

# SUPPORT PLANS

(03) 6349 1151  
www.itzen.com.au



IT Zen is a small, Launceston-based IT service company providing professional IT support for local small and medium businesses. We offer a full complement of IT services, specialising in Windows Server & desktop support, networking and custom programming.

We have a flexible range of support options so are sure to have something that will suit your business.

**ADHOC**  
**\$110<sup>ex</sup>**  
PER HOUR

30 Minute  
Minimum Charge

Email, Phone, Remote &  
On-Site Support Available



**PREPAID**  
**\$100<sup>ex</sup>**  
PER HOUR

Includes everything from  
the adhoc option

No Minimum Charge

Quick Advice For Free!  
(5-10 Minutes)

Hours never expire



**CONTRACT**  
**\$88-100<sup>ex</sup>**  
PER HOUR

Includes everything from  
the prepaid option

Features:

- Full Site Audit
- Annual Planning Session
- Regular Server Maintenance

Software:

- Proactive Monitoring
- Basic Hosted Anti-Spam

Rates:

- < 50 hours - \$100/hour
- 50+ hours - \$96/hour
- 150+ hours - \$92/hour
- 300+ hours - \$88/hour



## Integrity

Our business model is about building trust and relationships with people. The only way to do that is to be fair and honest, so everything we do at IT Zen is with this in mind:



- **Quick advice is free** for contracted clients.
- We **don't charge** extra for **out-of-hours work**.
- Every time entry is considered and we **bill only what we believe is fair** (instead of automatically billing all time spent).
- We **don't round up** time entries, and have **no minimum charges** for contracted clients
- We provide **fixed-price quotes** wherever possible, so you can budget projects with full confidence and zero risk.
- Our server maintenance reports are thorough and easy to read. **Nothing is hidden.**

## Advice & Communication

We know that keeping your servers and desktop computers is only a small part of the bigger IT picture. More important is the way we work with you to fully understand and **meet your business needs**. We've seen the cost and pain involved when wrong decisions are made and we're yet to see two companies with the same business needs, structures and processes. That's why we fundamentally disagree with the *one-size-fits-all* approach that many IT companies are now pushing.

At IT Zen we pride ourselves on fully understanding your needs, and then finding the best solution to suit. The only reason we will ever recommend a product to you is because **it is the best fit for your needs**.

## We Care

What it comes down to is that we **actually care**. We treat our customers servers as our own. You'll have a single point of contact that will know your systems and your needs. We proactively monitor systems, but when there are problems we take them seriously and respond immediately. Don't just take our word for it though, here's what some of our clients have to say about our responsiveness:

1 "nothing too much trouble" attitude.

2 "Gareth is always so busy off doing work for clients that he never fixes any of the computer issues around home!"

3 "Prompt service - very efficient with all my enquiries both email and phone."

4 "Gareth is prepared to do whatever it takes to get the job done (at whatever time of the day and night)."

5 "...it doesn't seem to matter whether we need your help on short notice or indeed after midnight, you are always there."

## Servers & Virtualisation

Our 'bread & butter' is providing great Windows server administration for small businesses. We are experienced in the specialist area of Windows SBS migrations (having migrated every version from the past 12 years). We can also help you save money and drastically improve your disaster recovery procedures by implementing virtual servers.



## Cloud

The 'cloud' simply means a service that is hosted for you and accessed over the Internet. Many cloud products are accessible from a smart phone or tablet. We can help evaluate if a cloud solution is right for you, and provide advice about the potential risks. If a cloud product is right we can help you plan, and migrate your data to the new system.

## Programming

If no off-the-shelf products quite fulfils your business needs then we can create a custom web application with the exact functionality you require. If you are using a product that meets most of your needs but has some missing functionality we are often able to "fill the gap" by writing an extension, addon or helper program that integrates with your line-of-business application.

We also offer SharePoint customisation and development.



## Networking

We are able to provide some great business-grade networking gear at far better prices than you may traditionally be paying. Our WiFi gear is super reliable and full of features. We can also provide the right advice regarding NBN.

## VoIP Phone Systems

VoIP means using your Internet connection to make and receive phone calls, instead of needing a physical phone line coming into your building. This removes all line rental costs, and typically we find landline savings of 25% or more. Our VoIP offering is feature-packed and flexible and we can take care of all of the work implementing the system and porting across your existing phone numbers.



## Disaster Recovery & Business Continuity

Statistics show that over half of small businesses aren't in a position to be viable after a major disaster (such as fire, flood, or theft of servers). We can help you find out how much data loss you would incur in a disaster, and develop a disaster recovery and business continuity plan so you aren't exposed to risk.