

Inspired IT

We're not just in the game of IT,
...we're ahead of it!



We bring **effective, reliable** and **personal** services to businesses throughout Perth and our highly responsive team will see technical issues fixed in record time and **on point!**



www.inspired-it.com.au

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Office 365

Office 365 has the ability to revolutionise the way you do business, even if you employ a very small number of staff. It allows you to work from anywhere, simplifies the licensing process and provides access to update office software at a predictable monthly cost.

Mobility

One of the many benefits of Office 365 is it allows staff to be as mobile as required or desired. Thanks to SharePoint and OneDrive, employees can store all files and documents in the cloud, allowing instant access to vital information anywhere at any time. The cloud also provides secure backup so no fire, theft or loss can result in the permanent disappearance of your files. OneDrive Files On-Demand helps you access all your files in OneDrive without having to download all of them and use storage space on your device.

Professionalism

Office 365 helps enhance the professionalism of a business. You are continually connected to the same Hosted Emails Server which means all staffs' inboxes remain synchronised. Using Microsoft Exchange and Microsoft Outlook enhances efficiency and allows the sorting, prioritising, delegating and managing of emails. This translates as greater organisation and collaboration between employees as everyone is on the same page at all times.

The collaboration extends to all your clients and suppliers, as through Office 365 you can provide access to the most recent and relevant documents you select, in addition to live access from others elsewhere in the State, country or overseas.

Affordable

Office 365 is a highly affordable suite for your business with a host of different subscriptions.



IT Support

There is nothing worse than experiencing a critical IT problem when you are rushing to meet a client deadline or get a major order ready for delivery. These days most companies are so technology dependent they fail to operate efficiently if computers crash or worse still, work grinds to a halt, which is why we have the know-how and expertise to find a fast and effective solution.

Remote IT provides an efficient and affordable solution for solving the majority of IT issues. We can access your desktop remotely which allows us to identify the problem, fix it and allow your staff to get back to work with minimum disruption.

Inspired IT is proud of its ability to provide support to its customers and we have many repeat clients, a significant proportion of whom choose to upgrade to our Managed IT Services so their companies can relax in the knowledge technological issues will no longer disrupt their work flow. Clients with our Managed IT Services receive first priority.



Inspired IT was founded by Matt Seeds in 2016 and he brings nearly 20 years' experience in the industry to the company. He is driven by a strong desire to raise standards in the IT service sector and delivers a new and innovative level of customer support to clients.

Another driving force was the desire to see more companies take on Office 365; a comprehensive suite that provides a simple and cost effective way to have a powerful range of cloud office services. It allows business owners and staff members to access a full range of files anywhere at any time.

Managed IT Services

Inspired IT helps your company run smoothly around the clock by putting customised IT services in place, which help your business operate at maximum efficiency and expand at the rate you choose.

We allow you and your staff members to do what they do best, which is run your company. Quite simply, our managed IT services means businesses can increase productivity and continue to grow by providing remote monitoring, valuable support tools, regular maintenance and the monitoring of backups

We foresee problems before they arise and put tools in place to ensure your company is never interrupted with system failures.

Managed IT - we help take the stress out of running a business and free up valuable time for you and your staff.

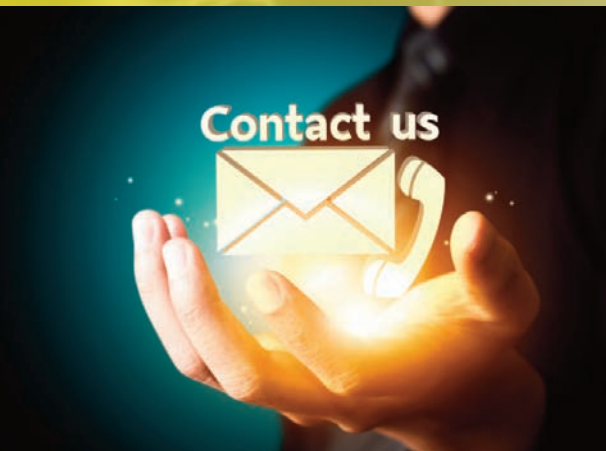


Managed IT Services Breakdown

MANAGED SERVICES COMPARISON	GOLD	PLATINUM	DIAMOND
Managed Services			
SLA Response Time	4	2	2
24x7 System Monitoring	✓	✓	✓
Remote Access for Assistance	✓	✓	✓
Patch Management	✓	✓	✓
Preventative Server Maintenance	✓	✓	✓
Preventative Workstation Maintenance	✓	✓	✓
Unlimited Business Hours Remote Support	✓	✓	✓
Software Vendor Management	✓	✓	✓
Domain/DNS Management	✓	✓	✓
Cloud Application/Administration Management	✓	✓	✓
Router and Network Administration Remote	✓	✓	✓
Monthly Executive Summary Reporting	✓	✓	✓
Asset Management	✓	✓	✓
Quarterly IT Reviews	✓	✓	✓
Backup Monitoring and Maintenance	✓	✓	✓
Reduced Project/Consultancy Rate		✓	✓
First 3 hours of labour for each new workstation		✓	✓
Onsite Support Option (Available upon request)			
Basic Security (This can be used as a stand alone service)			
AntiSPAM Filtering Per User	✓	✓	✓
AntiVirus Software Per User	✓	✓	✓
Automatic Email Signature Software Per User	✓	✓	✓
Office 365 Exchange and SharePoint Backup	✓	✓	✓
Drive Encryption	✓	✓	✓
Malware Protection Per User		✓	✓
Web Content Filtering and Monitoring		✓	✓
Device Policies			✓
Cyber Security and Prevention			
Multi-factor Authentication	✓	✓	✓
Dark Web Monitoring & Identity Theft Protection		✓	✓
Security Awareness Training		✓	✓
Password Manager			✓
Cybersecurity Risk Assessment			✓
Vulnerability Scanning			✓

First Class Support

Here at Inspired IT we understand time means money, which is why we make the process of fixing any technical issues our first priority.



Contact Us

Simply email us at helpdesk@inspired-it.com.au or call us on (+61) 08 6142 8221. Whichever method you choose to contact us on, you will receive an automatic acknowledgement the IT service request has been received and logged. A new ticket service will be generated and this will include the number to be used to track the request via the secure Customer Portal



Expedited Ticket Processing

Once the ticket has been created it will be processed to identify the best resource to handle the issue.



Response

We email or call the client to inform them of our plan of action to resolve the issue and our system will automatically update the client regarding the status and progress of the work. The client will be informed as soon as the problem is resolved.

VALUES

WE ARE **ONE TEAM**

We **communicate** clearly and frequently

WE DELIVER **WOW** THROUGH SERVICE

We **evolve and adapt**

WE DO THE **RIGHT THING**



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Why our clients love Inspired IT

Inspired IT has helped thousands of clients overcome technical issues and enabled their business to run more smoothly and cost effectively through the installation of systems such as Office 365.

Here is what some of our clients have to say:

// Shane Jones - Managing Director of Melchor

Our company has been with Inspired IT since inception and I can truthfully say it is one of the best IT companies I have ever come across. The service is amazing and Matt and his team have such a great technical knowledge there is absolutely no issue they cannot solve. Highly recommended! //

Belinda Good - Operations Manager, Boutique Advisers

"We were looking for a modern approach to our IT solutions and the introduction of Matt and the Inspired IT team brought about the change we needed. Their support with ongoing management services is always at the highest level to ensure our business remains operating as it needs to. What has been of valuable assistance is their liaison with third party providers on our behalf when other areas of our business require changes or fixes. Boutique Advisers are proud to endorse Matt & his team and we look forward to continuing this relationship for years to come."

Paul Summers - Principal/Director, Summers Legal

"A long history of incompetence and IT mis-management was instantly brought to an end by the team at Inspired IT. We appointed Inspired IT 12 months ago and the services been outstanding. I can truly say that only after the arrival of the team from Inspired IT have I been able to confidently relax in respect of our IT management and security. We can't thank Matt Brodie, Tom and the team enough for the outstanding service and interest they have taken in our business."



We're here for YOU!

Inspired IT is a growing company and we always welcome new clients; whether you operate a small, medium or large business, we would love to help your company run more efficiently through the technological systems and ongoing support we can provide for you.

Our team recognises technological advances within the industry are happening all the time and Inspired IT is committed to keeping up to date with these at every stage through up to date industry certificates and ongoing research.

Inspired IT - ensuring your business runs at maximum efficiency 24/7

Call or email us today for an obligation free quote.

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