

# Managed Services From Brennan IT



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Let us simplify the management of your IT and help deliver technology solutions that work exactly the way you want.

- 01** Key Benefits
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# Key Benefits

## 01 Key Benefits

**Reduce financial risk** via a fixed monthly management fee, increasing your control over your IT budget.

**Reduce operational risk** through 24 x 7 proactive systems monitoring and alerting.

**Modular flexibility** with options to tailor a solution to support and manage all, or part of your IT infrastructure the way you want.

**Access an Australian-based**, 24 x 7 Service Desk.

**Simplify supplier management** by utilising our wide range of solutions and we'll be fully accountable for all aspects of delivery your IT needs.

**Access Technology** by leveraging our wide range of vendor relationships.

**Access to knowledge and specialist expertise** through the advice and know-how of our 100 certified engineers.

**High levels of service** through strict service level agreements (SLAs), providing guarantees around availability and performance of your IT infrastructure.

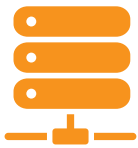
**Increase performance and productivity** through better uptime across your infrastructure via proactive, real-time system monitoring and issue detection.

We'll simplify the management of your IT whilst helping improve the flexibility and scalability of your business.



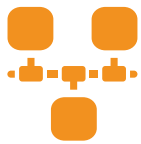
# Core Services

## 02 Core Services



### Managed Servers

Keep critical IT services available to your business through proactive management of the server infrastructure. We provide service support for a wide range of technologies including the full range of Microsoft Server products, Linux, VMware and Citrix to name a few.



### Managed Network

Take away the complexity of managing network infrastructure with our managed network service. We provide service support for a wide range of networking products including LAN, Wireless, Firewall, Load Balancing, Content Filtering, IDS and WAN Optimisation platforms.



### Managed User Devices

Service support for the variety of devices your users have, including desktops, laptops, tablets and mobile devices. With the rising demand for BYOD computing, our managed devices offerings are an easy way to simplify user device support.



### User Support

We will provide all aspects of support for your staff, from assisting them with day to day IT support through to network administration tasks such as managing their mailboxes, user accounts and application access.



### Print Support

Printing is typically a major service for any organisation. We can manage the print ecosystem and cover everything from support of the printer device through to management of print drivers and print solutions.



### Data Protection

Protecting your company data is a key objective for us. We will manage the daily protection of your data and ensure that data can be retrieved as and when required. We can also support more comprehensive disaster recovery options to protect your business.



# Key Features

## 03 Key Features

- > One single support operation for your entire IT infrastructure.
- > Ability to solve issues at the first point of call.
- > Access to a large resource of certified technical engineers.
- > 24x7x365 Australian based Service Desk.
- > A proven transition process that enables us to take on board a range of client situations.
- > Customisable Service Level Agreements to suit your organisation's needs.
- > Dedicated Service Delivery Manager and Client Manager.
- > Monthly consultations with your dedicated Account Team including your Service Delivery Manager and Account Manager.
- > Continuous business improvement with strategic guidance and consultancy for optimising your IT infrastructure including business case preparation and upgrade planning.
- > Service Desk and Service Delivery Management based upon ITIL Standards.





# Our approach to Managed Services



## Think of our team as your team

You'll have your own Client Manager and Service Delivery Manager, as well as direct access to highly certified engineers for strategic advice on the choice of technologies and approach required to meet your business objectives.

### You'll experience



An Australian-based  
Service Desk Available  
24x7x365



SMS and email  
alerts



Always on  
monitoring



Monthly reports  
and consultations



The ability to resolve  
issues at first point  
of call



A single number to  
call for all issues

### You can customise your services



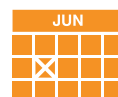
Pick and choose from  
any number of our  
core Managed services



Support coverage  
options: 8am-6pm or  
24 x 7 x 365



Remote only or  
on-site support



Monthly consultations  
with your Brennan IT  
Account Team

### Easy, step-by-step transition

Prior to service commencement, a comprehensive transition management process is initiated to ensure that technological and technical resources are implemented as smoothly as possible. While not the complete list, these activities include:

- Audit and creation of support documentation for your environment
- Service Delivery team training to ensure they understand your business as you do
- Complete stakeholder induction to maximise the working relationship on all sides



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# Case Studies

## 06 Key Client Case Studies – Lush Australia

### The Summary

**Industry** Retail

**Country** Australia and New Zealand

#### Business Challenge

Support Australia and NZ-wide operations and provide robust IT infrastructure for an advanced retail network.

#### Solution

Managed IT Solutions

#### Services

- IT Services & Support, Project Services, Strategy and Procurement

#### Results

- 24/7 support with instant response across Australia & New Zealand
- Robust infrastructure networking linking 37 outlets and 340 staff
- Faster, better sales and stock information retrieved from stores.

When Lush Australia developed the need for comprehensive and dedicated IT support, it looked for a partner with a nationwide presence and instant response capabilities.

Lush Australia makes fresh, handmade cosmetics and is a wholly owned subsidiary of its UK parent company. It employs around 230 staff in Australia and 110 in New Zealand.

As the company underwent rapid growth, IT requirements for their 24 stores in Australia and 13 in New Zealand changed dramatically. Mark Lincoln, Director of Lush Australia, explains that a local IT support provider could no longer provide the interstate and overseas support that Lush required.

“As we started to add stores and upgrade our retail software, we ran into problems. We needed someone who could provide a robust and cost-effective solution. As a retailer, we need a very quick response to any issues that may arise.”

Lush knew it needed to look elsewhere for help. “We needed an IT partner who could meet our needs as a retailer, and help with our rapid growth,” Lincoln says.



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# Case Studies Continued

## The Solution

On recommendation, Lush turned to Brennan IT for assistance. Brennan IT first looked for a communications infrastructure solution to connect Lush's individual stores to their head office.

Brennan IT were able to present Lush with a range of solution options. Lush then evaluated these options, and under Brennan IT guidance, chose the most appropriate solution for their operations. Brennan IT also continued to provide Lush with ongoing managed IT support, as well as assisting with project work and hardware procurement.

This flexible combination of management, support and monitoring services meant that whenever a problem arose in a particular store, Brennan IT was there to provide rapid, on-site support. This is vital in the retail sector, where outages can result in reduced sales and lost revenue.

"If we have a problem in Tasmania, for example, whatever time of day or night - or even on the weekend - Brennan IT can quickly get someone on location to troubleshoot," Lincoln explains.

Lincoln says Brennan IT's support has been critical during Lush's rapid growth. When it first partnered with Brennan IT, Lush had just 12 stores in Australia and 6 in New Zealand. Through careful planning and support, it has managed to double this number seamlessly.

"With on-call support and access to a team of very competent people working on our account, we don't need to have an IT manager or specialist IT staff in house, which is a huge cost saving for our business," Lincoln says.

"Partnering with Brennan IT has saved us time, saved us money, and allowed us to scale with ease," Lincoln says. "Most importantly, we can focus on our core business - retail - without being distracted by any IT issues that we're not specialists in."



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# Case Studies

## 06 Key Client Case Studies – Executive Channel

### The Summary

**Industry** Advertising

**Country** Australia

#### Business Challenge

Maintain and extend IT and operational capabilities while controlling cost

#### Solution

A managed IT support agreement providing ongoing maintenance, monitoring and help desk services for a fixed cost

#### Services

- Managed IT support, voice services and procurement

#### Results

- Reliable IT systems with high levels of performance
- Increased business and budgeting certainty via predictable support costs
- Access to expert advice, specialists skills and knowledge

When Executive Channel wanted more control over its IT spend, it moved to a Managed Services agreement – one delivering comprehensive support services for a fixed and predictable fee.

Executive Channel is Australia's leading Office Media Company offering advertisers the opportunity to reach more than 1.8 million workers through a network of more than 550 screens at premium sites across Australia.

With 14 staff across offices in Sydney and Melbourne, Executive Channel relies on a variety of on-site IT systems to perform its daily operations. "Like any business, we need our IT systems to be dependable and online 24/7," says Justin Kingston, Executive Channel's Commercial and Network Operations Director.

On the IT front, Executive Channel is served by a range of locally-hosted business and office applications, as well as Microsoft Exchange. When its support needs outgrew the capabilities of a small private IT firm, Executive Channel decided to explore another option.



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# Case Studies

## Continued

### The Solution

Executive Channel approached Brennan IT. “We knew about Brennan IT through an existing relationship,” Justin says. “They had the experience and expertise we required, but we also felt that they were big enough to deliver the right service – without being so big that our business wouldn’t matter to them.”

Four years later, Brennan IT now manages almost all aspects of Executive Channel’s IT infrastructure, including the company’s on-site servers, office computers and network, as well as its telephone system, peripherals and procurement.

As part of its service, Brennan IT performs monthly checks and assessments of Executive Channel’s systems and applications. In quarterly catch-ups, Brennan IT’s engineers also make recommendations on new services and upgrades that can assist Executive Channel’s business.

He explains: “Some of our equipment is ageing. With a managed support agreement in place, we know exactly what supporting it is going to cost. While the quality of Brennan IT’s service has made the decision easier, the move is also about price assurance.”

Justin also says that one of the biggest benefits of Brennan IT’s support service is the predictability of costs. “From a business perspective, predictability of price is an important component of our relationship with Brennan IT. With a managed agreement in place, we get our issues resolved without having to worry each time about expense.”



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# Case Studies

## 06 Key Client Case Studies – Enstruct

### The Summary

**Industry** Engineering

**Country** Australia and New Zealand

#### Business Challenge

Free internal resources to support strong business growth

#### Solution

Outsource the management and support of all IT Systems to a single provider

#### Services

- Brennan IT Managed IT Support
- Data Services

#### Results

- 24/7 pro-active, systems-wide support
- Improved business processes through new technologies
- Ability to quickly expand to meet growing business demands

When Enstruct outsourced the support and management of their IT systems, they were able to liberate their existing resources and prepare themselves for growth.

Established in 2000, Enstruct Structural & Civil Engineers have become a sought-after consultant to the property industry, winning engineering commissions on landmark commercial, industrial and residential projects in Australia, New Zealand and overseas.

With their business growing, Enstruct needed to free up more resources. "We'd always managed our IT systems ourselves," says Enstruct Senior Associate Tim Boulton. "But with demand for our services increasing, we decided to concentrate solely on our business and outsource our IT."

Enstruct went to tender. Unfortunately, while the company that won the process successfully rebuilt much of Enstruct's infrastructure, their ongoing support failed to live up to expectations.

"Our provider wasn't forward-looking," says Boulton. "They weren't adequately resolving issues nor preventing them from occurring. It was a situation that wasn't tenable."



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# Case Studies

## Continued

### The Solution

Boulton says that Brennan IT were able to quickly resolve the problems affecting Enstruct's server and desktop systems. Through a Managed IT Support agreement, Brennan IT now serves as the single point-of-call for all Enstruct's IT needs. "Brennan IT have taken complete control of our systems, servers, workstations and network," Boulton says.

As part of the Managed IT Support package, Enstruct has 24/7 access to a centralised Service Desk – something which Boulton says is vital, given the around-the-clock nature of the company's activities. In addition to the Service Desk service, Enstruct also has a dedicated primary technician ready to action their calls.

As well as responding to problems as they arise, Boulton says that Brennan IT actively pre-empt issues before they occur, and also suggest ways in which Enstruct can improve their IT systems to better their business. An essential benefit of the Managed IT Support solution is that it provides a single point of responsibility for the management of the company's IT systems.

"One of the first things Brennan IT did was advise us about how to simplify parts of our server infrastructure," says Boulton. "We like the fact that they've understood our business and work to suggest technologies and systems that can help us."

"For us, this exercise is about freeing up internal resources to focus on the business. That can't happen if there's finger-pointing between providers. Through Managed IT Support, Brennan IT are responsible for the complete management of everything from servers and desktops to network switches," he says.

The speed at which Enstruct can expand its infrastructure has also improved. "With new staff coming on regularly, we can order and have new desktops ready to go in one day," says Boulton.

"It's a small thing but it gives us confidence that we're able to grow our infrastructure at short notice".

He concludes: "We decided to outsource so that we didn't have to have an internal person managing our IT systems and relationships, and with Brennan IT, we don't. Their service absolutely represents value for money.



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