOURS

- **A non-critical situation. A Computer or Printer is down, unavailable or very seriously impaired by the problem. Operational commitments are impaired by the problem.**
- There is a moderate impact on your business and some staff are having difficulty performing part of their normal work.



SEVERITY 3: RESPONSE - 8 BUSINESS HOURS

- **An operational service that you undertake is impaired by the problem. There is no direct impact on your business.**
- Staff members are inconvenienced by the problem but you have an alternative way of performing normal work.



SEVERITY 4: RESPONSE - MUTUALLY AGREED

- **Preventative maintenance, installation of software and system enhancements**
- Work is to be performed at a mutually agreed time. ie. Installation of service packs and software upgrades.





Support when you need it

OPC will structure a resourcing profile to meet the requirements of your business; Monday through Friday with a 24/7 option available on request. The Service Desk undertakes a key role in the support of your ICT environment by providing proactive remote monitoring and rectification of core business systems should the need arise. If they are unable to resolve an issue remotely, an engineer will be deployed promptly within the agreed SLA.

During the initial three month period OPC will allocate additional engineers to attend to any legacy issues to ensure we establish a stable and reliable IT platform upon which to build. We do whatever it takes to get that stability in your organisation.

OPC recommends that on completion of the initial three month term we meet and re-visit the resource profile and confirm the support is meeting your immediate and ongoing requirements.

Reporting and visibility

OPC works by the principle 'if it can't be measured, it can't be managed' and we firmly believe that openness and visibility are essential components to a successful relationship with you.

We use sophisticated tools to monitor your systems and tools such as ConnectWise and N-able that allow us to provide continual and detailed analysis of your ICT environment.

Reports that we can provide include

- Service Level Reports – performance against the SLA's
- Service Desk Report – analysis of call activity
- Incident Management Reports
- Capacity & Availability Management Reports – server performance and other stats
- Backup and Archive Reports
- Security Reports
- Project Reports

Need more information? All you have to do is ask!

Regular meetings and communication

We will conduct quarterly business reviews with you and will prepare a report generated using data held within the incident management system and OPC software tools. The report will show how OPC has performed against the agreed SLA's – remember, our primary aim is for you to enjoy the benefit of having a stable and reliable IT infrastructure.

Web-based service ticket tracking

OPC can provide access to our web based system for logging and tracking of any service requests.

"OPC effectively looks after our IT needs to allow us to focus on our core business that is delivering on our 100,000 members' needs. We will continue to value their services for many years to come."

Steve Durkin
CEO, Engineers Australia

"We are very pleased with both the response to IT issues, as well as the behind the scenes work and forward planning that OPC provides. We have confidence in our systems, which are such a large and important part of our business around the clock."

Ian Cameron
CEO, Hellenic Club





“OPC has provided Gillespie Group with professional and reliable IT services for over 24 years. Without OPC’s strong systems and support we would not be able to provide our clients with the high quality financial services we pride ourselves on”

John Gillespie
Principal, Gillespie Group

WHAT IS THE BEST SOLUTION FOR MY BUSINESS NEEDS?

This depends on your current infrastructure and your budget. OPC offers three levels of support:

	Key:		
	No	Yes	Server Only
	Responsive	Proactive	Fully Managed
Basic Server Monitoring	•	•	•
Complete Server Monitoring		•	•
Server Configuration Management		•	•
Server Patch Verification		•	•
Change Management		•	•
Email Services Monitoring	•	•	•
Email Services Management and Optimisation		•	•
Backup solution Monitoring	•	•	•
Backup solution Management		•	•
Backup solution Regular Testing		•	•
Anti-Virus Monitoring	•	•	•
Anti-Virus Management		•	•
Network Monitoring	•	•	•
Network Management and Optimisation			•
Firewall Monitoring	•	•	•
Firewall Management			•
On-site Technical Support		•	•
PC Care and Maintenance			•
Basic Remote Support		•	•
Complete Remote Support			•
Managed Printer Support			•
Move/Add/Change Allowance			•
Priority Client Response	•	•	•
Strategic Planning		•	•
Dedicated Account Manager		•	•
Technical Support Beyond the Office			•
Quarterly Business Review	•	•	•
Quarterly Reporting		•	•
Fixed Monthly Fee			•
Discounted Project Rates	•	•	•



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