

IT Security and Business Continuity via Cloud Management comes to Rural Australia

Everyone today is using Information Technology in their homes, offices, cars and handbags.

For over 16 years, Aspire Computing has been working with small businesses and individuals including on farms and in rural towns, often in their home offices.



1 March, 2015

Our motto is “Aspire to Protect and Connect”

I know that this is a big issue these days, especially the “Protection” part of the equation. Our industry calls this “Business Continuity”.

Aspire Computing offers some of the very best services to help people in remote offices who may wish to be more secure, and who often can’t get expert technical help on the ground.

We are cost effectively, protecting IT Devices, Networks and Data through our Remote Management Systems.

These services start with Pro-Active Care using “Cloud” based services. Cloud based systems improve efficiency and reduce costs to the customer. Here are 5 offerings from Aspire Computing:

1. Remote Assistance sessions using our Commercial License to TeamViewer and a free downloadable copy at the customers end, so that we can provide direct support and maintenance. We offer this support to people who call us, or email us with a request for help. We can send out an invitation to Download QuickSupport by email, or just ask the Client to uses their browser to download the TeamViewer file directly from the web. Most of my customers, who have engaged for work to be performed this way agree to have their computer name displayed in our TeamViewer Management Console to make any future sessions quicker and easier to initiate. This also keeps a connection record for billing purposes. To make it very clear, because we are an honest legitimate business we do NOT solicit for customers in any nefarious way. i.e. we do not engage in cold calling, we do not tell customers that they have bogus faults. We solve real and legitimate problems and provide proper care and attention. This Service is normally charged by the minute of connection time, rather than by the hour;
2. We install Webroot SecureAnywhere on our customers’ devices. This is an AV/Malware/Web Filtering Security System. It is fully Managed by us at Aspire Computing through our Global Site Manager (GSM) for Webroot, on behalf of the customer. It takes all of the pain away from the Customer. We receive emails if there is a problem device. We also receive a daily email at 6pm every day, listing any devices that have recently experienced problems. We can login to our GSM Dashboard and issue Scan and Clean-up Commands to any device that we manage. Larger customers may want to have their own access to the Site

ASPIRE Computing

46 Brigalow St, Toowoomba, Qld. 4350

PO Box 1900, Toowoomba, Qld. 4350

Ph: 07 4634 2450 Mob: 0402 017 396 email: manager@aspirecomputing.com.au

Management Console, so we set-up a Site just for their Organisation, within our management system. They are then given their own Login Credentials so that they can see what is going on for themselves. We are offering this service for only \$100- per year per Computer, and less for Android and iPhone devices;

3. We also offer to put the Customer's Servers, Workstations, PC, Mac, Laptop, Tablet or iPad, Peripherals, or any other device they may have into our RMM – Remote Monitoring and Management System, that we license and run separately from Webroot. From there we know on a regular basis if there are any problems, often before the customer is aware. The beauty of this system is that it takes care of all of the Patch Management of vital OS, Browser Plugins and Programs – the things whose vulnerabilities bring forth attacks on your devices esp. PCs and Macs. This reduces the monthly workload for our customers, and gives them peace of mind that the vital work is being done for them. I take care of this through my Dashboard to the RMM Console. The RMM also does Web Content Filtering. Web Content Filtering is important to private users and businesses alike. Web Content Filtering is the best way to ensure that Websites with bad links and exploits never load or get displayed. At the moment Aspire Computing is offering the RMM with Patch Management and Web Content Filtering for only \$44- per month per PC device. We can also add a managed AV Client to this as well.
4. Backup of Data and Complete Systems (System State) to Secure Cloud Storage based in Australia, either in Sydney or Brisbane, with a Local "SpeedVault" Backup as well. This is priced based on the Qty. of Data to be stored per month.
5. Firewalls – NextGen/UTMs – Unified Threat Management devices to protect your whole network, either as a "Black Box" appliance, as a Virtual Machine, or again as a managed Cloud-based system.

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