



Capability Statement



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Company Profile

JohnCruzIT is a company that specializes in providing professional Information and Technology services to Businesses in the Greater Brisbane area.

Established early in 2013 from Systems Engineers that were specialists in their field. Each member of JohnCruzIT have a large range of capabilities that allow JohnCruzIT to give professional advice to businesses ranging from Accounting Firms to Medical Centres and everything in between. We have experience supporting businesses applications that run on Database Technologies, Cloud Technologies as well as general everyday applications.

Our ability to support businesses is elevated from experience supporting sole traders to multi national companies in their business requirements and computer systems. The owner of JohnCruzIT has personally been involved in supporting a business as large as 400+ users with only a few staff members. This efficiency and know how trickles down and allows JohnCruzIT to support the smaller businesses with tailored computer systems to fit inside any budget.

The primary focus of JohnCruzIT is to create a lasting relationship with any business and ensure the stability of a computer system for the client. Our main goals for any client is to enable them to continue to pursue their primary business while their computer system is properly managed and maintained by professionals.

Company Details

Company Name: JohnCruzIT

Australian Business Number: 66 712 640 573

Address: 144 Grande Avenue, Springfield Lakes, 4300

Postal Address: 144 Grande Avenue, Springfield Lakes, 4300

Telephone: (07) 3470 5385

Email: enquires@johncruzit.net.au

Web Site: www.johncruzit.net.au

Accreditations:

- Bachelor of Science in Computer Engineering (BSCompEng)
- Microsoft Certified IT Professional (MCITP)
- Microsoft Certified Technology Specialists (MCTS)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Professional (MCP)
- Microsoft Dynamics – CRM v3.0
- Cisco Certified Network Associate (CCNA)
- Sophos Endpoint Protection 10.1 Certification

Partnerships:

- Microsoft Small Business Specialist
- Microsoft Partner Network
- Microsoft Cloud Accelerate Program – Office 365
- Telstra T-Suite Partner For Office 365
- Netbox Blue Certified Partner
- Dell PartnerDirect
- Ed's PCs Computer Stores and Suppliers

Products and Services

Products (Hardware):

Servers:

- Dell PowerEdge Servers
- IBM X Series Servers
- HP ProLiant Servers

Data Systems

- Dell PowerVault Storage Solutions
- IBM System Storage and Storwize Storage Solutions
- HP StoreEasy and MSA Storage Solutions
- Thecus Network Attached Storage Devices
- Netgear Network Attached Storage Devices

Network Products

- Draytek Routers and Access Points
- Netbox Unified Threat Management Gateways
- Cisco Switches, Routers and Access Points
- Netgear Switches, Routers and Access Points

Desktops:

- Ed's PCs Custom Built Computers
- Dell Vostro, Inspiron, XPS, OptiPlex, Precision and Cloud Client Computing (WYSE Terminals)
- Lenovo ThinkCentre's
- HP Compaq, Pro and Elite Series of Desktops

Laptops

- Asus Laptops *(All Makes and Models)*
- Dell Laptops *(All Makes and Models)*
- Lenovo Laptops *(All Makes and Models)*
- HP Laptops *(All Makes and Models)*

Products (Software):

Having Extensive knowledge in all the Windows Server Products, Desktop Products and Office products, we also have a wide range of knowledge in the following software and technologies.

- Accounting – MYOB AE, Handisoft, CCH, APS, NHTAA, Xero, Banklink, Acclipse, Reckon, Thomson Reuters etc.
- Medical – Medical Director, Pracsoft, Genie
- Legal – Leap, PCLaw
- Architecture – Autodesk Autocad, Civil 3D, Map 3D, Revit
- 3D Design – Autodesk 3ds Max, Maya
- Small Business – MYOB Accountright Series, Reckon Accounts
- Security – Trend Micro, Sophos, Netbox, Symantec, Avast and AVG etc.
- Backup – ShadowProtect, Symantec BackupExec, BackupAssist, Acronis Suite of products etc.
- Server Operating Systems – Microsoft Windows Server 2003 to 2012 all editions and all versions in between
- Desktop Operating Systems – Windows XP to Windows 8 all editions and all versions in between
- SQL Server – Microsoft SQL, MYSQL, PostgreSQL
- Email Server – Microsoft Exchange all editions and all versions, IMAP, POP, Office 365
- Office Applications – Microsoft Office all editions and all versions, Adobe Suite of Products (Acrobat, Photoshop, Indesign etc)

Services:

JohnCruzIT can offer the following services to any business

- Computer Systems Audit
- Professional Consulting and IT Strategic Planning
- Server and Network Upgrades and Migrations
- Wide Area Network Design and Implementation
- High Availability Network Solutions
- Virtualised Server Solutions
- Offsite Storage
- Disaster Recovery and Redundancy
- Website Hosting and Creation
- Computer & Network Service Support Program (CNSSP)¹

¹Computer Systems including but not limited to servers must be covered by a hardware warranty agreement with the existing vendor.

Computer & Network Service Support Program

Computer & Network Service Support Program is a way for JohnCruzIT to deliver the best available IT Support to a business at a static rate for services included in the plan (Silver & Gold CNSSP). This allows businesses to budget their IT Expenditure better and allows an ongoing relationship between JohnCruzIT and the client.

Gold CNSSP

Gold CNSSP is a plan designed for businesses which require all aspects of their IT System to be maintained. This is useful for businesses of all sizes and allows JohnCruzIT to be the IT Manager of the business. This is cost effective versus hiring internal staff and allows for greater efficiency as a team will be supporting your business.

Gold CNSSP includes the Silver CNSSP plus the following items:

- Unlimited Remote/Onsite User Support
- Unlimited Remote/Onsite IT Devices Support

Silver CNSSP

Silver CNSSP is a plan designed for businesses that require assistance with servers only. This particularly aimed for businesses with their own internal IT support which may require help for more complicated server related questions.

Silver CNSSP includes the following items:

- Unlimited Remote/Onsite Server Support
- Disaster Recovery Guarantee
- IT Systems Monitoring
- Monthly Health Check Of Your IT Systems
- Windows and Application Updates
- Site Manual
- IT Strategic Review

Bronze CNSSP

Bronze CNSSP is a plan designed for businesses that require adhoc IT Support. This plan best suits larger businesses that have minimal IT Problems however want the support from professionals in their field. Bronze CNSSP Plan incurs a monthly prepaid minimum spend with JohnCruzIT. The advantage of this Plan is the cost of support is lower than our adhoc service rate.

Client Expectations

Clients can expect to have the following professionalism delivered to them

- Honest Approach
- Fast responses from IT Professionals
- Multiple solutions to business problems
- Professional and Friendly advice with an attention to detail
- Stability in their Network and Computer System

Performance Statements

PETER MARSH, DIRECTOR , MARSH TINCKNELL

We cannot speak more highly of John's ability in managing our computer network. In the past it has been a challenge, however since John has come on board, the system has been running smoothly and efficiently. In this day and age, technology is pivotal in the operation of any business, and having John manage this vital part of our practice gives us peace of mind and allows us more time to focus on other key areas of the business.

BRENDAN PODEVIN, DIRECTOR, HW One Pty Ltd

JohnCruzIT provided our accounting firm with a completely integrated IT infrastructure and system upgrade. The requirements for our upgrade were to increase the speed and capacity of our existing system such that we had the infrastructure to increase our efficiency as well as minimising network downtime.

We spoke with John during the initial phase of our tender process and instantaneously we felt comfortable with both his technical ability and project management skills.

John has delivered a system which we believe is second to none. Our new system has exceeded our expectations on all our metrics of performance and was implemented in a timely and seamless manner.

We are extremely grateful to have John as our IT expert and consultant and would highly recommend him to any business who place value on their IT network coupled with outstanding service and results.

Contact Details

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