

# Managed Services

## Your business IT in safe hands

Tardis Services is one of Australia's leading IT providers, offering an end-to-end service for the design, implementation and support of enterprise information systems.

Established in 1994, and now part of the worldwide Meridian Group of companies, we stand out by taking a business-centric approach to IT infrastructure, working with the world's leading technology brands to design best-of-breed solutions to your business information challenges.

Partnering with Tardis to build and manage your information infrastructure means you have a single point of contact, and a single trusted partner, committed to achieving your business objectives.

We are a leading provider of IBM® Intel™ and UNIX Servers, Storage and Infrastructure Solutions specialising in corporate, SME and Government markets.

Tardis offers a single point of contact for your IT needs, from concept through to implementation and on into the future, with systems support, maintenance and upgrades.

## Managed Services

Tardis delivers customised, flexible, efficient & cost effective support to client environments ranging from the very small to the very large. Tardis is focused on proactive and secure monitoring of your core onsite hardware & software so that the day to day operation of the business is seamless.

By developing regular maintenance schedules, our engineering team, managed by dedicated team leaders and managers, is committed to ensuring that mission-critical systems are fully operational. Tardis builds thorough documentation of client networks, covering all IT equipment, software & system designs, so that we can ensure that all updates, patches and security measures have been applied effectively.

Our highly trained and dedicated engineering team will proactively manage your IT infrastructure from server to desktop, helping to ensure that potential problems can be identified early and the necessary corrective actions can be taken.

## Remote Support Helpdesk

Tardis Helpdesk services provide a single point of contact and accountability with escalation procedures in place should they be required. Our Tardis Helpdesk Specialists can remotely diagnose IT issues in real-time with the user by utilising advanced remote management facilities. This service is delivered by a dedicated team of professionals remotely from our office in Sydney.

The expertise and experience of the Tardis team is complemented by the use of advanced system and network monitoring and management tools, allowing us to be proactive in our support offering wherever possible.

A typical Managed Services support agreement can include:

### Weekly Support

- On site visit from a qualified Engineer, from 4 to 40 hours per week depending on requirements.
- Automated Monitoring of your main site, with optional monitoring of remote sites on request
- Support from our Technical Support desk by telephone and remote access outside of your on site engineer's hours

### Monthly Review

- On site review from a senior engineer with a focus on future maintenance
- Systems health check report
- Case management report

### Quarterly Review

- Strategic review with account management and senior technical staff
- Performance and site review

### Implementation Services

- Fixed quote for installation of any Information Technology related equipment or software
- Programming services
- Software installation and configuration

Call (02) 8870 9000  
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