

HIOD IT



Information Technology Providers

HIOD IT

PH: 03 8774 7136
Email: sales@hiodit.com.au
Website: www.hiodit.com.au

Service
Quality
Customer Support

An IT Department at work for you

HIOD IT helps small and medium-sized businesses get the best from their IT infrastructure. We offer complete packages for all types of IT services:

Proactive IT support, Comprehensive IT services including consultancy, supply and implementation, Cloud services and hosted IT

Ideal for people who want fast and efficient break-fix support for themselves and their team from a team of qualified IT Support staff.

HIOD IT Helpdesk provides remote support during office hours and out of office hours. Contacting our Service Desk couldn't be easier - either call, email or for the fastest response use our Helpdesk System for a prompt and efficient response as often as you need.

If we can't fix it remotely or you need support out of hours that's not a problem, as a contract customer you will be entitled to preferential onsite, out of hours, and project rates so we can always be there when you need us.



IT SERVICES

COMPUTER MAINTENANCE

HELPDESK

HOSTED SOLUTIONS

IT MANAGED SERVICES

IT OUTSOURCING

IT SUPPORT

NETWORK MONITORING

SMALL BUSINESS SUPPORT

VIRTUALIZATION

VOIP

DESKTOP SUPPORT

IT RELOCATION SERVICES

REMOTE SUPPORT

WEB SOLUTIONS

Information Technology Providers

HIOD IT provides IT support to small to medium business in Melbourne, providing personal customer service and solutions suited to individual business needs

MANAGED SERVICES

We take the hassle out of managing your IT Infrastructure by yourself or having someone from overseas manage it for you.

Our team of talented IT Technicians will make sure that your IT Infrastructure is kept up to date with the latest software and firmware updates, make sure that your business is protected from all internet born threats and external and internal malicious activity.

We will even go that extra mile and make routine inspections of all your hardware in your business to make sure that your IT infrastructure is running at optimal performance.

VIRTUALIZATION

Go Virtual with HIOD IT and virtualize your IT infrastructure.

We are proud to offer our clients an exponential Virtual experience.

HIOD IT have partnered with some of the best vendors in the Virtualization industry to offer you, our customers a paramount Virtual experience for all your applications.

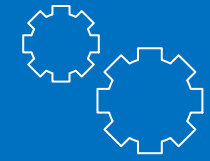
Network Monitoring

Fed up with having un-expected downtime due to IT hardware failing or not working correctly or are you wanting to monitor all your systems and hardware for possible problems before they occur? HIOD IT can help, HIOD IT can monitor all of your IT hardware by using the latest software available to analyze and asses the current state of all your IT hardware.

The software we use can detect spikes in CPU usage, Memory usage, website health, networking load, applications, services and even temperature of your servers or server room.

Helpdesk Portal

As a valuable client you will receive exclusive access to our help desk portal, where you can lodged help desk tickets, track the progress of tickets and manage tickets. The help desk portal is online and available 24/7 365 days of the year. Our team of support staff work from the ITIL Best Practice platform. They are all experts in their field and are very knowledgeable, we will take the time to help determine the best way possible to move your business forward. HIOD IT are committed in providing a quality IT Support service.



THOUGHT AND PROCESS

To achieve a clear decision, a lot of thought and a number of processes must be first ticked off. At HIOD IT we know how hard it can be for IT Managers and Business operators to come to a clear decision, that's why we are here to help guide you through your decision making process. Want to find out more? Why not give us a call to organize a consultation.



SERVICE IS PARAMOUNT

What matters to you also matters to us. Service is the most important piece of the puzzle, we will work closely with you and your staff to create a service relationship that is paramount and unmatched. HIOD IT is committed to servicing our clients with the best quality service



TIME AND EFFICIENCY

We are aware that your days keep getting busier and busier and your workload keeps increasing. This is why we know that unexpected IT downtime is not something you need for your business. HIOD IT will make sure that all IT downtime is scheduled and expected. We will work extremely hard to prevent unexpected downtime.

