

# Get the Best out of your IT and your People

Cost-effective IT support and management solutions.



You and your workforce have better things to do than deal with day-to-day IT issues. That's why our flexible Managed Services solutions make sense. With our team taking care of your technology environment, not only are issues resolved efficiently, but you're free to focus on your business.

## Helpdesk/Service Desk Services

Our Denver Service Centre (DSC) has been providing IT support solutions since 1999. Operating from our Australian & London offices, our certified DSC team gives you direct access to specialist IT support – a single point of contact for all IT and technical issues with 24x7x365 capabilities.

## Flexible solutions

Everything we do is designed to be flexible, scalable and, therefore, cost effective. As such, we tailor our solutions to suit your operational and strategic requirements. Based on hours of coverage and budgeting flexibility, Denver Technology has established several tiered support offerings; "Standard", "Plus" and "Premier".

Each package includes:

- Either 6am-6pm or full 24x7 support
- A quantity of Denver Service Centre (DSC) hours per month
- Agreed Service Levels for peace of mind
- D-Tect monitoring and management facilities

## DSC: The practical benefits

In line with the custom solution we develop for you, our highly experienced Managed Services team will create a tailored service level agreement. This formalises our commitment to you in terms of:

- Proven processes and tools. Enjoy peace of mind – our track record speaks for itself.
- Accredited consultants. Rely on our certified and highly experienced team.
- Multi-disciplinary expertise. Leverage our extensive specialist knowledge base.
- Transparency. Monitor the effectiveness of our services with service management reports.
- Scalable solutions. Benefit from consistently high levels of scalable support.

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### Outsourcing

If you are looking to outsource the operational responsibility for your IT infrastructure management and support, our accredited personnel are committed to continual improvement across a complete range of services for all leading industry network, server and desktop operating systems:

- Storage solutions, support and management
- Virtualisation support and management
- Security and network management
- Server/cluster management
- Messaging and collaboration
- Enterprise application integration, such as Exchange and SharePoint
- Business process management
- Desktop management
- Database administration and support
- Help desk support
- Performance management
- Reporting and monitoring
- IT change management
- IT service level management

**“If you need support, it’s there. Denver Technology have the experts on hand for everything.”**

Monowarul Kabir, Desktop Support Manager, Nido Petroleum Ltd

### Monitor, report and alert

D-Tect tools enable us to monitor, create, organise, and automate IT process - including preventive maintenance and support tasks.

Monitoring and protecting the following technologies:

- Performance counters, such as CPU, memory, WMI counters
- Processes, services, event logs, file systems, disk drives
- IIS, Exchange, SQL Server, Web servers, WSUS, Web site latency
- Antivirus software missing or out-of-date
- Custom scripts and executables
- Workstations, as well as Servers
- Windows, Linux, Macintosh systems
- Network devices such as switches and routers
- VMware

Health check reports provide concise summaries that include:

- Monitored data
- System patch status
- Antivirus status (installed and up-to-date)
- Events from event logs
- Backup program status

Denver Technology can enable D-Tect dashboards for client use, to enable you to:

- Check the status of your systems in near real time
- Manage your own alerts
- Use D-Tect as an operations bridge

**Let’s talk** Contact us for more information about Managed Services and find out how our flexible approach will improve the performance of your IT set-up and, ultimately, your business.

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