



***HOW MANAGED SERVICES
CAN SAVE YOUR BUSINESS***



In the first [X-Men](#) movie, Professor X told his past self (Charles Xavier):

“As frightening as it can be, that pain will make you stronger. If you allow yourself to feel it, embrace it – it will make you more powerful than you ever imagined. It’s the greatest gift we have: to bear their pain without breaking.”

Just as Professor X had to face the pain in his own mind, businesses must face their internal weaknesses to grow stronger. But sometimes, some pain is too much to bear on your own.

That’s why Managed Services matter.

How Managed Services Can Save Your Business

IT'S TIME TO FACE YOUR PAIN (POINTS).

A [report](#) by Insight discovered that 55% of small business owners feel their current technology solutions are actually “a hindrance to incorporating or adopting new technologies.” Despite that, 41% of surveyed business owners have plans to increase their technology spending.

Another [report](#) by Nimble Storage and Oxford Economics determined that Australian companies may be losing as much as \$825 million in worker time every year due to delays and downtime. 74% of respondents reported the speed of applications they use significantly impacts their ability to be productive. More alarming - only 20% of respondents *actually* acknowledged their staff being unhappy with the way their systems work.

Metaphorically speaking, businesses owners are being overwhelmed by their pain-points. Companies are continuing to manage their own IT decisions, despite feeling as though their existing infrastructure is hindering their growth. Even worse, they're making decisions they don't even realise are negatively impacting their ability to perform!

If you've been questioning whether your current technologies are inhibiting your processes and bottom line - then you've met the right team.

OUR SUPPORT CAN SAVE YOU (TIME AND MONEY).

Ideally, technology should help identify poor performance, minimising or eliminating issues before they arise. Applications should be monitored regularly, with priority placed on optimising performance for end users.

At Dynamic Business Technologies, we understand the unique needs of small business. Uncertainty can be daunting, but we can help reduce the pressures on your cash flow by making your IT needs easier to understand and budget for.

You no longer need to worry about what your next IT call might cost you. With our Managed Services, you can relax knowing that all your IT support needs are covered for a flat, monthly fee.



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OUR MANAGED SERVICES

We offer two types of managed service plans to fit your needs and budget:

ENCOMPASS:

Our Encompass agreement covers all the basics, and is backed by our outstanding technical staff based in Newcastle, NSW. You'll receive core network support, proactive server maintenance and management, 24/7 software monitoring with alerts, and unlimited support tickets for your staff. While on-site support tickets incur additional charges, all remote support is unlimited and included in the contract.

UNITY:

Our Unity agreement includes everything within our Encompass plan, with the addition of a virtual CIO dedicated to optimising your network. Unlimited on-site support tickets are also included in this contract.

CRITICAL RESPONSE TIMES

	Acknowledgement	First Response	Escalation
Encompass	20 Mins	120 Mins	30 Mins
Unity	15 Mins	60 Mins	30 Mins

THE GREATEST GIFT WE HAVE TO GIVE...

...is to bear your pain for you, and prevent your technology from breaking.

We're Dynamic Business Technologies, and we believe our managed services represent the best IT support available to Australian businesses. [Contact us](#) today to find out more about partnering with us.



9/335 Hillsborough Road
Warners Bay NSW 2282

1 300 799 094

www.dbtechnologies.com.au