



Fast TekS Managed Services

FAST TEKS provides integrated solutions to accelerate the performance of organisations across the Australia.

We apply technology expertise to solve real business challenges and we create secure, reliable and green IT environments. Our solutions are built using the most innovative products on the market.

AS PART OF OUR FULL SERVICE GUIDE.

MANAGED SERVICE

For further information call on 1300 FASTTEKS

The Benefits

Raising the standard

An improvement in all areas of IT will be achieved as the time consuming routine elements are proactively managed freeing up your IT resource. Every user will be fully supported with quicker resolution of issues and every member of the IT staff will make a greater contribution to the business while you get access to the best technology and IT experts.

Cost control

A managed service provides a fixed price for the routine elements of the infrastructure, with no unexpected labour costs, whilst the highly qualified staff and technology you have access to improves your IT capabilities.

Greater reliability

The uncertainty around IT is removed and users will operate in a more reliable environment where problems are resolved before they have any impact on the day-to-day operations

IT intelligence

Working with many different technologies, FASTTEKS brings a wealth of intelligence and breadth of knowledge which clients can tap into to help them make changes in the business. We can provide real and practical advice to help the IT department to create the best IT infrastructure – raising the standard of IT for everyone.



A significant percentage of IT resource time is spent managing and supporting the basic infrastructure requirements of the business. This ignites the fire-fighting scenario leaving very little time to focus on the IT strategy that the business really needs.

FASTTEKS offer a full range of IT outsourcing services that brings cost and performance benefits to the business. FASTTEKS offer highly motivated technical consultants, years of experience, and we use innovative monitoring and management technologies that have taken many years to perfect.

“FASTTEKS answered 97% of calls from our IT support customers inside the service level agreement”

FAST TEKS OFFERS A FULL RANGE OF MANAGED SERVICES

Network Management

Having an IT network operating at maximum efficiency all day, every day has now become a necessity. Network management can be complex, labour intensive and costly to your business. Through out tasking you will gain cost effective network management that will:

- Ensure high availability.
- Manage bandwidth issues.
- Monitor systems.
- Network design.
- Network disaster recovery.
- Scalability – having a network that grows with your business.
- Network upgrades.
- Keep firewall, anti-virus and spam filters up to date.
- Provide a centrally managed and integrated network infrastructure.

Server Management

Virtually all the critical functions of your business rely on the performance of your servers. Downtime can have incredible costs to your business and therefore secure and reliable server management is becoming vital. FAST TEKS will ensure your servers are running smoothly and efficiently, you will gain:

- Years of experience managing complex server environments making sure the systems are performing at their optimum.
- Round the clock support from a dedicated support team.
- FAST TEKS use advanced management tools that are able to track and monitor server components and ensure reliability.
- We use software agents to monitor the health of your servers including the performance of your operating systems, process, services and embracing service.
- Real time information diagnoses and prevents problems before they disrupt users.
- Maximum utilisation of both hardware and human IT assets to reduce costs.
- Management of time consuming systems and infrastructure, freeing up IT staff's time.
- Proactively managed IT systems resulting in no disruptions to your daily operations.

Desktop Management

As more and more people in your organisation rely on IT systems to do their jobs, effective desktop support becomes a critical issue. Managing and maintaining control of them is a time-consuming challenge for most IT managers and an in house Helpdesk operation is normally fraught with potential problems.

If you have ever experienced problems with your IT systems you will understand how frustrating this can be, work can literally come to a stand still until the problem is solved

- Protection against security threats such as viruses.
- Protection against data loss and the cost of downtime.
- Software upgrades are applied regularly to keep the IT infrastructure up to date.
- Helpdesk to quickly diagnose and resolve problems.
- Monitoring to identify problems before they become an issue to your users.
- Sophisticated management tools so that we can see the condition of your network and hardware instantly.
- Saved time, cost and tempers.

Security Management

IT Security and compliance is becoming more and more critical for businesses by the day. Unfortunately there are very real threats to any vulnerable organisation that has not protected itself fully: from Network breaches, malicious content, viruses, malware, spyware, SPAM to mobile workers and secure access and access control. FAST TEKS can help with:

- Security Management solution that gives 360° protection.
- Single source for proactive IT and internet security.
- Proactively managed to get to problems before they disrupt business.
- Security infrastructure tailored to meet exact business needs.
- From basic single site remote access to complex multi site periFast Tekser security



FAST TEKS : SERVICES

TELEPHONE: 1300 FAST TEKS

Strategic Priorities

IT Risk Management

Lower costs, maximise IT performance and reduce IT risk (Availability, performance and security)

Data Centre Transformation

Drive business value and innovation through transforming the data centre. Reduce IT complexity and improve operational efficiency.

Raising the standard of IT

Use IT as an enabler to better serve customers and improve performance. Gain competitive advantage; improve efficiencies through innovation, intelligence and quality.

IT Governance

Align IT with business objectives which will lower risk with effective processes in corporate policy, regulatory compliance and improve service delivery.

Managed Service

Benefits FAST TEKS offer

- Improved IT intelligence
- More cost effective
- Great reliability and less risk
- Raising the standard – focus on your core business
- Competitive advantage

Network Management

How FAST TEKS can help

- Have your network at 100% efficiency
- Guaranteed high availability
- Monitor, design, or upgrade systems
- Ensure network is secure and protected
- Centrally managed and integrated

Server Management

How FAST TEKS can help

- Round the clock support
- Maximum utilisation and reduced costs
- Make sure your systems are performing at their optimum
- Increased reliability and security
- Proactively monitored and managed

Desktop Management

How FAST TEKS can help

- Manage and support your users
- Protection against security threats
- Helpdesk to quickly diagnose and resolve problems
- Save time and money
- Gives employees peace of mind

Security Management

How FAST TEKS can help

- Full support and technical expertise
- 360° protection and peace of mind
- Security infrastructure tailored to meet your exact business needs
- Best of breed security led solutions

IT Security

Benefits FAST TEKS offer

- Best fit solution for your business needs
- Protection from internal and external threats
- Increased security and reliability
- Have a safe IT environment

Anti-Virus and Firewall

How FAST TEKS can help

- Eliminate threats, protect your network
- Impartial advice on what you need
- Skilled, trained experts with experience
- Significantly reduce threat and have the protection your business needs

Email and Web Filter

How FAST TEKS can help

- Save time and money
- Increase employee productivity
- Prevent access to contentious sites
- Safeguard your email system
- Protection against SPAM

Desktop Security

How FAST TEKS can help

- Be prepared for the internal threat
- Have a secure, reliable and productive computer environment
- Does not allow your employees to delete and change critical applications or to download unsuitable material



Infrastructure

Benefits FAST TEKS offer

- Cost and productivity efficiencies
- Allows you to focus on the core business
- Have the stable IT environment needed
- Efficient, scalable and green
- Reliable, secure and resilient

Network and Server Management

How FAST TEKS can help:

- Take away time consuming tasks and allows your IT staff to be strategic
- Ensures the IT environment is reliable, efficient and resilient
- Support from the very best IT experts Integrated with high availability

Virtualisation

How FAST TEKS can help

- Lower costs and better utilisation
- A more manageable IT environment
- Improved business continuity
- More agile and flexible IT
- Reduced physical infrastructure and improved server to admin ratio

Wireless

How FAST TEKS can help

- Improve mobility
- Easier and cost effective
- Scalable for future growth
- Secure and protected
- Access to systems and information from home

Communication

Benefits FAST TEKS offer

- Communication experts
- Allows integrated communication infrastructure
- More efficiency and cost savings
- Secure communication environment
- Take advantage of new technologies

Email

How FAST TEKS can help

- Speed, cost and versatility benefits
- Have the reliable email system most organisations are dependent on
- Safeguard your email system
- Storage, compliance, security, archiving and backup solutions

Mobile Workers

How FAST TEKS can help

- Communicate anywhere, anytime
- Take advantage of emerging technology
- Allow mobile working to become a viable option
- Make sure you have the security and protection required

Convergence

How FAST TEKS can help

- Facilitate collaboration and flexibility
- Communication efficiency and speed
- Support a mobile workforce
- Real-time: anytime, anywhere
- Enhance the customer experience and your competitiveness

Remote Site Connectivity

How FAST TEKS can help

- Allows remote and mobile workers
- Efficient and effective communication
- Secure and cost effective links
- Experience delivering VPN technology
- High ROI

Business Continuity

Benefits FAST TEKS offer

- Be prepared for the unexpected
- Minimal disruptions and costs
- Experts that will advise you on the solutions that best fit your requirements
- Protected from emergencies

Disaster Recovery

How FAST TEKS can help

- Return to normal operations quickly
- Qualified recovery engineers ready to test and recover systems
- Lower lost revenues/productivity, reduced recovery costs
- Full onsite test available

Backup

How FAST TEKS can help

- Have company data safe
- Zero data loss and zero downtime
- Minimises your capacity requirements
- Higher ROI for your company
- Fully managed by specialists, frees up your IT resource

Archiving and always on email

How FAST TEKS can help

- Have access to your old archived emails
- Tamper proof and searchable
- Be legal and compliant
- Have email access in emergencies
- Have a more productive and agile business



Industries:

We have an enviable portfolio of high profile companies operating throughout the Australia . Furthermore, we are continually strengthening our presence in most vertical sectors including:

- Education
- Social Housing
- Construction
- Finance & Insurance
- Charity
- Retail
- Property
- Leisure and Media

What our customers say:

"As a hospice our focus is on our patients, FASTTEKS have took away any worry about our IT infrastructure and allowed us concentrate on our service. They proactively manage and support us which gives us peace of mind that we have the IT in place to meet our demands".

Simon Jackson

"We are committed to using technology to help deliver the highest level of support to customers of every size. We are confident that FASTTEKS has the expertise to ensure that our IT network has the resilience and availability to deliver this support and minimise downtime".

Steve Harvey

"FASTTEKS is a trusted partner that acts as a virtual extension to our own IT department and we have high levels of confidence in their ability to deliver an effective solution, whatever we throw at them".

Tim Allen

Contact FAST TEKS:

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