



... your IT support partner ...

**IT solutions for smart businesses**

[www.trackright.com.au](http://www.trackright.com.au)



**Successful businesses are the result of motivation, determination and innovation. Whether it started out as a hopeful idea or a purpose-driven goal, your business has been developed into an entity that provides value to your clients, employs staff and achieves probably more than you imagined.**

### **Top 5 things to consider when selecting an IT partner:**

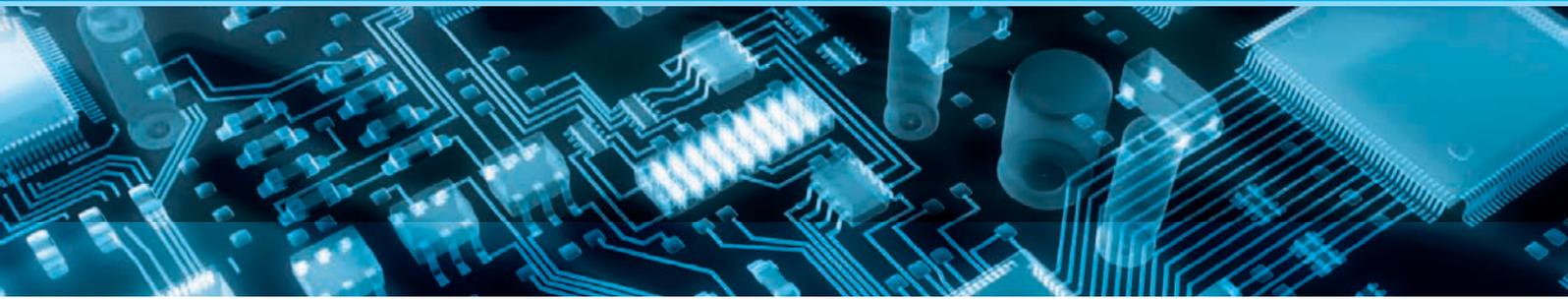
1. Do they have the right experience?
2. Are they reliable?
3. Are they cost-effective?
4. Are they responsive?
5. Will you retain control?

That's why maintaining your IT is critical to ensuring your business can continue to operate. However, many businesses lack the technical knowledge and experience to manage all their IT requirements. Savvy business operators know to play to their strengths and call on others to fill the gaps but the cost to employ someone within the business as a dedicated tech support can be expensive, especially when you consider that they don't generate any revenue for you. When faced with allocating limited resources, can you afford to choose a tech person over a sales person or a member of your production team? If your business already has an in-house IT manager, how do you know you are getting value for the cost of their salary? Unless you are receiving regular updates such as documented issue updates, tested disaster recovery plans and system performance reports (just to scratch the surface), you may not be getting your money's worth.

As the main driver of your business' success you understand that time, another limited resource, is better spent on optimising your business, not trying to do the work of others.

### **The solution is clear**

In an ideal world your business' technology would be supported by a team of experts dedicated to maintaining the integrity of your IT operations. They would be up to date with the latest anti-virus and security techniques; they'd be reliable, responsive and affordable. And they would never take sick leave, speak in technobabble or wear iPod earplugs all day.



## What we offer

Track Right provides a complete IT support service for small and medium-sized organisations like yours. We offer everything you need to support and manage your company's IT systems for a fraction of the cost of your own full time IT staff. Our service is highly proactive; we continuously manage and monitor your IT systems remotely with the aim of preventing problems before they occur, not just reacting to them. Track Right is a virtual IT department for your organisation.

We use several industry standard and sophisticated purpose-developed tools to provide outstanding services to our clients. By actively managing, monitoring and reporting on your key IT infrastructure we ensure that your business gets the maximum return on your IT investment.

## Track Right is different - we work for you

Our commitment is to maintain optimal technology integrity for your business. Unlike other IT support providers, Track Right doesn't lock you in to expensive and restrictive contracts or charge you by the hour. This presents three key benefits to your business: control, cost management, and integrity of your IT systems.

You retain control at all times because Track Right offers you the flexibility to opt out of our services at your discretion. With our extensive experience we are confident that the quality of our IT support will meet the needs of your business. And as our many long-term clients attest, you'll see the benefit to your business every month.

At Track Right we understand that cost management is critical to every business, which is one reason we offer a fixed price per month service. This means your business has a predictable IT budget and you know your IT costs won't blow out.

Equally important is ensuring that your business is as productive as possible. Because we don't get paid by the hour to resolve problems, we invest in avoiding them and keeping your IT running. We are directly incentivised to minimise any down-time thereby optimising your IT system's productivity.

## How Track Right supports your business

### Track Right Total Support: keeping your business operational

Whatever your business, your technology infrastructure enables you to operate. Your workstations, internet and intranet, email, servers, software applications, and back-ups all need to be operating at optimal levels.

Track Right Total Support includes sophisticated integrated monitoring systems that detect unusual activity and automatically alert the Track Right support team. Escalated issues are assigned and acknowledged within 30 minutes and in most cases are resolved before your business is impacted.

The advantage for your business is that the hard work is done in the background and any potential issues are proactively identified and resolved before they effect your operations.

You can feel secure with Track Right Total Support that your systems are reliable and your information is safe, giving you the confidence to focus on managing your clients and running your business.

**Ensure your technology is operating at maximum capacity. Talk to Track Right today to find out how.**

#### Track Right Total Support benefits:

- Potential issues are automatically identified and proactively resolved, preventing an impact your business
- IT systems and infrastructure are reliable, allowing you more time to focus on your business
- Technology operates at maximum capacity so you get the most from your IT



## Protection: keeping your business safe

Without robust defence, outside malicious activity such as spam, viruses and spyware could put your business at risk of losing productivity and thousands of dollars every year.

Track Right Total Support includes the most effective systems to protect your business. We deploy the latest version of anti-virus protection and regularly monitor its effectiveness to ensure your business is safe, giving you peace of mind that your systems aren't being compromised.

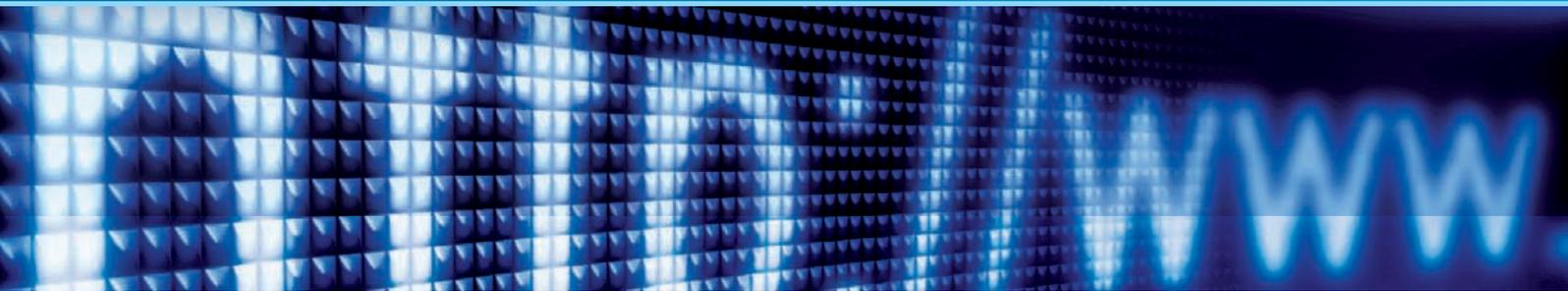
Track Right deploys state of the art firewalls to provide security from intrusion attempts. Our firewalls are actively monitored and managed which enables us to detect unusual activity from both external and internal misuse or infected computers.

Another major element of your business' internal security is your staff, however many businesses neglect to conduct appropriate clean-ups when staff leave the organisation. Track Right actively works with you to ensure that the only people with access to your systems are the employees you have authorised to do so.

**Talk to one of our tech experts to understand how Track Right can keep your business safe.**

### Track Right protection benefits:

- Protects from viruses, malware and spyware so your IT integrity is maintained
- Provides security from intrusion attempts
- Safeguards your systems from unauthorised staff access



### Track Right business continuation benefits:

- Avoid risks of lost productivity
- Maintain business integrity
- Protect your business' reputation

## Business Continuation: keeping your business running

Track Right is committed to ensuring your business can sustain normal activity in the event of unexpected interruptions. This is achieved two-fold; firstly by having a customised back-up regime, and secondly with comprehensive disaster recovery plans.

Different businesses have different requirements, which is why Track Right will design a back-up regime tailored to suit your business needs. The team at Track Right has vast experience in supporting small and medium enterprises so you don't need to be a technical expert. Track Right will take care of the details and provide you with a reliable and manageable process that incorporates your specific requirements.

Unforeseen disruptions can cause significant damage to a business. Not only is productivity impacted, it can also give clients concern about the business' integrity. A survey of over 1500 small-medium businesses and their clients found that 42% of customers have actually switched vendors because they "felt their vendor's computers or technology systems were unreliable."\*

Track Right can help minimise the impact of unexpected interruptions by designing and implementing a disaster recovery and continuation plan to suit to your business. To ensure your critical systems can continue to function, Track Right can install power and data backup solutions. The disaster recovery and continuation plan is tested on a regular basis to ensure that it is effective and meets the needs of your operations. Systems and procedures documentation for your organisation is maintained so it is current and available to you at all times. Your business benefits from maintaining the integrity of your operations while avoiding the risks of lost productivity and reputational damage.

**Find out how simple it is to keep your business running with Track Right. Call us on 1300 134 369 and talk to someone who understands your business' IT needs.**

\*Source: 'Symantec 2009 SMB Disaster Preparedness Survey', [www.continuitycentral.com](http://www.continuitycentral.com)



## Monitoring: optimising your IT capacity

At Track Right we believe that keeping your business supported is more than just avoiding the 'uh-oh' moments. It's about making sure that all your IT systems are doing what they're supposed to. Many small and medium-sized businesses pay their internet bill without actually knowing if it's accurate or if they've been overcharged for bandwidth they didn't use. Track Right monitors your network activity and reviews your actual usage against your charged rate, which can save your business money and help determine the most appropriate network requirement for your business needs. To further ensure the integrity of your systems, unused network accounts can be disabled and removed as required.

Track Right also monitors your infrastructure resource allocation to assess performance and prevent capacity-related issues. For example, when a server disk is not monitored it can reach maximum capacity and cause unexpected crashes that can disrupt business operations. Recovery from such incidents is time consuming and costly. To avoid such issues Track Right has systems that automatically detect these situations. An alert is automatically generated and actioned so you don't have to worry about losing data at crunch time.

## Client Support: providing expert service for your business

Your primary Track Right expert manages only a few clients and provides a highly personal service for each client. At the same time, our staff work as a team, providing back up and sharing support and specialist knowledge. And, unlike other IT support providers, Track Right does not direct client calls through a maze of voicemail options to a call centre. Client calls are typically answered by the person who will actually resolve your issue.

Our client support is available during business hours so you're not paying a premium for a service you don't use. However we know that some technology issues can occur outside normal business hours so support is available as needed for more urgent problems.

**The right support can make all the difference to your business' technology. To find out how Track Right experts can support your business, contact us today.**

### Track Right monitoring benefits:

- Optimal resource allocation
- Avoid capacity-related issues and crashes
- Accuracy of network charges

### Track Right client support benefits:

- Melbourne based
- Calls are answered by an expert - not voicemail
- High quality service for every client
- Cost effective - you don't pay premium rates for services you don't need or use

## Who we are

Track Right was founded in 1997 by two business partners who had a wealth of experience (over 30 years between them) in IT support and infrastructure. The partners recognised that many small businesses needed full time in-house tech resources but couldn't always justify the expense so Track Right was formed to provide flexible and affordable support. Since its inception, Track Right has grown by recruiting IT experts who take pride in their high quality customer service, as well being passionate about geeky stuff. This expertise has been used in the development of all of our systems and processes to ensure that you consistently receive excellent service from our team.

With many years supporting small and medium-sized businesses we understand their budgets and unique needs. We believe that you shouldn't have to compromise on the quality or security of your IT to get the support your business needs at a price it can afford. We take pride in providing you with the level of service that we would want to receive: proactive, reliable, expert.

**Track Right is committed to excellent IT management. We are ready to be your trusted IT support partner.**

### Who we are:

- Committed to excellent IT management since 1997
- Understand the unique needs of small and medium businesses
- Experienced in providing flexible and affordable IT support
- Consistently proactive and reliable
- Cost-effective virtual IT support
- No contracts – you are in control



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