



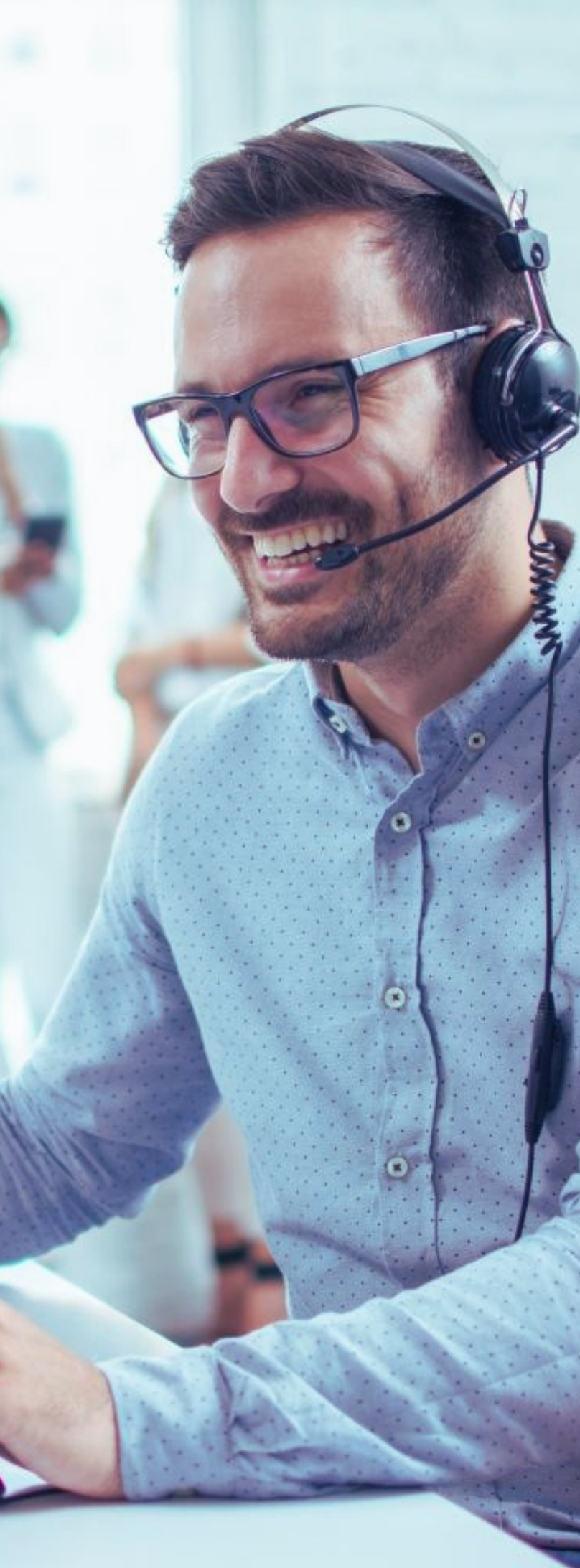
# COMPUTER INNOVATIONS

SOFTWARE • HARDWARE • WEB DESIGN



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# ABOUT US

In 1998, GI Computer Innovations was established to provide IT consulting throughout Melbourne, and our reputation has since grown through recommendations from our customers, enabling us to expand throughout Australia.

We offer IT Support services for every type of business, and we furthermore are available to provide on-site support for our clients.

We pride ourselves on our commitment to complete customer satisfaction. We believe that strong relationships with our clients is the key to our success. We are passionate about what we do, and we take great pride in providing top-notch service to our clients.

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# IT SUPPORT SERVICES

We understand that every business is different, which is the reason why we tailor our solutions based on your needs. Our services range from managed services to system setups, we have you covered for any IT scenario.



## PROGRAM DESCRIPTION

One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our Down to Business Services solution, we can prevent many network failures from ever happening. By combining regular and comprehensive preventative maintenance and robust real-time monitoring of your critical network and desktop devices, we ensure the reliability and stability of your IT assets.

This solution is so effective that our customers see almost immediate results. A regularly maintained network means fewer failures, yielding higher productivity and savings on support costs for you. At the same time, your exposure to security risks is dramatically lessened, and frustration from unstable IT resources almost vanishes. We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.

## THE RESULT

### Increased Productivity

Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.

### Reduced Business Impact from IT Failures

Combining preventative maintenance and remote monitoring means we minimise failures that could impact your business. Your network behaves in a stable and reliable manner.

### Reduced Network Downtime

Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.

# IT SUPPORT SERVICES CONTINUED...



## SERVICES

### Proactive Server

- 24x7 Advanced Performance Monitoring
- Key Application Maintenance
- Microsoft and 3rd Party Patch Management
- Scheduled Preventative Maintenance

### Proactive Network

- Router/Switch Performance Monitoring

### Proactive Support

- Quarterly Network Health Review
- Additional Network, End-user and Network Support Billed at T&M Rates

### Proactive Backup

- Backup Deployment and Configuration
- Backup Performance Monitoring
- Backup Software Updates
- Scheduled Backup Jobs

### Proactive Workstation

- Microsoft and 3rd Party Patch Management
- Scheduled Preventative Maintenance
- Availability Monitoring

### Proactive Security

- Anti-Virus Monitoring and Management
- Anti-Spam Monitoring and Management



# MANAGED SERVICE PROVIDER

Today, approximately 7 out of 10 end-user organisations contract with a Managed Service Provider (MSP) for some or all of their technology needs, according to a survey report published by CompTIA. The CompTIA study found that 46% of the current users of MSPs have reduced their annual IT expenditures by 25% or more as a result of their shift to managed services, with 13% experiencing 50% or more in IT savings. These savings and other business benefits have driven 62% of the current users of MSPs to plan to increase the proportion of their IT operations managed by MSPs over the next two years.

## MSP PACKAGES



**Essential MSP**



**Proactive Support**



**Fully Managed**



# ESSENTIAL

GICI is an integral part of your business infrastructure, protecting your IT investment by delivering a cost-effective solution for addressing your business's IT requirements. With GICI, you benefit by being able to focus more attention on running your business. When using GICI, customers enjoy added benefits like increased productivity and a reduced amount of time spent on their IT issues.



## WHY SMBS ARE ADOPTING MANAGED SERVICES?

Today, more than half of the world's top companies contract with MSPs for some or all of their technology needs. Forty-six percent of the current users of MSPs have reduced their annual IT expenditures by 25% or more as a result of their shift to managed services. Seventeen percent of them have experienced 50% or more savings in IT spending thanks to an MSP.

## BENEFITS OF ESSENTIAL

### Health Report

Receive a quarterly report on the health of your technology, including Network Health, Warranty and Lifecycle Management reports.

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Receive a quarterly report on the health of your technology, including Network Health, Warranty and Lifecycle Management reports.

### Health Dashboard

Get a real-time view into the status of your business's IT with our enterprise-class monitoring and management solution.

### Avoid IT Emergencies

Our Network Operations Centre will help resolve issues before they impact your business.

### Save Monday

Reports can assist your plan to have the most cost-effective and efficient IT solutions.

### Improve Productivity

Give your employees and customers an improved user experience on your network.

# PROACTIVE

One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our Down to Business Services solution, we can prevent many network failures from ever happening. By combining regular and comprehensive preventative maintenance and robust real-time monitoring of your critical network and desktop devices, we ensure the reliability and stability of your IT assets.



This solution is so effective that our customers see almost immediate results. A regularly maintained network means fewer failures, yielding higher productivity and savings on support costs for you. At the same time, your exposure to security risks is dramatically lessened, and frustration from unstable IT resources almost vanishes. We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.

## THE RESULT

### **Increased Productivity**

Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.

### **Reduced Network Downtime**

Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.

### **Reduced Business Impact from IT Failures**

Combining preventative maintenance and remote monitoring means we minimise failures that could impact your business. Your network behaves in a stable and reliable manner.



# PROACTIVE CONTINUED...



## PROGRAM FEATURES

### **24x7 Advanced Performance**

Monitoring ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.

### **Security Management**

Uses properly designed and implemented Anti-Virus and Anti-Spam solutions to keep your business protected.

### **Network Operations Center**

Our NOC team is available to assist with all your support needs, delivering support remotely and actively monitoring your systems for critical failure.

### **Scheduled Preventative Maintenance**

ensures that your servers, PCs and other vital network devices function optimally. This improves reliability and security.

### **Patch Management**

ensures all of your Windows servers and PCs have the most up-to-date security and system patches, helping to optimise performance and minimise security risk.

### **Quarterly Network Health Review**

Dedicates time to review reports and issues that are important to the ongoing performance of your network. We translate technology into business terms for you.

## SERVICES

### **Proactive Server**

- 24x7 Advanced Performance Monitoring
- Key Application Maintenance
- Microsoft and 3rd Party Patch Management
- Scheduled Preventative Maintenance

### **Proactive Backup**

- Backup Deployment and Configuration
- Backup Performance Monitoring
- Backup Software Updates
- Scheduled Backup Jobs

### **Proactive Network**

- Router/Switch Performance Monitoring
- Proactive Workstation
- Microsoft and 3rd Party Patch Management
  - Scheduled Preventative Maintenance
  - Availability Monitoring

### **Proactive Support**

- Quarterly Network Health Review
- Additional Network, End-user and Network Support Billed at T&M Rates

### **Proactive Security**

- Anti-Virus Monitoring and Management
- Anti-Spam Monitoring and Management



# PROACTIVE CONTINUED...

| ProActive Managed Service | Monthly/Hourly Cost Excl GST  | Notes/What's Included  |
|---------------------------|---|--|
| Managed Server            | \$150.00 per server per month   | <ul style="list-style-type: none"> <li>• Advanced Performance Monitoring</li> <li>• Key Application Maintenance</li> <li>• Scheduled Preventative Maintenance</li> <li>• License &amp; Asset Management</li> <li>• Managed Anti-Virus</li> <li>• Additional Support Billed at T&amp;M Rates</li> </ul>   |
| Managed Workstation       | \$40.00 per device/workstation per month  | <ul style="list-style-type: none"> <li>• Quarterly network Health Review</li> <li>• Firewall Management &amp; Maintenance</li> <li>• Router Monitoring</li> <li>• Switch Monitoring</li> <li>• Additional Support Billed at T&amp;M Rates</li> <li>• Availability Monitoring</li> <li>• OS &amp; 3rd Party Patch Management</li> <li>• Scheduled Preventative Maintenance</li> <li>• Managed Anti-Virus</li> </ul>   |
| Managed Backup            | <p>\$150.00 Per server (VM) per month + \$0.75 per GB</p> <p>\$120.00 per workstation per month + \$0.75 per GB</p> | <p>Storage Craft – Shadow Protect backup encrypted systems is our MSP Backup solution.<br/> <a href="https://www.storagecraft.com/au/products/shadowprotect">https://www.storagecraft.com/au/products/shadowprotect</a></p> <p>Daily images of each allocated Server VM and/or workstation are stored locally, externally in our data centre at Server Australia and on our own physical hardware:<br/> <a href="https://www.serversaustralia.com.au/">https://www.serversaustralia.com.au/</a></p> <p>and also encrypted and replicated in our head office for maximum retention and security.</p> <p>Our managed Backup includes monitoring and reporting to our support staff who review backups daily (Business days only)</p> |

Pricing is subject to change. See [www.gici.com.au](http://www.gici.com.au) for up-to-date pricing information.

# PROACTIVE CONTINUED...

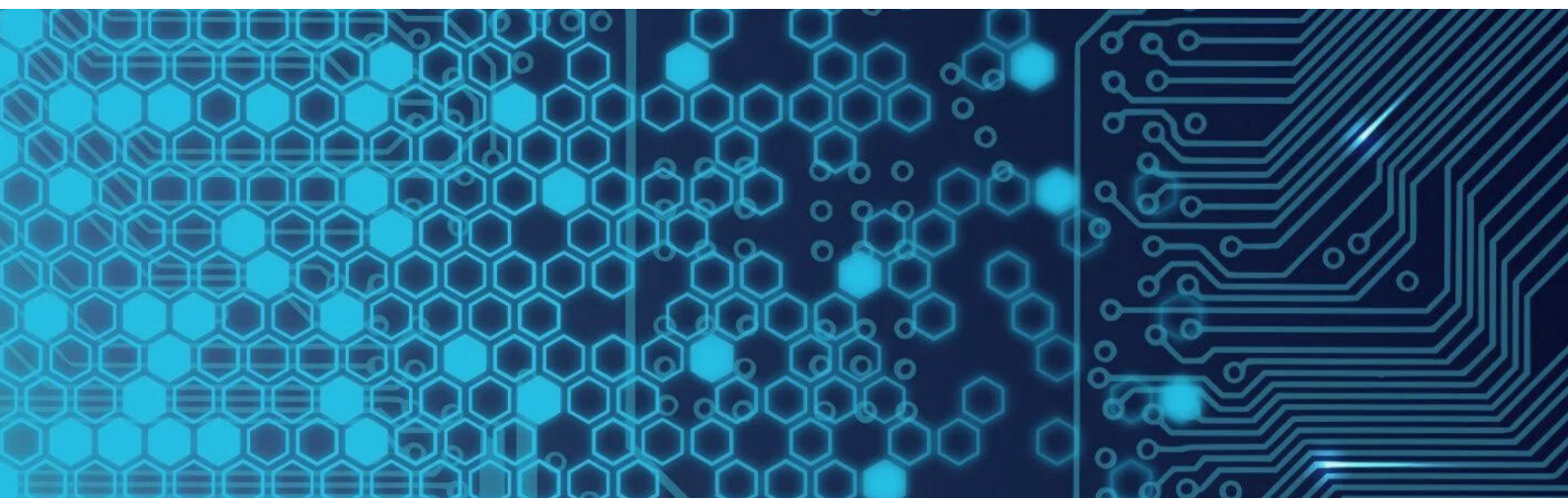
| ProActive Managed Service | Monthly/Hourly Cost Excl GST          | Notes/What's Included   |
|---------------------------|---------------------------------------|---|
| Microsoft 365 Backup      | \$160.00 Per month for up to 25 users | Veeam <a href="https://www.veeam.com/">https://www.veeam.com/</a> is our Microsoft Office 365 backups which includes email, Microsoft OneDrive, Microsoft SharePoint and Microsoft Online Office documents. These are stored locally, externally in our data centre at Server Australia and on our own physical hardware <a href="https://www.serversaustralia.com.au">https://www.serversaustralia.com.au</a> and also encrypted and replicated in our head office for maximum retention and security. |
| Help Desk Support         | \$165.00 + GST per hour               | <p>Additional Support Billed at T&amp;M Rates</p> <p>Out current rate as of June 2022 is \$165.00 Per hour for additional help desk support. The ProActive services looks after the health of your IT infrastructure, additional help desk support and callouts are billed separately.</p>  |

Pricing is subject to change. See [www.gici.com.au](http://www.gici.com.au) for up-to-date pricing information.



# FULLY MANAGED

Total IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal MIS department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimising their occurrence, and any unforeseen issues are dealt with as a top priority. All aspects of your network are covered: security, data protection applications and hardware.



When you outsource the management of your important IT resources to us, we look upon this as a partnership. Our comprehensive approach means we are your IT department. By optimising your network's performance, it will work at peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Security, networking, data protection and user support – we handle it all for a single, predictable price.

# FULLY MANAGED

CONTINUED...



## SERVICES

### Managed Server

- 24x7 Advanced Performance Monitoring
- Server Configuration Management
- Key Application Maintenance
- Microsoft and 3rd Party Patch Management
- Real Time Server Optimisation
- Scheduled Preventative Maintenance

### Managed Security

- Anti-Virus Monitoring and Management
- Anti-Spam Monitoring and Management
- Regular Vulnerability Scan and Report

### Managed Workstation

- 24x7 Advanced Performance Monitoring
- Workstation Configuration Management
- Microsoft and 3rd Party Patch Management
- Real Time Workstation Optimisation
- Scheduled Preventative Maintenance

### Managed Network

- Firewall Management and Maintenance
- Router and Switch Performance Monitoring

### Managed Backup

- Backup Deployment and Configuration
- Backup Performance Monitoring
- Backup Software Updates
- Scheduled Backup Jobs
- Data Centre Replication and Disaster Recovery Planning

### Managed Support

- Monthly Network Health Review
- Unlimited Network, End-user and Network Support



# FULLY MANAGED CONTINUED...

| Fully Managed Service | Monthly/Hourly Cost Excl GST              | Notes/What's Included   |
|-----------------------|---|---|
| Managed Server        | \$275.00 per server per month             | <ul style="list-style-type: none"> <li>• Advanced Performance Monitoring</li> <li>• Configuration Management</li> <li>• Key Application Maintenance</li> <li>• OS &amp; 3rd Party Patch Management</li> <li>• Real Time Server Optimisation</li> <li>• Scheduled Preventative Maintenance</li> <li>• License &amp; Asset Management</li> <li>• Managed Anti-Virus</li> <li>• Managed Audit</li> <li>• Unlimited Remote &amp; Onsite support</li> </ul>  |
| Managed Workstation   | \$100.00 per device/workstation per month | <ul style="list-style-type: none"> <li>• Firewall Management &amp; Maintenance</li> <li>• Router Monitoring</li> <li>• Switch Monitoring</li> <li>• Monthly Network Health Review</li> <li>• Advanced Performance Monitoring</li> <li>• Configuration Management &amp; Enforcement</li> <li>• OS &amp; 3rd Party Patch Management</li> <li>• Real Time Workstation Optimisation</li> <li>• Scheduled Preventative Maintenance</li> <li>• Managed Anti-Virus</li> <li>• Unlimited Remote &amp; Onsite support</li> </ul> |

Pricing is subject to change. See [www.gici.com.au](http://www.gici.com.au) for up-to-date pricing information.

# FULLY MANAGED CONTINUED...

| Fully Managed Service | Monthly/Hourly Cost Excl GST  | Notes/What's Included  |
|-----------------------|---|--|
| Managed Backup        | <p>\$150.00 Per server (VM) per month + \$0.75 per GB</p> <p>\$120.00 per workstation per month + \$0.75 per GB</p> | <p>Storage Craft – Shadow Protect backup encrypted systems is our MSP Backup solution.<br/> <a href="https://www.storagecraft.com/au/products/shadowprotect">https://www.storagecraft.com/au/products/shadowprotect</a></p> <p>Daily images of each allocated Server VM and/or workstation are stored locally, externally in our data centre at Server Australia and on our own physical hardware:<br/> <a href="https://www.serversaustralia.com.au/">https://www.serversaustralia.com.au/</a></p> <p>and also encrypted and replicated in our head office for maximum retention and security.</p> <p>Our managed Backup includes monitoring and reporting to our support staff who review backups daily (Business days only)</p> |
| Microsoft 365 Backup  | \$160.00 Per month for up to 25 users   | <p>Veeam <a href="https://www.veeam.com/">https://www.veeam.com/</a> is our Microsoft Office 365 backups which includes email, Microsoft OneDrive, Microsoft SharePoint and Microsoft Online Office documents. These are stored locally, externally in our data centre at Server Australia and on our own physical hardware <a href="https://www.serversaustralia.com.au">https://www.serversaustralia.com.au</a> and also encrypted and replicated in our head office for maximum retention and security.</p>   |

\*\*\* Microsoft Pricing is subject to change with little notice. GI Computer Innovations resells the Microsoft 365 subscriptions for MSP clients at no additional charges. We are also happy to manage your current subscriptions if the Microsoft billing is preferred to be kept internally.

Pricing is subject to change. See [www.gici.com.au](http://www.gici.com.au) for up-to-date pricing information.



# MICROSOFT SHAREPOINT MIGRATION

| Project Details                             | Estimated Costs   | Notes  |
|---|---|--|
| Microsoft SharePoint Licence                | <p>Microsoft Office Business Basic – \$8.20 per user per month.</p> <p>Microsoft Office Business Standard – \$17.20 per user per month.</p> <p>Microsoft Office Premium – \$30.30 per user per month.</p> | <p>Full information on the Microsoft Licencing for SharePoint can be found at the following location.</p> <p><a href="https://www.microsoft.com/en-au/microsoft-365/business/compare-all-microsoft-365-business-products-b?&amp;ef_id=CjwKCAjwnZaVBhA6EiwaVVyv9KmW3QwB-mJeuBTHP6Q7bWN_DrumDkvachuTaaCXAKIPcNikVHK4zhoCI-oQAvD_BwE:G:s&amp;OCID=AID2200004_SEM_CjwKCAjwnZaVBhA6EiwaVVyv9KmW3QwB-mJeuBTHP6Q7bWN_DrumDkvachuTaaCXAKIPcNikVHK4zhoCI-oQAvD_BwE:G:s&amp;Inkd=Google_O365SMB_Brand&amp;gclid=CjwKCAjwnZaVBhA6EiwaVVyv9KmW3QwB-mJeuBTHP6Q7bWN_DrumDkvachuTaaCXAKIPcNikVHK4zhoCI-oQAvD_BwE#">https://www.microsoft.com/en-au/microsoft-365/business/compare-all-microsoft-365-business-products-b?&amp;ef_id=CjwKCAjwnZaVBhA6EiwaVVyv9KmW3QwB-mJeuBTHP6Q7bWN_DrumDkvachuTaaCXAKIPcNikVHK4zhoCI-oQAvD_BwE:G:s&amp;OCID=AID2200004_SEM_CjwKCAjwnZaVBhA6EiwaVVyv9KmW3QwB-mJeuBTHP6Q7bWN_DrumDkvachuTaaCXAKIPcNikVHK4zhoCI-oQAvD_BwE:G:s&amp;Inkd=Google_O365SMB_Brand&amp;gclid=CjwKCAjwnZaVBhA6EiwaVVyv9KmW3QwB-mJeuBTHP6Q7bWN_DrumDkvachuTaaCXAKIPcNikVHK4zhoCI-oQAvD_BwE#</a></p> <p>The SharePoint Subscription comes with the following licences;</p> <p>Microsoft Office Business Basic<br/>Microsoft Office Business Standard<br/>Microsoft Office Business Premium</p> <p>If the Microsoft Office SharePoint server is not hosted locally then we will need to make sure each user has one of these subscriptions. (This is subject to what services you current servers already provide. If these are internal then there will be no extra expenses for SharePoint)</p> |
| Migrate Server/OneDrive Files to SharePoint | \$599.00 + GST  | <p>The migration to Microsoft SharePoint time requirements is dependent on the following items that can extend or reduce the migration time.</p> <ul style="list-style-type: none"> <li>• Amount of data to be migrated</li> <li>• Apple/PC files and long file/folder extension names</li> <li>• User accounts and security permissions on selected files folders</li> <li>• Accessibility and after-hours migration costs (If required)</li> </ul> <p>The \$599.00 estimate will be reviewed upon further analysis after access to your infrastructure.</p>  |

Pricing is subject to change. See [www.gici.com.au](http://www.gici.com.au) for up-to-date pricing information.

# AFTER HOURS SUPPORT



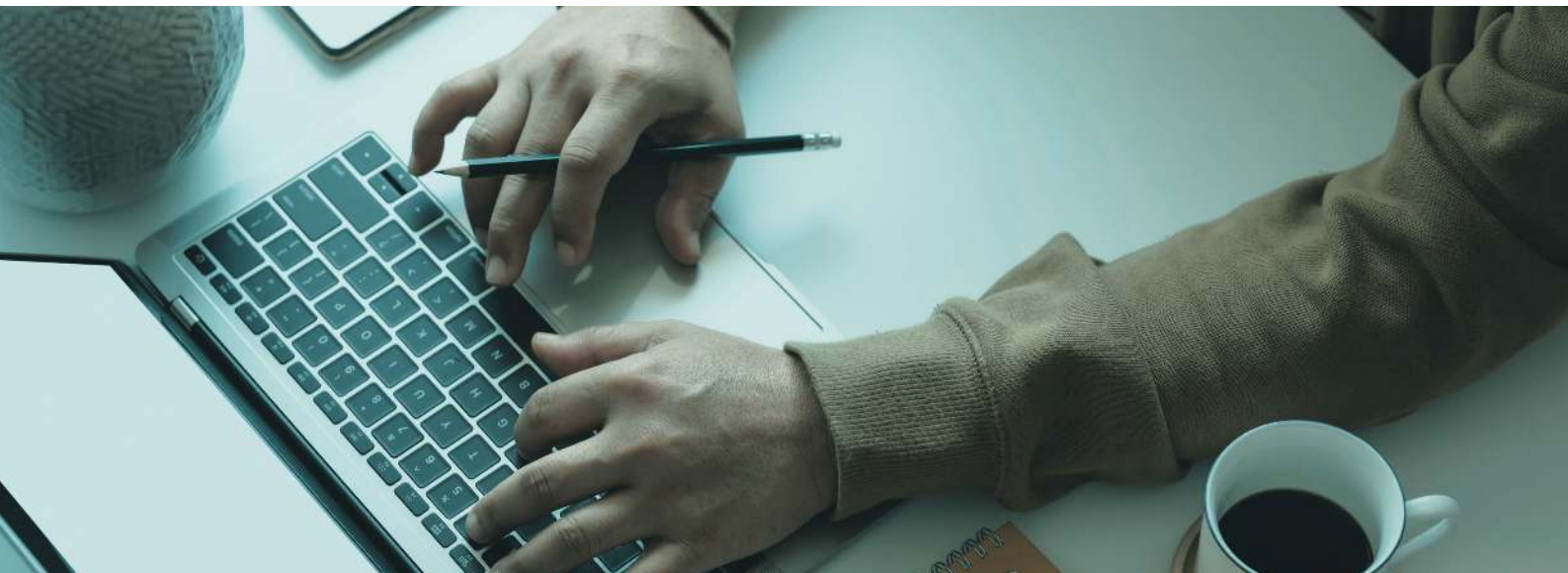
| Time Of Service   | Rates                                    |
|---|--|
| <b>Business Hours</b><br>Monday - Friday, 8:00am - 6:00pm                                 | Onsite: \$165/hour<br>Remote: \$165/hour |
| <b>After Hours</b><br>Monday - Friday, 6:00pm - 11:00pm<br>Saturday, 9:00am - 5:00pm      | Onsite: \$220/hour<br>Remote: \$220/hour |
| <b>Overnight</b><br>Monday - Friday, 11:00pm - 8:00am<br>Saturday, 5:00pm - Monday 8:00am | Onsite: \$275/hour<br>Remote: \$200/hour |
| <b>Public Holidays (as outlined)</b>  | Onsite: \$275/hour<br>Remote: \$200/hour |

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# MSP PACKAGES

| Essential  | Proactive  | Fully Managed  |
|--|--|--|
| <b>Essential IT Support – \$50 per site</b> <ul style="list-style-type: none"> <li>Light Monitoring</li> <li>Asset, Software and Hardware Reporting</li> <li>Remote Control</li> </ul>               | <b>Server – \$150</b> <ul style="list-style-type: none"> <li>Advanced Performance Monitoring</li> <li>Key Application Maintenance</li> <li>Scheduled Preventative Maintenance</li> <li>License &amp; Asset Management</li> <li>Managed Anti-Virus</li> <li>Monitored Backup</li> <li>Additional Support Billed at T&amp;M Rates</li> </ul> | <b>Server – \$275</b> <ul style="list-style-type: none"> <li>Advanced Performance Monitoring</li> <li>Configuration Management</li> <li>Key Application Maintenance</li> <li>OS &amp; 3rd Party Patch Management</li> <li>Real Time Server Optimisation</li> <li>Scheduled Preventative Maintenance</li> <li>License &amp; Asset Management</li> <li>Managed Anti-Virus</li> <li>Monitored Backup</li> <li>Managed Audit</li> <li>Unlimited Remote &amp; Onsite support</li> </ul> |
| <b>Managed Anti-Virus – \$5/device</b> <ul style="list-style-type: none"> <li>Integrated AV deployment</li> <li>AV Updates</li> <li>Threat and Status Reporting</li> </ul>                           | <b>Network – \$40</b> <ul style="list-style-type: none"> <li>Quarterly network Health Review</li> <li>Firewall Management &amp; Maintenance</li> <li>Router Monitoring</li> <li>Switch Monitoring</li> <li>Additional Support Billed at T&amp;M Rates</li> </ul>   | <b>Network – \$100</b> <ul style="list-style-type: none"> <li>Firewall Management &amp; Maintenance</li> <li>Router Monitoring</li> <li>Switch Monitoring</li> <li>Unlimited Remote &amp; Onsite support</li> <li>Monthly Network Health Review</li> </ul>   |
| <b>Managed Patch – \$5/device</b> <ul style="list-style-type: none"> <li>Windows Patch Management</li> <li>3rd Party Patch Management</li> <li>Patch Reporting</li> </ul>                            | <b>Workstation – \$40</b> <ul style="list-style-type: none"> <li>Availability Monitoring</li> <li>OS &amp; 3rd Party Patch Management</li> <li>Scheduled Preventative Maintenance</li> <li>Managed Anti-Virus</li> </ul>   | <b>Workstation – \$100</b> <ul style="list-style-type: none"> <li>Advanced Performance Monitoring</li> <li>Configuration Management &amp; Enforcement</li> <li>OS &amp; 3rd Party Patch Management</li> <li>Real Time Workstation Optimisation</li> <li>Scheduled Preventative Maintenance</li> <li>Managed Anti-Virus</li> </ul>  |
| <b>Managed Backup – \$150/server</b> <ul style="list-style-type: none"> <li>Integrated Backup Deployment</li> <li>Backup Management and Monitoring</li> <li>Capacity and Status Reporting</li> </ul> | <b>Proactive Options</b> <ul style="list-style-type: none"> <li>Hosted Backup – \$150 + \$0.75/GB</li> <li>Managed Mobile – \$10/device</li> <li>Capacity/Status Reporting</li> </ul>  | <b>Proactive Options</b> <ul style="list-style-type: none"> <li>Hosted Backup – \$150 + \$0.75/GB</li> <li>Managed Mobile – \$10/device</li> </ul>   |
| <b>Hosted Backup – \$150 + \$0.75/GB</b> <ul style="list-style-type: none"> <li>Offsite storage to a secure Data Centre</li> </ul>   |  |  |
| <b>Managed Mobile – \$10/device</b> <ul style="list-style-type: none"> <li>Mobile management, support and reporting</li> </ul>   |  |  |

Pricing is subject to change. See [www.gici.com.au](http://www.gici.com.au) for up-to-date pricing information.





# GET IN TOUCH



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