



MOBILECORP

# MANAGED IT SERVICES

- REDUCE RISK
- PROTECT PRODUCTIVITY
- ENABLE GROWTH

MOBILECORP

T. 1800 253 242

E. [SUPPORT@MOBILECORP.COM.AU](mailto:SUPPORT@MOBILECORP.COM.AU)

W. [MOBILECORP.COM.AU](http://MOBILECORP.COM.AU)

A. S6.06, L6, 247 COWARD STREET,  
MASCOT NSW 2020

# WHAT'S PRICELESS?

There is one thing that is as certain as death and taxes – at some point in time your business systems will be compromised.

When it happens... knowing there is a plan in place, that it has been well-tested, and that specialists will swing into action to implement it... that's priceless.

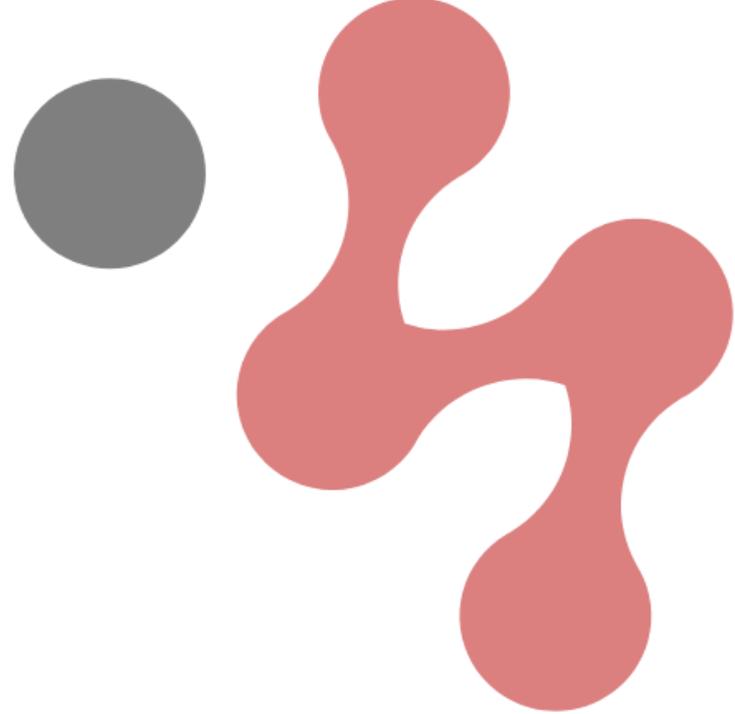
## READY, SET, PIVOT...

IT managed services is not all about risk mitigation.

IT is an enabler of business pivots and growth.

At MobileCorp we don't just put out fires. We shine a light on new possibilities. We put a rocket under your great ideas for digital transformation.

BECAUSE I.T. IS  
THE ENABLER  
THE ENGAGER  
THE TRANSFORMER



## 35 REASONS WHY MOBILECORP

MobileCorp has 35 years' experience as a Managed Service Provider for Australian organisations large and small.

Our remarkable history has shifted in line with the continuous change that is emerging technology.

However, there has been one constant throughout - we have a single-minded focus on delivering our best work for each customer.

We are generous with our time and knowledge.

We are pragmatic and get things done.

We know from hard won experience the value of a trusted partner.

# WHICH MANAGED IT SUPPORT PLAN DO I NEED?

How much IT support does your business need to make sure all your staff and resources are protected and achieving their maximum productivity?

## Essentials

Core Support & Security

\$125

Seat/Month

-  Unlimited Remote Support
-  Support Hours 8.30am-5pm M-F
-  Microsoft 365 Administration
-  Staff onboarding and offboarding
-  24/7 System monitoring and alerts
-  Anti-virus Endpoint Protection\*
-  MS Patch Management & Security Updates
-  Third party software updates
-  Standard Operating environment
-  MS Multi-Factor Authentication
-  Basic Email Security support
-  Monthly Executive Reports

## Advanced

Unlimited Support & Enhanced Security

\$149

Seat/Month

-  Unlimited Remote Support
-  Support Hours 8.30am-5pm M-F
-  Microsoft 365 Administration
-  Staff onboarding and offboarding
-  24/7 System monitoring and alerts
-  Anti-virus Endpoint Protection\*
-  MS Patch Management & Security Updates
-  Third party software updates
-  Standard Operating environment
-  MS Multi-Factor Authentication
-  Advanced Email security & support including filtering, malware & phishing protection
-  Daily M365 environment Cloud backup
-  MS Intune Mobile Device Management\*
-  1Password included
-  Server Performance Monitoring\*\*
-  Monthly Executive Reports

# MOBILECORP IT SERVICES CAPABILITY SUMMARY

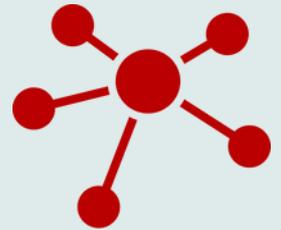
## End User Support

Meet employee needs when, where, and how they work. A single point of trust.



## Managed Network

Networks are dynamic threat magnets. Networks grow, shrink, change and divide themselves continuously. We keep up.



## Managed Desktop

To win in the marketplace, you must first win in the workplace. We help you provide the right tools for the job.



## Managed Security

Security is not a product, it's a process. Constant vigilance, proactive detection and instant response required 24/7. That's our pledge.



## Managed Unified Communications

We've moved out of the Ice Age... the Iron Age... the Industrial Age... the Information Age... into the Participation Age. Collaboration is critical for the distributed workforce.



## Managed Infrastructure

The building blocks of successful systems held up to scrutiny and control.



## Managed Microsoft 365

The most popular business app in Australia. A single solution for all your communication needs.



## Managed Mobility

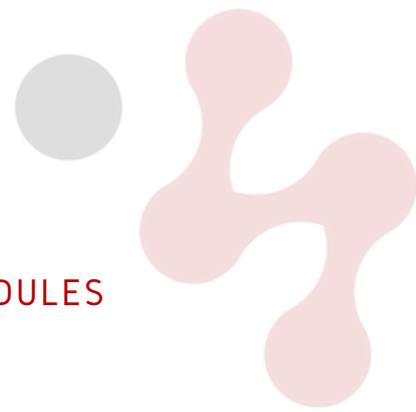
Because connectivity is always mission-critical.



# End User IT Services

PROTECT YOUR PRODUCTIVITY

BUILD YOUR OWN SUPPORT PACKAGE FROM THESE MODULES



## END USER SUPPORT

A single point of trust for all your people.

- Technical Service Desk support by phone or email
- Connectivity and communications issue resolution
- OTA device management
- Onboarding and offboarding staff

## MANAGED DESKTOP SERVICES

All the tools you need, and none that you don't.

- User account and profile management
- Device provisioning and remote management
- Security policy enforcement and risk management

## MANAGED UNIFIED COMMS

Any where, any time, any one, any device.  
Being on the same page makes all the difference.

- Microsoft Teams & Microsoft Teams Calling
- Hosted PBX Solutions
- VoIP Solutions

## MANAGED MICROSOFT 365

The most popular business app in Australia.  
A single solution for all your communication needs.

- Cloud migration, Instance onboarding, User management
- Procurement & subscription management
- Back up and restore

# Business Systems IT Services



IT EXPERTISE THAT YOU CAN RELY ON

BUILD YOUR OWN SUPPORT PACKAGE FROM THESE MODULES

## MANAGED INFRASTRUCTURE

All the building blocks of effective networks, systems and processes exposed to visibility and scrutiny.

- Automated alerts and Monitoring
- Backup and Disaster Recovery
- Cloud Migration Services
- Cloud and On-Premises Infrastructure Management

## MANAGED NETWORK

End to end network management including reliable connectivity, full transparency and guaranteed SLAs.

- Automated Alerts and Monitoring
- Hardware Management
- Managed Router
- Managed Firewall

## MANAGED SECURITY

There are only two types of companies, those who have been hacked and those who will be. - R. Mueller FBI

- Email - threat detection and defence
- Desktop - anti-virus, firewalls, identity management
- Network - zero trust, identity access management

## MANAGED MOBILITY

Because connectivity is always business-critical.

- Mobile Device Management
- Connectivity and Carriage Management
- Endpoint Security Management

# 4 OUTCOMES IT MANAGEMENT BY MOBILECORP

## SLEEP EASIER - RISK MANAGED

The risk has never been greater than right now. Phishing, malware, impersonation, data and identity theft, have all sky-rocketed with the remote work shift. Don't lie in bed at night worrying. Managed IT includes proactive threat detection, defence and remediation.

## HAPPY HUMANS - PRODUCTIVITY PROTECTED

Downtime and disconnected employees are a disaster for any organisation. Peace of mind is having one point of contact for all IT-related concerns.

## READY FOR ANYTHING - GROWTH ENABLED

It's not all doom and gloom. IT managed services does not just address the risks, it enables business growth. The constant rate of change means keeping up with emerging technologies and being agile - able to scale up or down - is critical for growth.

## WEIGHT LIFTED - RESOURCES UNBURDENED

Being proactive is the way to protect productivity but only the largest organisations will have an inhouse resource with the breadth of skillset and the time to be hands-on available to cover all bases. This is the beauty of having a managed service provider - tap into a whole team of experts with varied knowledge and experience. Free up your internal resource to concentrate of core business and strategy.





# WE WORK FOR...

## Small Business

Up to 20 seats

More than anyone, Small Business need professional IT support. At MobileCorp, we've been where you are. We will tailor our IT services to your budget and provide the peace of mind and skillset you need.

## Large Business

20-49 seats

IT has splintered into specialisms and even one super-clever hardworking person will be struggling to cover all of the bases all of the time. Expand your corporate skillset and capacity instantly by delegating responsibility to your dedicated MobileCorp team.

## Small Enterprise

50-200 seats

Unburden your internal IT team from high volume operational tasks. Free them to focus on strategic enablement and digital transformation. Expand your capacity by offloading select tasks or simplify your vendor portfolio by consolidating the work with MobileCorp.

## MobileCorp are your 'always on' IT team

A team of experienced 'always on' IT experts

- protecting your productivity
- securing your systems
- supporting your people
- promoting business growth



MOBILECORP

MobileCorp is a trusted ICT and IT MSP with 35 years' of partnering with Australian organisations large and small.

## CONTACT US



Peter Jonson

GM Sales & Managed Services

e. [peter@mobilecorp.com.au](mailto:peter@mobilecorp.com.au)

m. 0400 299 909



Jim Joannou

Head of IT

e. [jim.joannou@mobilecorp.com.au](mailto:jim.joannou@mobilecorp.com.au)

m. 0419 173 333

*"You focus on  
your business.*

*We'll focus on  
your  
information  
technology."*

T. 1800 253 242 | 02 9381 9889

E. [info@mobilecorp.com.au](mailto:info@mobilecorp.com.au)

A. Suite 6.06, Level 6, 247 Coward Street, Mascot NSW 2020