

Think Technology. Think A2K.

# A2K Technologies' IT Managed Services



A2K Technologies offers a range of comprehensive solutions, including Subscription 365, to proactively monitor your network according to your business needs. Our IT Managed Services team is like having your own in-house IT department, without the overheads and management hassles of hiring staff.

We act as your trusted advisor and outsourced IT department, maintaining your network and developing solutions that will help your business grow and remain profitable. Our proposals are based on a pay-as-you-grow model, so you can easily predict and control your IT budget at all times. We use best-in-class technologies to ensure you get the most out of your IT investment.

Our IT Managed Services team not only monitors and maintains your IT systems, but also improves the productivity of your employees, by ensuring they receive the support they need to be successful.

## Services

### Pro-Active Network Monitoring – 24/7

Pro-active network monitoring allows us to continually monitor your company's key IT services and identify vulnerabilities, which then can be quickly addressed and resolved to minimise downtime. Our team regularly reviews reports on system activity, critical server errors, performance and availabilities, and takes immediate action to identify problems before they affect the productivity of your business.

### Backups and Disaster Recovery

Ensuring that your business has a backup and disaster recovery strategy is crucial. We provide comprehensive IT backup support and daily monitoring, to ensure your backup systems are operational, and backup jobs are completed successfully on schedule. We will also perform scheduled backup restorations to confirm the backed up data is restorable, should the unfortunate event arise.

### Experienced and Available

If you were to hire an internal employee to maintain and support your network, would they be available during evenings, weekends, and holidays? With our entire team of engineers working for your business, you are guaranteed exceptional support, even during the most challenging of technological events. Let our team of experienced industry certified specialists manage and maintain your network.

### Proactive Server Maintenance

Proactive server maintenance helps to improve the stability and security of your systems. This is achieved through a comprehensive analysis of notifications, error reporting and timely resolution of any issues discovered during maintenance checks. Most server maintenance tasks can be performed remotely, to reduce disruption to staff and other services.

### Advanced Ticketing System

All detected and reported issues are logged in our advanced ticketing system and notifications are sent to you advising the cause and steps taken to resolve the reported issues. Our ticketing system also includes Service Level Agreement (SLA) workflows to escalate and ensure timely resolution.

### Notification and Alerts

Critical notification and error alerts are sent to our monitoring system securely through immediate notification, and then reported to our Support team. Once the error is reported, our experienced engineers will work on quickly resolving the issue, and if required, work collaboratively with vendors to reach a solution to the problem.

### Reporting

We can provide daily, weekly or monthly reports, ranging from a general network overview to detailed technical analysis containing response time, availability, up-time and more.

## ABOUT A2K TECHNOLOGIES

A2K Technologies is an industry-leading solutions, training, consulting and management firm specialising in design technology. With a multi-million dollar turnover and over 150 staff across Australia, New Zealand and China, A2K Technologies is Australia's largest Autodesk channel partner. Our highly knowledgeable and industry-experienced staff in the infrastructure, building, mining and manufacturing sectors allow us to offer superior support to our customers to help them enhance their organisational capabilities, deliver on project outcomes and differentiate from the competition.

Once equally successful separate entities, AEC Systems, KarelCAD and ADA CADPartners merged in February 2013 to form A2K Technologies. Now, their combined leadership and innovation is driving the highest level of solution expertise, service and support for all of our customers' design, facilities management, operations, maintenance and construction requirements.

Think Technology. Think A2K.

Talk to our Services Team today about the best plan for your business:

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