



Our Company – Smartlogic

Smartlogic has provided IT support to small–medium businesses throughout Auckland for over 15 years. The diversity of our clients means our team has a great deal of experience supporting businesses in a variety of specialised fields.

Our mission is to provide the most exceptional and cost effective service in the Auckland IT market, while maintaining a friendly but professional approach – always putting the needs of our customers first.

“We are very happy with Smartlogic, and would highly recommend them to any business needing an efficient, friendly and cost effective service.”

— *Poultry Industry Association NZ*



Our Approach – Tailored Solutions

After 15 years of operation and over 40 years of combined technical expertise, our team sets a high bar when it comes to experience in the IT industry. Our experience means much more than a deep technical knowledge; it's an understanding of our customers' needs and how to exceed them.

Unlike some IT companies we won't apply the same formula to your company as we did for the last one. After working with over 200 diverse clients, we understand that every business is unique. From this understanding we know that every company we work with will have different needs, and that is why we work with all our clients to come up with a solution specifically tailored to their business.

“I have found their service to be very good, with excellent response times, expert problem solving skills and advice, and a friendly but professional approach.”

— *Dr. John Arcus, Beach Haven Medical*

Our Capabilities

– Delivering Comprehensive Services

Given the increasing diversification of technology used in the business environment, we have made it our priority to continually evolve as a company to reflect these changes. We dedicate time to our technicians learning of new technologies, and have also partnered with some excellent companies in New Zealand and Australia to ensure we are able to offer a comprehensive range of specialist services to our clients. Some examples of these specialist services include cloud services, telephony, software licensing, and IT security.

Choosing us as your IT provider gives your company access to a comprehensive range of products and services, without the need to work with third parties.

“The SmartLogic team are a conscientious, friendly bunch of guys who always go the extra mile. They have been a major help in our business moving offices, upgrading our setup to cloud exchange and a whizz on routers and servers. A highly recommended gem of a company.”

—Pauline May, New Zealand Green Building Council

Our Promises – What Makes Us Different

Finding an IT company with the technical expertise to support your business is only part of the picture. How this expertise is delivered is an equally important consideration when choosing your IT provider. With this in mind, we make the following measureable promises:

- We will respond to urgent jobs within two hours
- Our quotes are not estimates
- Advice is always free
- Projects are not complete until you are happy
- All hardware we supply comes with a two year full replacement warranty

“I have used the IT services of Smartlogic for more than 10 years. We have multiple sites and due to the nature of our business we are totally reliant upon efficiently operating IT systems. I have always found Smartlogic to be completely reliable and efficient in servicing our needs.”

—Mark Yaxley, Fibre Limited



Our Contribution – Giving Back to the Community

An integral part of our company culture is giving something back to the wider community. We achieve this by offering all non-profit organisations discounted rates on all of the IT services we offer. Currently we are providing this discount to organisations such as charities, schools, and community groups. If you think your organisation may be eligible for this discount then please let us know so we can offer you the appropriate rates.

“We have found them to be professional, very supportive, friendly, patient and quick to respond to our calls. Smartlogic understands our needs and always work in a timely manner to fix any IT issues we have ensuring that we have limited down time.”

— Lorraine Taylor, Variety – The Children’s Charity

Our Services

Desktop support

Server support

Remote support

Remote monitoring

Email

Exchange

Hardware

Software

Cloud services

(PC backup, email exchange,
hosted desktop, virtual servers)

Backup

(onsite and cloud)

Data recovery

Cabling

Office relocation

Phone systems

Medtech 32

Hosting

Antivirus

Network Security

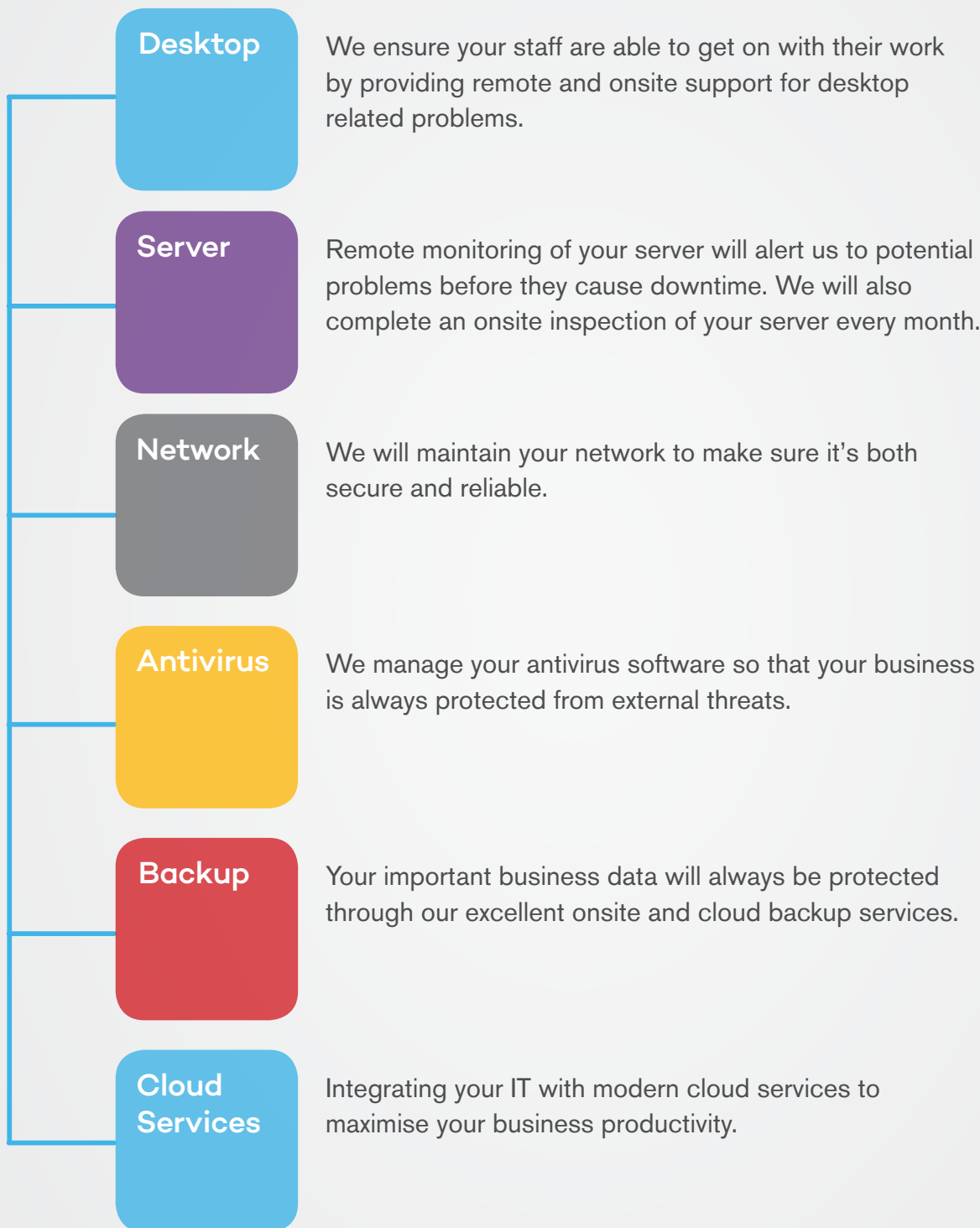
Networking

CISCO

SMARTLOGIC – MANAGED IT SERVICES

Our managed services plan provides a complete solution to your IT requirements through proactive monitoring, maintenance, site visits, and included support hours as you need them. Being a managed services customer also gives you access to some great benefits such as discounted rates on hardware and project work.

Figure 4. Components of IT



Delivering IT through managed services has become common place in the IT industry in recent years. Previously, IT companies worked on a break/fix model which was primarily focused on fixing problems when they came about.

In contrast, Managed Services is a solutions based approach to IT which focuses on prevention, maintenance, and providing solutions to customers that improve the efficiency of their business.

Standard Components of Our Managed Services Plan

- 24/7 remote monitoring of server(s)
- Routine maintenance, error checking and reporting
- Included support hours (onsite and remote)
- Business hours access to help desk (Mon-Fri, 8:30am-5:30pm)
- Management of antivirus and security software
- Onsite backup scheduling and verification
- Application of patches and updates
- Monthly site visits to perform maintenance
- Monitoring of system health

There are different options available in relation to the level of support hours included in your monthly fee; this will depend on various factors such as the size of your company and how often you require assistance. Our plans cater for small companies who only require a few hours support per month, right up to larger companies who require unlimited support.

Optional Components

- Hosted email exchange
- Offsite backup
- Other cloud services
- Telephone systems
- Software licensing

The cost of these components will depend on the specific needs of your business, and can be rolled into your monthly fee as required. We have excellent relationships with New Zealand's biggest vendors of hardware and software, so we can always source the various products your business requires.

Key Benefits of Our Managed Services Plan

- A focus on prevention
- Early detection and resolution of problems
- Fixed monthly payments
- Scalability as your staff numbers increase/decrease
- A single point of contact for all of your IT requirements
- Access to specialised services through our vendor partners
- Less unplanned downtime
- Higher productivity
- A rolling monthly contract without the need for a long term commitment

Flexibility

A great advantage of our plans is their flexibility; the included support hours can be adjusted every three months as the needs of your business change. There are no additional fees incurred for changing your plan. Combine this with the fact that we don't lock customers into long term contracts and it's clear that our philosophy is a little different.

We believe that our customers should stay with us because we are doing an excellent job in supporting them; not because they are locked into annual contracts.

Initial Projects

Often when companies switch IT providers they are looking to review/update their current technology. Through our excellent suppliers we can source quality hardware from routers to servers, and complete any initial project work that your company requires. Being on a managed services plan with us entitles you to discounted rates on project work, as well as hardware supplied below retail price.

Switching to Us

As part of the service we provide to customers, all initial work that is required to switch from your current provider to us is free of charge. This includes things like changing your old passwords, deploying our remote monitoring software and completing an initial health check of your network. All you need to do is ask your current provider for a copy of your customer information document and we will take care of the rest.

A Final Promise

We are 100% committed to providing the most cost effective managed service contracts in the Auckland market. If you happen to find a better price for managed services we will beat it by 10%. Guaranteed.

SMARTLOGIC CLOUD GUIDE – THE HYBRID SOLUTION

There is no question that the arrival of cloud computing has changed the IT industry for good. However, the way in which each business adopts cloud technology will vary greatly between companies.

There are a number of factors to consider when making a decision on whether to move a particular IT function into the cloud environment. The table below sets out some of these important factors.

Figure 1. Considerations

Availability of high speed internet
Reliability of internet connection
Cost analysis
Trust in cloud based security
Confidentiality of data
Data sovereignty
Hardware maintenance
Specialised applications
Productivity
The size of your company
Capital expenditure

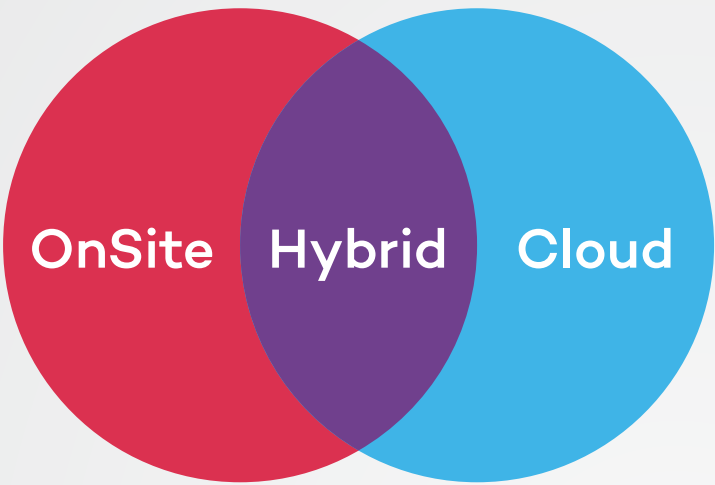
For each factor considered the answer may be different depending on the specific IT function being moved to the cloud environment. For example, the speed of an internet connection becomes a very important consideration when choosing whether to run servers locally or to host them in the cloud. In contrast, the speed of an internet connection is not an important consideration when choosing to move an email exchange into the cloud.

We have met with clients who have opted for complete adoption, as well as clients who have moved from the cloud back to onsite infrastructure; and everything in between. From these experiences we know that adopting cloud technology is not a black and white decision. Each component of your IT system (email exchange, backup, storage, applications, server and desktops) needs to be considered against the factors above in order to make the best decision for that function.

The good news is that we offer a comprehensive range of services that support both ends of the spectrum. So wherever your business is now, and where ever it goes in the future; we have the ability to adapt to your IT requirements as they evolve.

For many of our clients a mixed model of onsite infrastructure and the use of cloud technology has been the favoured solution. We are a big advocate of this mixed model approach, and the flexibility it provides to our customers to enjoy the benefits of both systems.

Figure 2. The Hybrid Solution



Below is a particular example of a Hybrid solution adopted by a customer. In this case the customer has chosen to keep full desktop and server hardware onsite, while also utilising cloud technology for email, applications, and an offsite backup.

Figure 3. Hybrid Solution Example

	OnSite	Cloud
Server	✓	
Email Exchange		✓
Desktops	✓	
Backup	✓	✓
Storage	✓	
Applications	✓	✓

Choosing us as your managed services provider gives your business the chance to leverage specific cloud services which are suited to your business, while operating the remainder of your IT infrastructure onsite. The result is a customised solution that works to maximise the effectiveness of your IT systems, while also allowing for various constraints that are relevant to your business.

Through our access to the best cloud services in the country we are able to offer a comprehensive range of cloud services to our customers that are hosted right here in New Zealand. We manage these services from end-to-end so your company will never have to deal with third parties to take care of your IT systems. We also have excellent channels for sourcing hardware from New Zealand’s biggest suppliers, giving you access to quality hardware supplied below retail price.