

Tech in Depth

Taking care of Your IT,
so you can take care
of business.



Adelaide
Brisbane
Canberra
Hobart

Melbourne
Perth
Sydney
Newcastle

Wollongong
Auckland
International
Other

Imagine what it would be like to instantly have a world-class IT team working for you with predictable costs. That's what you get with Tech in Depth.

Instantly gain access to the technology that can increase revenue, decrease costs, improve productivity, and enhance customer experiences - along with the experts to manage it and keep your data secure and protected.

No IT team, little team, big team – we've got your back.

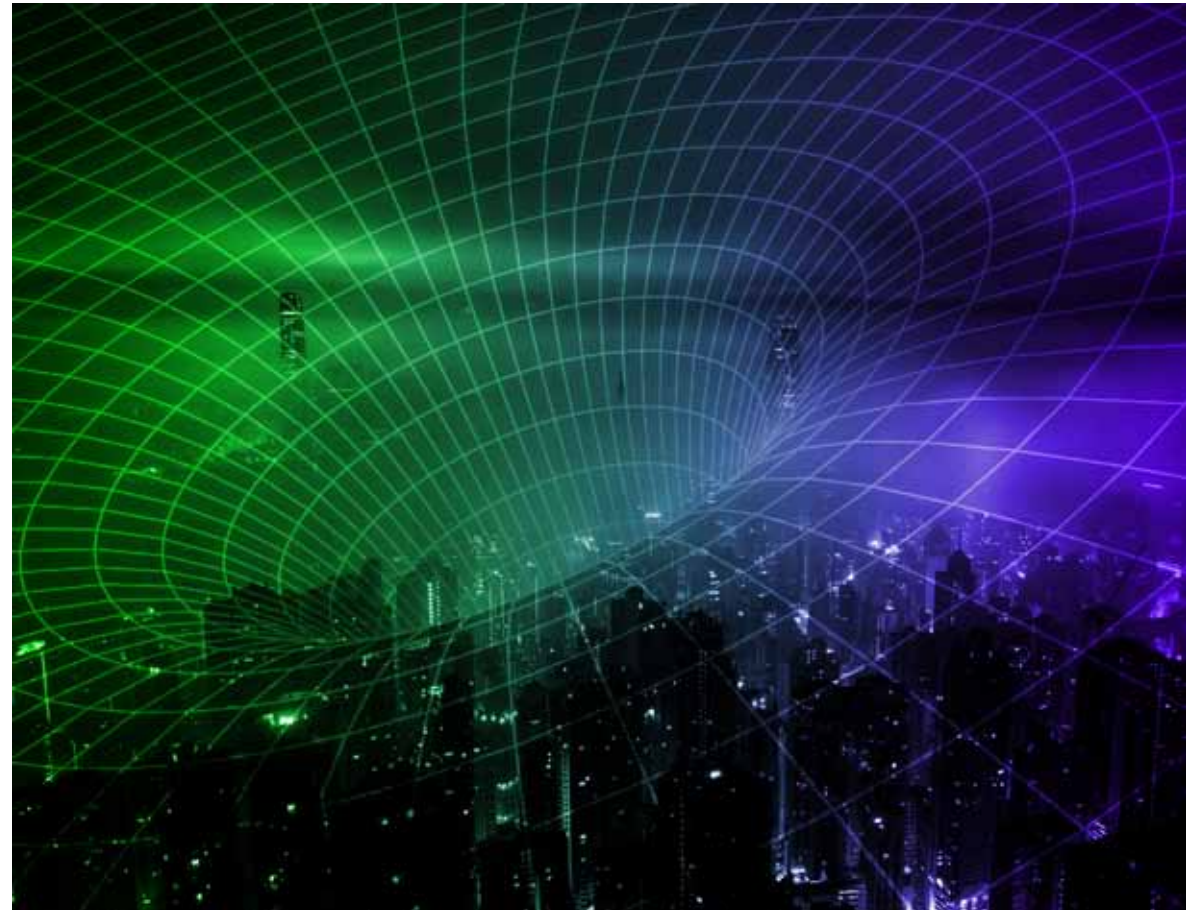
Whether you outsource your entire IT function, or need more expert hands and tools to support your existing team, we can help.



View our support plans

We offer a range of plans with the depth, breadth, and coverage to suit every business.

Each plan includes options so you can tailor the options to requirements today and alter as your needs change. With no lock-in contracts we're here to serve your interests, not ours.



Support plans

01



Support Essentials



\$80.00 Per user* Per month

*based on agreed Tech in Depth SOE

02



Total Business Support



\$120.00 Per user* Per month

*based on agreed Tech in Depth SOE

03



Total Support Plus



\$155.00 Per user* Per month

*based on agreed Tech in Depth SOE

Support plan inclusives

Tell us what you need.

	Support Essentials	Total Business Support	Total Support Plus
Remote monitoring and alerting	+	+	+
Remote Patch Management and remediation	+	+	+
Drive space performance optimization	+	+	+
Management portal and managed services reports	+	+	+
Software and hardware lifecycle management	+	+	+
Managed security services - base	+	+	+
Remote helpdesk	+	+	+
Managed security services - enhanced		+	+
Unlimited remote incident remediation			+
Performance monitoring			+

IT support services

Fixed monthly fee with no contracts

Imagine your entire IT environment monitored 24 hours, 7 days a week, 365 days a year.

Our team will proactively detect and fix your systems before they caused any downtime for your business?

And now imagine unlimited IT support across Australia and New Zealand that is only a phone call away.



Location

We provides true
nationwide coverage.
Please let us know
where you operate from.

Adelaide
Brisbane
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Our proven process

- Conceptualize, design, purchase, implement, and support your business's network infrastructure – and get creative to make sure it meets all of your needs at the lowest possible cost.
- Make sure your network and infrastructure are scalable and up-to-date, utilizing the cloud when advisable.
- Help build a technology budget for your organization so that you can always be prepared for when costs arise – which means no more expensive surprises.
- Take care of your support needs with our remote help desk, regularly staffed when you work with 24-hour emergency support available.
- Handle all the small but critical tasks, such as domain renewals, software patching, and data backups.



Number of users

Our support plans are easy to understand as they are based on the number of end-users you have.



Services required

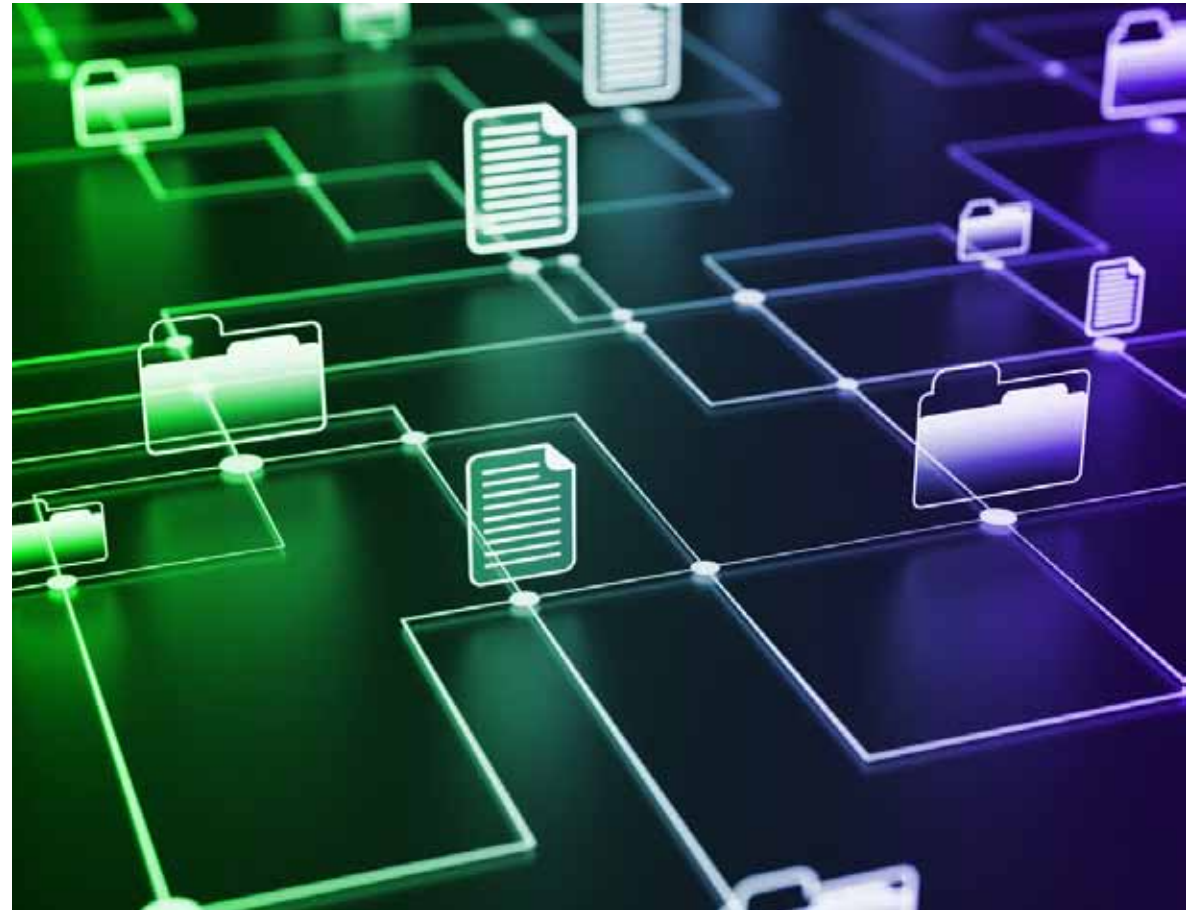
Our plans all include some optional elements which can help tailor the right level of plan to suit your needs.



Managed IT services

Tech in Depth provide Managed IT Services across Australia and New Zealand to bridge the gap between the capacity of an internal IT Department, and the increasing demand for business transformation using specialist technologies.

As a Microsoft partners with a client retention rate of over 98%, Tech in Depth are renowned as an IT provider you can trust.



IT Support Services



24/7/365 IT support



The best IT managers work in excess of 40 hours a week, we're better! With active monitoring 24 hours a day, 7 days a week and we work public holidays too.



Australian based help desk



Communication is key and whether you need us for a password reset or we're onsite to rectify a critical incident, we are local, and we understand the importance of being there for you when you need us.



Predictable fixed fee pricing



Tech in Depth protects your business with an affordable monthly fee, instead of spending money to fix problems by the hour, you can be assured that all your IT problems are rectified while controlling costs this helps you stay on budget by eliminating hidden IT costs. Absolutely no hidden pricing!

Security in Depth

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