

Website Creation Project

1. General Details:

Name:	BAMITS Pty. Ltd.
Business Location:	Victoria, Australia
Domain Details:	http://www.bamits.com.au
Relationships:	
● Other sites	N/A
● Contact #s	Office:
● Email	Address: User: Password:

2. Project Overview

Scopus Consulting Pty. Ltd has been contracted to outsource the development of a website for **BAMITS Pty. Ltd.** who is a provider of Information Technology solutions and who are based in regional Victoria in Australia.

We require a site design that is 100% compatible with WordPress and can be uploaded to a domain with little complications. This site design needs to be uploaded onto a Content Management System (CMS) that has WordPress installed and must be easy to edit and maintain so that our client can make adjustments to their site in the future.

Although we are very open to the unique ideas of the website creator, we have also spent some time with our client in determining what style of website they would like. We have added as much of the website content as we can to this document (please see detail below) in the hope that this will make things a lot easier for any potential website creator.

Please feel free to follow these guidelines (as specified below) or feel free to add your own ideas and concepts also.

About BAMITS(the company who's website you are designing):

BAMITS provides quality Information Technology support and solutions services for businesses throughout Victoria, Australia. BAMITS prides ourselves on their professional approach to service delivery and in their no-nonsense approach to meeting client's I.T business needs

3. Target Audience / Target Market:

The target audience for this website will be Medium to Large businesses (of all descriptions) who require premium I.T solutions designed to assist with managing all their current and future I.T platforms.

4. Websites that can be used as a model:

Below is a link to a website that the client likes as a generalised template. Please feel free to look over this site to receive an understanding on what “style” the client likes but please also ensure that any design work does not infringe on any form of copy write restrictions.

<http://www.itconsultants.com.au/>

<http://bamits.lukeroberts.com.au>

PLEASE NOTE: *The link to the above website was a test model of a previous design. Although the layout is not exactly what the client wanted, it can be used as a reference point for ideas such as icon use, statements and general layout. Please be creative when referring to this site as it is only intended as a guide and should only be used for ideas relating to content and not the overall design of the site itself. We have provided this link for information ONLY and do not want it to stifle any form of creativity.*

We have also added a section to this document (Please see Section 15 - statements and other items that can be used on the site) that relays these concept points for general concept design purposes.

Please do not feel like you need to copy these icons or statements in order to make an impression. Please use your own creativity to achieve the desired effect!


5. General features:

BAMITS has expressed interest in the following types of features and would like to incorporate these designs if possible:

- The template theme should follow the colours and design of the company's corporate colours and their current advertising documents (please see uploaded documents such as Brochures and Business cards to establish this theme)
- Home page has sliding images (in a picture banner or picture box with several images)
- The home page should incorporate a link box that provides easy access to some support links. Here is an example of the link box

Support Links

- 🔧 Log Service Call
- ☎ 1300 134 166
- 💻 Windows Support
- 🍏 Apple Support

- The images in the slider box have statements next to them (i.e. text statements that correspond to the image —for example “We succeed, when you succeed. Our business is simple, provide you the best solutions and support possible to achieve your goals”. Placed next to an image that corresponds to “Service”)
- The use of icons to display their main categories (i.e. an icon image that represents service that can be used as a button —for example:  this icon could represent service and can be placed somewhere on the homepage as a navigation tool or link.
- All pages to follow the same theme and design (template layout to be the same for all pages)
- Must have the BAMITS logo on the home page
- Would like an image to be assigned to each of the main pages (but not necessary for subpages) —i.e. have an image that represents each individual main page, for example: one of the main pages for BAMITS will be their services page. So an image should be used on this main page that corresponds in some way to “services”. However, they will have some subpages (such as managed services) for which it is not necessary to have an images unless the creator thinks it’s best to include them.

6. Main Pages:

Below is a list of the main pages to be used on the site

- Home
- About Us
- Why BAMITS?
- Services
- Solutions
- Technologies
- Contact Us

The client considers the main ‘Service’ streams of their business to be: Services, Solutions and Technologies. So these areas are the ones that will “make the sale” for the client and therefore are the main focus of their ‘sales component’ of the business.

7. Possible ‘Subpages’:

Considering the main pages in the above section, the client believes that the following ‘subpages’ may be useful. This is not necessary of course, but serves as a guide for how their ‘service’ and other pages may break down.

Home Page (main page):

- N/A

About Us (main page):

- Our History
- Us Now
- Our Team
- Testimonials
- Our Clients

Why BAMITS? (main page)

- What makes us different

Services (main page):

- Managed Services
- Support Services
- Consultancy Services
- Hosted Services

Solutions (main page):

- Virtualisation solutions
- Remote solutions
- Thin Client solutions
- Recovery solutions

Technologies (main page):

- N/A

Contact Us (main page):





- N/A

8. Home' Page (Copy write information & web site content):

NOTES:

1. Please refer to the model site mentioned in Section 4 of this document for inspiration on the template design
2. The client would like sliding images with text captions attached to each image
3. The client would prefer the use of some icons for their main services
4. The client would like easy navigation throughout this template
5. The home page should incorporate a link box that provides easy access to some support links. Here is an example of the link box

Support Links

-  Log Service Call
-  1300 134 166
-  Windows Support
-  Apple Support

Home Page:

Welcome to BAMITS

BAMITS provides quality Information Technology support and solutions services for businesses throughout the Latrobe Valley and the greater Metropolitan areas. We pride ourselves on our professional approach to our service delivery and in our no-nonsense approach to meeting our client's unique business I.T needs.

9. 'About Us' (Main Page):

BAMITS is an Information Technology support and solution service provider founded and operating out of Gippsland in regional Victoria. BAMITS was established in May of 2013 and since that time, has been providing technical advisory and managed service solutions throughout Gippsland and the greater metropolitan areas.

Our consultants are highly focused and committed to customer service and satisfaction and work hard to create lasting relationships with all we come into contact with. We pride ourselves on our personal investment into finding the right solution for our clients and in offering them a support network that is more akin to a personal relationship rather than a business partnership.

BAMITS has been built on a solid reputation for our professionalism and our no-nonsense approach to meeting the challenges presented by our clients ongoing needs and support requirements and have done so through the expert delivery of services by our qualified and highly trained technicians.

Rest assured, that when you're dealing with BAMITS you're dealing with someone who cares

Our History (subpage)

BAMITS was established in May 2013 by Blair Muller (Director of BAMITS), BAMITS has developed from very humble beginnings to establish itself as a leading IT solutions provider servicing multiple clients from multiple industries throughout Gippsland and the greater Metropolitan areas.

In early 2006 and before the establishment of BAMITS, Blair was given a unique opportunity to put his Information Technology skills to the test by accepting an employment offer from a large organisation that provides services within the Public Health Sector. Blair accepted this position with gusto and was assigned a technicians position where he was required to provide his services as the organisations in house I.T expert. Blair's expertise was in providing innovative centralised solutions and in particular, his abilities to utilise cost effective

solutions, leveraging from market leader technologies such as VMware, Microsoft, and Citrix.

During his time of employment, Blair was not only required to provide I.T solutions for his employer but was also required to deliver multiple presentations and facilitation sessions throughout the greater Health Sector Industry. These sessions really began to highlight Blair's unique approach to I.T services, and so it was during this period of time that Blair began to establish a very strong reputation as a quality service provider and quickly found himself to be extremely sort after. After gaining permission from his employers, Blair began to provide consultancy services outside of his regular employment duties and with this, the first seeds were planted that would later grow into BAMITS.

Between the years of 2006 and 2011, Blair was still gainfully employed within the Health Services Industry but was now building a very strong business with BAMITS. During this period, Blair was given a very unique projects to work on via his current employer. These projects were in addition to his external pursuits with BAMITS and considered to be somewhat pioneering.

After more than five years of integration and collaboration on these particular projects and whilst simultaneously building BAMITS, Blair and his team achieved all the projects objectives and therefore subsequently bought the whole thing to a close. A unique thing about one of these projects in particular is that it was the first time that he had leveraged from Intel's vPro technology and in doing so; set BAMITS down a new path of opportunity. (If you would like to read more about this subject, then please feel free to do so [here](#)). As an interesting side note to this, Intel Australia had followed Blair's progression throughout the entire project and subsequently had become very interested in his innovative approach to providing solutions. In fact, they liked it so much, that they decided to engage BAMITS as a specialist advisor. This particular turning point was when Blair left his full time employment to focus all his energy on building BAMITS into the business it is today.

Between the years of 2011 and 2013, Intel Australia engaged BAMITS to integrate vPro into organisations such as Australian Post, CISRO and the Gordan Tafe in Geelong. One noteworthy project in particular was the solution that BAMITS provided for the Gordan Tafe. This specific outcome was such a success and yielded such advances that Intel Australia decided to extend our approach past the Australian market place and began marketing this new approach to their worldwide customer base. . (If you are interested in further information, you can watch the video [here](#)).

In March 2013 BAMITS began working with AGL Energy, providing assistance with an IT solution for one of their major sites. AGL Energy engaged BAMITS to assist in revolutionising their control infrastructure at for the Loy Yang Power station in Regional Victoria. On implementation this new infrastructure was a complete success, proved to be highly efficient and severed to build BAMITS's reputation for quality service and customised solutions even further.

In early 2013, due to the overwhelming demand for our services and to ensure that we can better services our clients needs, BAMITS expanded its employee base to include two additional staff members and now also includes both a managed I.T service and a service desk availability.

Us Now (subpage)

BAMITS was formally registered in May of 2013 by Blair Muller (Director of BAMITS) and since that time, has continued to develop from very humble beginnings to establish itself as a leading IT solutions provider servicing multiple clients from multiple industries throughout Gippsland and the greater Metropolitan areas.

Want to know more about us? Why not check out our [“About Us”](#) or our [“Our History”](#) pages. You can even meet our [“Team Members”](#)

Our team (subpage)

Blair Muller – Director {Image uploaded as separate file}

In March of 2003 Blair completed his University Degree at Monash University (Gippsland) where he proudly received his Bachelor of Computing. Since that date, Blair has continued to work and grow within the broad fields of Information Technology and has since made this field not only a career but his life’s ambition.

Blair is certified in multiple enterprise industry technologies including Microsoft, Citrix and VMware. His a keen contributor to Microsoft and Intel forums; helping others overcome the same hurdles and challenges he has faced throughout his career.

Blair’s passion and commitment for IT has seen him flourish in multiple IT roles, giving him the inside knowledge to deliver on a variety of services for BAMITS clients

Brad Muller – Service Desk Coordinator {Image uploaded as separate file}

In 2013 Brad was selected to join BAMITS due to his incredible focus on people and his absolute passion for helping others overcome their problems. It’s this attitude that sets Brad above the rest and allows him to offer our clients the very best in personalised services.

Brad’s skillset effortlessly transitioned into his new role at BAMITS; his strong customer focus and a well-grounded approach to problem solving has ensured BAMITS deliver on what we promise. “No Excuses. Just Results”.

Matt Row – Senior Support Engineer {Image uploaded as separate file}

Matt too joined BAMITS in 2013. Matt’s extraordinary caring nature caught Blair attention early in his career. Matt is a perfect fit for the BAMITS’s culture; His ability to listen and understand the needs of client’s, his responsive personality and uncanny ability to translate often complex tasks into simple solutions has seen him excel thought his career.

Matt's IT career started in 2008 as an IT trainee in the health sector. His thirst for knowledge and commitment to helping others made him highly desirable in the private IT sector. In 2010 Matt established himself in the private sector as a leading solutions integrator and now has over 3 years' experience delivering complex IT solutions.

Testimonials (subpage) {Images uploaded as separate file}

Testimonial 1:

The staff at BAMITS are the most enthusiastic and personable people I have met and have an extensive IT knowledge and thirst for greater knowledge. Our organisation has obtained a significant enhancement to our IT Network with the installation of a Citrix environment in rapid time and BAMITS has been able to pass on the knowledge and skills required for our people to operate this new environment

Geoff Wakefield, (please insert image – Geoff Wakefield)

Finance & IT Manager / Company Secretary at MonshLink Community Health Service Limited

Testimonial 2:

The staff at BAMITS are the most enthusiastic and personable people I have met and has an extensive IT knowledge and thirst for greater knowledge. Our organisation has obtained a significant enhancement to our IT Network with the installation of a Citrix environment in rapid time and BAMITS has been able to pass on the knowledge and skills required for our people to operate this new environment

Michael Engelbrecht, (please insert image – Michael Engelbrecht)

ICMS Project Engineer at AGL

Testimonial 3:

BAMITS staff are extremely competent senior technical consultants who have several areas of expertise including SCCM, Citrix, SAN technology, Active directory, Thin Clients, Direct Access, and management of large networks. The staff are competent supervisors of technical staff with good people skills and they encourage others to learn new skills. They are extremely methodical problem solvers and have a systematic approach in all their work. I

would have no reservations about recommending BAMITS for any relevant technical consultancy work

Chris Waddell, (please insert image – Chris Waddell)
Latrobe Community Health Service IT Manager

Our Clients (subpage) (please insert image provided)

Intel Corporation, is an american manufacturer of semiconductor computer circuits. It is headquartered in Santa Clara, Calif. The company's name comes from "integrated electronics."

Parke Lawyers is an incorporated legal practice committed to the highest standards of ethics and integrity and to providing quality, cost-effective legal services

UnitingCare Gippsland is an agency of the Uniting Church, incorporated under the Uniting Church in Australia Act 1977.

AGL Energy Limited owns and operates AGL Loy Yang, which comprises the 2,210 megawatt Loy Yang A power station and the adjacent Loy Yang coal mine.

Laser Plumbing is a nationwide plumbing company, offering plumbing services and quality workmanship throughout Australia.

MonashLink Community Health Service is a not for profit community health organisation, predominantly funded by the Department of Human Services.

Blue Connections is a leading provider of hardware and software solutions and services to some of the largest corporations in Australia and the Asia-Pacific region.

Vartel Developments have been building homes for the past 21 years across Melbourne and Gippsland.

Vicom is the leading independent provider of RF test equipment, Optical test equipment, equipment service and NATA accredited calibration in the region.

ISIS Primary Care is a not for profit community health organisation, predominantly funded by the Department of Human Services

10. 'Why BAMITS?'

Why BAMITS

In today's modern business landscape, businesses must remain highly competitive and ensure that efficiency and performance are the top priorities. In short, your business needs to be better, faster and cheaper than ever before and must be on a path of continual improvement.

In order to achieve this critical outcome, businesses (just like yours) utilise IT solutions that are specifically designed to achieve better, faster and more efficient results, whilst spending less and increasing their capacity to earn. These systems, although highly efficient, become a critical component of your business's daily operations and therefore must be kept at peak performance levels to ensure the desired results are maintained.

Without the correct expert guidance and professional support, these critical systems can become inoperable, outdated and prone to failure. If effected by any of these critical I.T risk factors, a business that currently leads the way in their particular field, can quickly find themselves slipping behind a more agile and competitors.

How does BAMITS assist businesses to stay ahead of their competition?

- Our services are affordable and we offer flexible pricing
- We provide fast, responsive services that work
- We help to reduce your business overheads by bringing about greater efficiency and performance
- We reduce your I.T risk
- We can remove the need for an in house technician
- We can customise any of our services to suit your individual needs
- When you use BAMITS, you are guaranteed to receive quality results that work right the first time
- We can fix any I.T mess
- When you use BAMITS you get the same reliable results each and every time
- We only use the most current and up to date products and techniques
- We explain our complex field in a simplistic, easy to understand manner
- We provide onsite training if and when required, at no extra charge
- Our services can transverse any industry
- We provide round the clock, 24/7 priority support
- Our services are proactive and attempt to pre-empt issues before they occur
- We keep you constantly informed and up to date
- We offer a single point of contact to ensure a solid relationship throughout
- We know and understand your business's requirements

What makes us different? (Subpage)

BAMITS understands better than anyone, the frustration felt by many businesses when trying to choose the best and most reliable service provider that will meet and even exceed their I.T needs and expectations. This is why we have decided to make it a little easier in making your

decision by listing just a few ways in which BAMITS delivers a very different service to that of our competitors:

So what makes BAMITS different?

DO NOT ADD THIS TEXT SECTION TO THE SITE – INFORMATION ONLY

(Please note: It is suggested that potential designers add a drop down function to all the following sections. This drop down function can be used in such a manner as to only show some of the text outlined below, where the user can click on a + symbol to drop down the remaining text. This may help the page to look more condensed, yet allow the user to extend the text should they wish to know more about the subject).

We offer our clients a very ‘Human’ interaction

One thing that BAMITS has become aware over the past few years has been the lack of personal interaction when it comes to the delivery of I.T services. This ‘Human’ interaction is often seen by many I.T businesses as being an expensive and time consuming investment that reaps little return. BAMITS strongly disagrees with this approach and this is why we invest heavily in both our time and money, to bring about a personal interaction to our service delivery. Our focus is to ensure that our clients have every available opportunity to communicate and interact with us on a ‘Human’ level instead of being forced to discuss important issues with an emotionless machine. It has been this focus on our personal interaction with our clients that has assisted BAMITS to reach all new levels of business service excellence

We customise our solutions to suit the needs of our individual clients

Despite popular belief, when it comes to providing an I.T advisory, solution or managed service to clients, it is never a ‘one size fits all’ approach. In understanding this, BAMITS works closely with our clients to establish the true business advisory, solutions or managed services needs and takes all of this information into consideration before applying the correct implementation. BAMITS works collaboratively all the way through this process to ensure that clients are empowered to make the correct decisions that are right for them, based on factual information that is relevant to their unique situation. After all, we believe that knowledge is power and we are keen to share this knowledge with those who need empowering

Customer service and client satisfaction is our priority

BAMITS recognises and embraces the fact that our clients are our livelihood and that although reaching our clients objectives and bringing greater efficiency to their business is



high on our priority list, it is the feeling of satisfaction and fulfilment that our clients receive from seeing a problem disappear, with minimal fuss, all delivered with the highest level of customer service that really sticks in their minds. It is by abiding by this simple principal that BAMITS is able to ensure strong and lasting relationships with all our business partners.

We offer flexible pricing to suit any need or budget

In today's modern business world it is an absolute necessity to undertake business with flexible partners that understand your business needs. BAMITS recognises that this level of flexibility also extends to areas such as billing and pricing and that not every business is the same when it comes to the services being provided. Given this fact, why should our clients have to pay more for services that they will never need or use? In knowing the importance of remaining flexible in this area, BAMITS has designed several different pricing structures that serve as a template for our pricing when dealing with individual client's service packages. As an extension to this, BAMITS can also 'tailor make' a pricing and services structure that is more suitable to an individual clients needs should our generalised pricing servicing be insufficient in reaching the desired outcome.

We are a local company who understands local business needs

BAMITS is a local company, born and breed. We understand the needs of local business and strongly believe in utilising and supporting other local businesses.

Our solutions work, and they last

One of the main reasons why our clients contact us is because they have been let down by other service providers at some point in their past and are looking to finally conquer their I.T demons. One thing that BAMITS not only knows, but embraces as being one of our core beliefs, is that we are nothing without our high quality solutions. In essence, this is the very core of our existence and is the life blood of our business. In order to maintain this 'life blood' we need to be able to deliver the right solution for our clients, make sure that it works right the first time and that the solution will last. This is what BAMITS achieves on a daily basis and we do not intend to stop!

We love a challenge

We don't shy away from a challenge, we embrace it. We love having the opportunity to sink our teeth into something new and find the opportunity exciting. We often take on projects that others believe to be impossible and have made a name for ourselves by delivering results against these particularly tricky solutions areas

11. Services:

When it comes to your business's I.T service needs, BAMITS provides you with expertly delivered, unique I.T services, specifically designed to achieve your individual business goals and objectives.

No matter what outcome you want to achieve, BAMITS has a service package that's right for you!

Support Services

Our Support Services package has been specifically designed to provide our clients with a flexible I.T solution that has no "lock in" contract terms. This service package allows for the purchase of block hours that can be utilised at any time and which never expire.

This package service is a perfect solution for clients that require access to all our I.T solutions services but who also wish to maintain control over the amount of I.T outsourcing undertaken and who require access to I.T issue analysis.

The purchasing of these 'block hours' allows access to our:

- **Onsite Support** from a senior specialist technicians with specific I.T expertise
- Access to our **Unlimited Remote Help Desk**
- Access to our **Consulting Service**

Managed Services

Our Managed Services package is BAMITS's 'outsourcing service' and is an excellent way to assist our clients with delivering against all their internal business's I.T needs. What makes this particular service unique is it greatly reduces (and often removes) the need for expensive internal I.T resources normally dedicated to maintaining and improving a business's I.T systems. If this sounds like a service that could benefit your business, then BAMITS's Managed Services could be the right service solution for you?

Consultancy Services

Our Consulting Services is an excellent way for our clients to access the expert skills and years of knowledge held with our I.T Engineers. This expertise is most commonly used for small, medium and large project works, to bridge implementation knowledge gaps and/or to assist with the strategic planning of I.T solutions

Hosted Services

Is your current I.T solution too expensive, outdated, hard to understand or a huge drain on your internal resources? Do you want to remove the headache of dealing with the day to day management that goes with maintaining a highly efficient I.T system? Then BAMITS fully hosted services may be the perfect fit for your business.

Managed Services (Subpage)

BAMITS's Managed Services package has been specifically designed to benefit those clients who wish to reduce their internal I.T dependency or resource allocation by outsourcing either a portion of, or the total responsibility for their I.T solutions delivery. As part of our service delivery BAMITS is capable of tailoring our delivery of this particular service to ensure that the individual needs of our clients are achieved. Regardless of the amount of outsourcing required, BAMITS is more than capable for tailing this service to suit our clients' individual needs and the needs of any individual responsible for the business's I.T solutions delivery.

At BAMITS we pride ourselves on delivering easy to understand and easy to apply service packages to suit any operational need and budget, regardless of size or industry. In keeping with this philosophy, we have designed a series of four key standardised packages, easily adapted to suit your needs and specifically designed to add an extra layer of support as its needed (as demonstrated in our Pyramid of Services)

Tier 1 - Baseline Service Package

Essentially our baseline service covers the most popular Information Technology service needs requested by our clients. This service comes in the form of unlimited access to 1st and 2nd level support, provided by reliable, knowledgeable and always accessible professional staff. This service also comprises the management of all desktop, laptop or thin client computers

Tier 2 – Physical Server Management

BAMITS's Physical Server Management Service is the complete package when it comes to the overall management of our clients I.T hardware platform. We highly recommend this service to anyone who is focused on achieving the maximum efficiencies across their entire I.T Server Platforms.

Tier 3 – Virtual Server Management

With our Virtual Server Management Service our clients can have total peace of mind, assured that BAMITS has taken full responsibility for the backup management and monitoring of all their virtual server systems.

Tier 4 - Fully Managed Service

This 'top of the line' service package has been designed for clients that require a little extra value added service in addition to the management of platforms alone. This service package includes professional expertise (a virtual CIO) capable of delivering the outcomes necessary for strategic direction.

If you would like to know more please contact BAMITS to discuss how these services can benefit you

Support Services (Subpage)

Just like a voucher, BAMITS's block service hours entitle you to services upon redemption.

This simple, easy to understand and flexible system allows our clients to purchase hours in block amounts and then use these hours when and if required. Hours can be redeemed against any of our customized services and are most commonly used for utilizing specialist resources to engineer solutions, perform routine and emergency maintenance programs or for simply providing onsite and remote support. Redemption of these purchased hours against services is based on a flat hourly rate and offers the following benefits:

- Pre-paid hours never expire.
- Flexible and allows for greater control over time allocation
- Utilised only when and if required
- You only pay for what you need
- Hours are calculated on a flat hourly rate only (no hidden or additional charges)
- One hour equals One hour (regardless of if its onsite or remote assistance)
- Hours are calculated on a flat hourly rate only (no hidden or additional charges)
- If works are required outside of standard business hours, (8:30 am until 5:30 pm Monday to Friday) these services attract a 50% loading only.

Upon purchasing hours within our Support Services Package, you will have instant access to the following services:

Onsite Services

Included in our Support Services package is access to our senior specialist technicians with specific I.T expertise who can attend your place of business to assist with any onsite I.T issue. In utilising our Onsite Support Service, you can rest assured that:

- The clock doesn't start ticking until our engineer arrives on site (so travel time is not charged)
- One hour equals One hour. (regardless of the technician or the work performed)
- All our technicians are fully qualified and highly experienced
- Our technicians understand and embrace specific on-site requirements for individual clients (i.e. site specific equipment and specifications, inductions and sign in requirements)

Please note: all our on-site services incur a minimum charge time of two hours onsite

Unlimited Remote Help Desk Support

Hours purchased within our Support Services package can be utilised to access our popular service desk (help desk service) that entitles our clients access to all level 1 and level 2 I.T assistance requests. Use of this service is based on a flat hourly rate and includes the following benefits and/or conditions:

- Allows access to instantaneous phone support when you need it
- All our Remote Help Desk Operators are highly focused on customer services and client satisfaction
- All our Remote Help Desk Operators are friendly, polite and very easy to talk to
- Minor I.T issues are resolved with maximum efficiency
- A maximum of forty five minutes is allocated to resolving issues remotely before escalating to onsite support (to ensure maximum solution efficiency).
- Issues are logged and recorded and analysis is provided in monthly reports
- All our remote support services are charged in fifteen minute increments against our flat hourly rate
- Purchased hours do not expire
- Remote Help Desk Support hours can be assigned on a month by month rolling contract with unused hours rolling over into the next month (month by month contracts can be exited at any time – no ‘lock in’ contracts)
- Any hours above the minimum allotment can be charged at the end of each month.

Contact us today to see how you can use these services.

Consultancy Services

Do you need the expertise of a skilled I.T Engineer to assist with your I.T infrastructure development or other I.T project works? Then our Consultancy Service could be the right fit for your business.

Access to our Consultancy Service is another inclusion within purchased Support Services hours and can be utilised to assist your business with specific project works or even with high level I.T Strategic planning.

For more information on our Consultancy Services, please visit our Consultancy Services Pages *(Please add a hyper link here to the Consultancy subpage).*

Consultancy Services (Subpage)

Your IT infrastructure is invaluable to your organisation. Deploying cutting edge technology to supplement, improve or repair your environment can be complicated and risky without specialist skills. Hasty decisions made by technical resources who mean well might be a recipe for disaster.

So why not ask for some help? BAMITS offers IT consulting services, which allow you to work with experts to develop strategies and drive results.

BAMITS's IT consulting services grant you access to our skills and expertise for a single defined project or on an ongoing basis. Like a coach or a mentor, BAMITS works to understand your organisation and what you are looking to achieve. Then, using our expertise and experience, we build a roadmap for your success.

Core consulting services we focus on include:

- Solution deployment
- Strategic planning
- Infrastructure assessments and audits
- Project reviews
- IT Planning

Contact us today to see how you can utilise our consulting services

Hosted Services (Subpage)

[vRanger managed backup service](#)

By providing a fully managed solution for your virtual backup environment we take the headaches out of the day to day backup management. Underpinning our offering with vRanger, the leader in Virtual backup and replication, the BAMITS help desk will manage all day to day requirements and support. Our certified vRanger engineers will work with you on an ongoing basis to ensure your RPO & RTO requirements can be met and your vRanger architecture meets all best practices.

[Infrastructure as a service \(IaaS\)](#)

Why not leave all the hard work to BAMITS. We live and breath IT services. We love technology. Instead of investing your businesses finance and energy into infrastructure such as servers, software licenses, network equipment and hardware maintenance. Why not invest in our Infrastructure as a service (IaaS)

With our IaaS there there no need to worry about:

- Purchasing hardware
- Managing IT infrastructure

- Keeping up to date with Emerging Technologies
- Spending precious capital
- Hiring more IT staff

Our Infrastructure as a Service is a provision model in which an organisations outsources the equipment used to support operations, including storage, hardware, servers and networking components. We own the equipment and are responsible for housing, running and maintaining it. You only need to be pay pays on a per-use basis.

Hosted Desktop

A hosted desktop looks and acts exactly like a traditional PC. However instead of residing locally, all software and data are housed in our servers. Hosted Desktops offer numerous advantages in terms of cost savings, security, flexibility and reduced management. Our hosted desktops reside in a purpose built computing environment with 24/7 air conditioning and fully redundant generator ensuring high availability of your critical applications.

Some of the key benefits of our hosted desktop solution is:

- Delight employees with the freedom of using devices of their choice
- Deliver workspaces on any device while preserving data security
- Relieve users of planning device or software upgrades
- Ensure secure access to corporate data whenever, wherever
- Provide a predictable monthly expense, avoiding large capital IT outlays

12. Solutions:

BAMITS began as solutions specialist and continues to lead the industry with our skills and experience in market leading technologies. Whether you are looking to upgrade existing aging infrastructure or deploy an entirely new network solution –BAMITS-e can assist with making your solution work the way you need it to. The solutions pillar of our business incorporates:

Virtulisation

Don't let server sprawl and platform dependencies prevent your organization from achieving its goals. Take control of your IT infrastructure by consolidating servers. Cut capital and operating costs while increasing IT service delivery without being locked into limited choices of operating systems.

Remote Solutions

As company and employee-owned devices increasingly become essential business tools, the need for remote connectivity to corporate resources is a major player in strategic goals. The remote access solutions provided by BAMITS are the most comprehensive options to connect your employees to the information they need, with the security and ease-of-management that administrators require.

BAMITS has successfully delivered multiple remote access solutions, leveraging from core technologies provided by partners such as Citrix, VMWare, Intel and Microsoft.

Thin Client Solutions

By utilizing the resources of dedicated servers you can remove your business' need for costly Desktop PCs and move to a Thin Client Solution. Utilising proven technologies from Microsoft, Citrix and VMware, your business will see dramatic savings in both upfront and long term costs compared to a standard Desktop Environment.

Recovery Solution

If you running any type of server operating system and you do not have a solid backup solutions, you are tempting fate. It's only a matter of time before something tragic will happen: a hardware failure, a hacker, or a corrupted update. Something will bring that server down and do everything it can to take your data with it.

BAMITS have several reliable backup solutions available for the server environments that can be depended upon to keep your data safe

Virtualisation Solutions (Subpage)

Virtualisation technologies allow you to consolidate server infrastructure, running multiple "*virtual servers*" on a single physical server, increasing it's overall utilisation that inturn consolidating resources.

Our highly skilled Engineers / Architects who design and implement virtualisation solutions are certified in the following core virtualisation technologies:

- VMware
- Hyper-V 2008 and 2012
- XenServer

Our virtualisation solutions are designed to improve performance and cut costs, BAMITS can provide consulting and advice to ensure your virtualisation requirements are met, keeping growth and future proofing fully in mind.

Contact BAMITS now for clear, honest advice based on seeing what does and does not work

Remote Solutions (Subpage)

Employees today increasingly access their organisations' applications and data from different locations, different computers, and even different mobile devices. At BAMITS, we have extensive experience in delivering highly secure, flexible and consistent remote access

solutions, engineered to support the widest range of connectivity options, endpoints and platforms, in line with your changing and diverse accessibility needs. From seamless access solutions such as Microsoft Direct Access, to application and virtual desktop solutions provided by Citrix and VMWARE, we can engage a broad variety of network options to provide your authorised partners, staff and clients with mobile access to any or all specified systems and data.

BAMITS have delivered solutions for our clients utilising the following technologies:

- VMware Horizon View (VDI)
- Citrix XenDesktop 7
- Microsoft Direct Access & Remote Desktop Services
- Intel Vpro

Our remote solutions are designed to give your employees a seamless and secure solution inside and outside your corporate environment. Contact us today to discuss with us how BAMITS can provide you with a remote solution

Thin Client Solutions (Subpage)

Thin Clients are a cost efficient and energy saving alternative to PCs. Why not see Thin Clients as an opportunity to reduce your overheads. Thin clients can extend you desktop lifestyle to 7 years and require lower ongoing expenditures and administrative costs.

Our solutions are focused on the following deliverables:

- Centralised & Ease of Management
- Increase responsiveness
- Future Proofing
- Investment protection

We've partnered with two major vendors (IGEL and HP) to provide you with the solutions you need, just like the success story at Latrobe Community Health Service.

Contact BAMITS today to get the right advice and information, we're happy to discuss your how thin clients can help you.

Recovery Solutions (Subpage)

Loss of data and extensive down time can be disastrous to your business, which is why it is paramount to have an effective system continuity plan in place. As the amount of data being stored on your network grows, so too does the need for reliable backup & disaster recovery systems. BAMITS utilises only best of breed technologies combined with expert design and planning to deliver intelligent systems to assure your data integrity.



BAMITS offers fast and reliable Disaster Recovery, Data Protection and System Migration for Windows Servers to maximize Business Continuity and minimize your recovery time objective.

BAMITS product expertise lies in the following technologies:

- vRanger
- Veeam
- Shadow Protect
- Symantec Backup Exec

BAMITS solutions are geared toward the below outcomes for our clients:

- Proven reliability
- Ease of management
- Centralized management and administration
- Automatic verification of backup images
- Quickly and easy restore procedures
- Point-in-time recovery
- Protection of physical and virtual environments

Contact us today to discuss your backup and recovery solutions

13. Technologies:

BAMITS engineers are highly skilled with experience in a diverse range of technologies. Our Engineers are certified in Citrix, Microsoft, and VMware technologies.

Core technologies we focus on include:

- **Microsoft:** Active Directory, Exchange Server, SQL Server, Remote Desktop Services, and System Center Configuration Manager
- **Remote:** Citrix XenApp, Netscaler, XenDesktop 7, and VMView Horizon
- **Thin Client:** IGEL and HP
- **Virtualisation:** VMware, XenServer, and Microsoft Hyper-V
- **Backup and Disaster Recovery:** vRanger, Veeam, Shadow Protect, and Symantec Backup Exec
- **Server Operating Systems:** Microsoft Server 2003, 2008 and 2012
- **Server Operating Systems:** Windows XP, Vista, 7 and 8
- **Server and Desktop Hardware:** Dell, IBM and HP
- **Shared Storage:** IBM, DELL, HP, and QNAP
- **Intel:** Intel Vpro and Intel Education Software

If you need any support with these core technologies, don't hesitate to contact us today

14. Contact Us:

Please insert a contact form

15. Statements and other items that can be used on the site:

The statements, images and icons presented below are just conceptual ideas of what could work on the site. Please feel free to use images of a similar nature or utilise any of your own concepts and ideas as you see fit.

1. STATEMENT (No specific placement)

“No excuses. Just results.”

More than a slogan, it's our business philosophy. We'll never commit to something we can't provide, so you receive the service you deserve.

2. STATEMENT (No specific placement)

Why BAMITS?

- Your satisfaction is our priority
- Personal service
- We actually care

We're not your average IT company, experience the difference with BAMITS

3. ICON + STATEMENT (Example of what could be used on the ‘Services’ main page)



NOTE: icons can also be used as a “quick link” to main and subpages from the home page

Complete Service

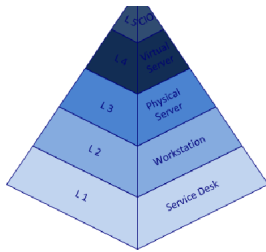
We succeed, when you succeed. Our business is simple, provide you the best solutions and support possible to achieve your goals

4. **IMAGE + STATEMENT** (Example of what could be used on the ‘Managed Services’ subpage)

Tiered service packages give you the flexibility you need for your infrastructure management.

Service packages provide the perfect starting point for a custom solution tailored for your environment.

PLEASE NOTE: The client has expressed an interest in using a “pyramid” style layout to present his different levels of managed services. These managed services come in three ‘tiers’ of delivery and therefore could be presented in a pyramid style image this would be of great importance to the client so any potential designer should please keep this in mind if they are capable of creating such an image. Here is an example of what would work for the client:



5. **ICON + STATEMENT** (Example of what could be used on the ‘Support Services’ subpage)



NOTE: icons can also be used as a “quick link” to main and subpages from the home page

Support. Simple

We're here when you need us.

Expert support, with your business in mind. We'll work with you to know your business and support your organisations technology goals

6. **STATEMENT** (Example of what could be used on the ‘Consultancy Services’ subpage)

Experience

- Strategic planning

- Solution deployment
- Assessments and audits

Our team consistently delivers high-quality outcomes for our clients. Leverage our continued successes in achieving your technology goals.

7. STATEMENT (Example of what could be used on the 'Hosted Services' subpage)

Leave it to experts

- Hassle-free IT
- Cost Effective
- Always up to date

You benefit from our experiences with a wide range of clients, allowing us to provide solutions and service superior to that of an in-house department.

8. ICON + STATEMENT (Example of what could be used on the 'Solutions' main page)



NOTE: icons can also be used as a “quick link” to main and subpages from the home page

Real solutions to your problems.

We're committed to providing the right solution for your business, we will never provide a solution you don't need, or can't afford

9. STATEMENT (Example of what could be used on the 'Virtualisation Solutions' subpage)

Benefits

Get started today, and realise the value of virtualisation in your organisation.

- Increase Hardware Utilisation
- Save money
- Reduce your carbon footprint

10. STATEMENT (Example of what could be used on the ‘Thin Client Solutions’ subpage)

Extend your investment

- Centralised, easy management
- Increase hardware life-cycle
- Improved efficiency

Make your investment in desktop hardware last significantly longer by rolling-out thin clients

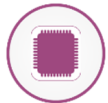
11. STATEMENT (Example of what could be used on the ‘Recovery Solutions’ subpage)

Safeguard your data

- Verified, reliable solutions
- Ease of management
- Quick recovery

Be sure your organisation is protected in the event of system failure, or disaster

12. ICON + STATEMENT (Example of what could be used on the ‘Technology main page)



Technology Experts

We are certified in all the leading technologies of today. You can be confident knowing you're working with experienced professionals, familiar with your environment

16. Summary:

As stated above; please take the time to read over this brief to ascertain all the critical detail requirements and please feel free to contact the nominated contact should you wish to clarify any part of this document or to clarify anything that you may not understand.

Thank you for your participation and we look forward to seeing your creative ideas.