



www.milnsbridge.com.au

WELCOME TO **MILNSBRIDGE**



Delivering results, building long lasting partnerships; this is Milnsbridge, Welcome.

As a partner you can expect complete technology support for your IT systems, on your premises, and in the cloud, with ongoing advice and consultation helping you always remain competitive.

You can trust that Milnsbridge has the necessary skills, experience and resources to provide your business with the highest level of technical support with personal service. As a Microsoft Gold certified partner, a HP business partner and having a team of highly skilled technicians trained across a wide range of technologies you can only benefit from the skills and knowledge that we bring.

Please take the time to read through our profile, and when you're ready give us a call so that we can meet in person

Kind regards,

Adrian Weir
Principal Consultant



OUR STORY

A VISION OF BRINGING ENTERPRISE QUALITY IT SUPPORT TO SMART BUSINESSES.

OUR STORY BEGINS IN NOVEMBER 2001 IN A CORNER OF AN ORDINARY SUBURBAN SUNROOM



Our story begins in November 2001 in a corner of an ordinary suburban sun room where the vision of Milnsbridge was being drawn. The vision has always been about delivering professional IT support, modelled on the same structure that you would find in any large business, but making those same corporate skills, knowledge, discipline and support practices available to small businesses who embrace technology.

Testing how well this idea would be received was foremost, and the sun room was ideal. Within a few short weeks the entire sunroom had been transformed into what would be our first office, complete with a helpdesk, store room, workshop (for repairs), a meeting area (yes, to meet with new customers and partners) and workstations. All we needed now was a Milnsbridge team and customers. It was the customers who would come first (and they still do).

For many months, Adrian would load his much loved 1972 MG BT, with tools, spare parts or even new orders and hit the road making deliveries, meeting new customers, providing maintenance support, as well as run the helpdesk, writing proposals, and making his own coffee. Soon a Milnsbridge team started to form and a new office was acquired and our journey began. Today, our vision, with most of the original team members remain the same.



PREMIUM CARE

Milnsbridge Managed Services are the pinnacle of managed IT service solutions. Designed to enhance and grow your business based on our experience delivering managed IT services since the turn of the century.

With total flexibility to suit your business, whether you need on-site visits, on premise infrastructure, or in the cloud solutions, Milnsbridge has the options to suit you.

Backed by 24/7 monitoring, our Managed Service Plans offer scheduled onsite support options such as weekly, fortnightly, monthly visits. Our remote system monitoring compliments the onsite support visits, and to ensure your systems are always monitored and protected we have included it as standard on all of our Managed Service Programs.

MANAGED SERVICES PLANS

WHICH MANAGED SERVICE PLAN SUITS YOUR BUSINESS?

ONSITE PLAN OPTIONS

Weekly - Full day 6hr Onsite support visit weekly \$3645	Weekly - Half day 3hr Onsite support visit weekly \$1845	Fortnightly 3hr Onsite support visit fortnightly \$995	Monthly 3hr Onsite support visit monthly \$345	Bi-Monthly 2hr Onsite support visit bi-monthly \$175
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	GOLD	PLATINUM	PLATINUM +
Base Plan	\$ 250	\$ 250	\$ 250
Users	\$ _____ \$30 x _____	\$ _____ \$60 x _____	\$ _____ \$90 x _____
Servers	\$ _____ \$60 x _____	\$ _____ \$120 x _____	\$ _____ \$180 x _____
Onsite option	\$ _____	\$ _____	\$ _____
Total Monthly:	\$ _____	\$ _____	\$ _____

Support Rates:



Service desk hours:
 8.00am-5.30pm (Mon-Fri) 1st & 2nd Level \$125/hr
 9.00am-5.00pm (Mon-Fri) 3rd Level \$175/hr
 After Hours/Weekends: \$250/hr

*all rates exclude GST

MANAGED SERVICES BENEFITS

- ✔ Premium Helpdesk support
- ✔ 24x7 Monitoring of all key services
- ✔ Free Endpoint Security software
- ✔ Free Spam Titan email protection
- ✔ Automatic Microsoft Updates
- ✔ Automatic Software patching
- ✔ Detailed monthly reports
- ✔ Optional onsite maintenance visits
- ✔ Automated System maintenance



GOLD PLAN

Only need a **small amount of support** each month? The Gold plan is ideal

- All the Managed Services Benefits
- 1st & 2nd Level Business Hours Remote Support*

* Receive 7.5 minutes monthly for each user/device - minimum 1 hour provided

PLATINUM PLAN

If you want a **fixed support budget**, then the Platinum plan is right for you

- All the Managed Services Benefits
- **Unlimited** 1st, 2nd, and 3rd Level Business Hours Remote Support

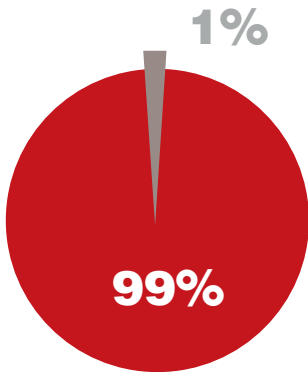
PLATINUM +

If you need a fixed price support solution with **unlimited after hours support** the Platinum+ plan includes **unlimited 1st, 2nd & 3rd level remote support 24 hours x 7 days**

HOW CUSTOMERS RATE OUR SERVICES

WHEN RESPONSE MATTERS

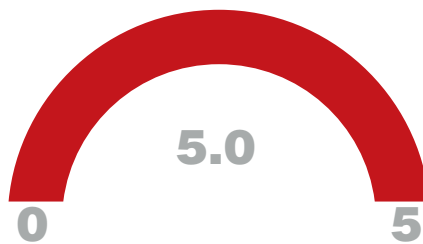
Percentage of cases responded to within 1 hour



■ Within 1 hour
■ Over 1 hour

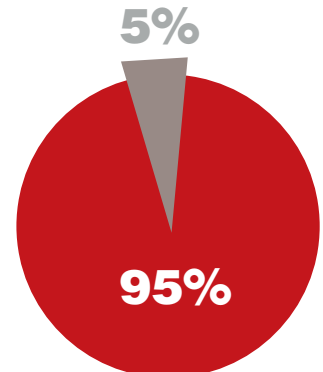
HIGHLY RATED

How our customers rate us out of 5.



FIX IT QUICK

Percentage of cases resolved within 1 hour



■ Within 1 hour
■ Over 1 hour

SERVICE LEVEL TARGETS

Response Targets

1. Acknowledgment within 90 minutes of logging problem
2. Level 1 support - Remote diagnosis of problems Begins within 2 hours of logging your call
3. Level 2 & 3 support - Onsite attendance the next business day after case is escalated

RESOLUTION TARGETS

EMERGENCY	HIGH	MEDIUM	STANDARD	SCHEDULE	PROJECT
Major loss of mission critical system or complete service outage	Incident with critical system or service affecting all users	Incident with critical system or service affecting some users	Incident with non-critical system or service	Request for new install, changes, moves, repairs or upgrades	Service request for project
8 BUSINESS HOURS	12 BUSINESS HOURS	16 BUSINESS HOURS	24 BUSINESS HOURS	40 BUSINESS HOURS	CUSTOM

MANAGED BACKUP

MANAGED BACKUP SERVICES

Milnsbridge has developed industry leading backup solutions for on-premise, Cloud and Hybrid environments. The backbone of the Milnsbridge Managed Backup is local disk imaging with daily , weekly and monthly snapshots.

Snapshot Imaging

Snapshot Imaging takes an image of the protected server on a daily basis (or more often if required) which is stored onsite. Depending on the retention used this allows for rapid restoration from backup without all the time and hassle of doing a restore from tape. The onsite images are then usually backed up to removable media like hard drives or tapes for longer term offsite storage.

Milnsbridge Backup as a Service - Arcserve UDP

Milnsbridge provides software, monitoring and support (excludes restores)

\$54.00 a month/per server

Milnsbridge provided on-premise storage

Milnsbridge provides, supports and maintains storage hardware (rental)

\$50.00 a month/per TB

* Initial install and configure \$495ex

Cloud replication and deduplication - Protect your onsite data in the cloud

The Milnsbridge Cloud replication service reduces onsite storage of backup images by over 70% and reduces offsite storage of backups by 85% resulting in dramatically lower Internet bandwidth.

Cloud Backup - Deduplication and replication to the Cloud

500GB (Protected Data)

\$199.00 a month/per 500GB

* Initial install and configure \$995ex

Cloud backup - Protect your Azure Cloud server

If you've already got all your servers running in the Azure Cloud we offer a comprehensive monitoring and support service to make sure your servers are protected

Backup monitoring and support in Azure Cloud

\$29 a month/per server

*All rates exclude GST. Data restorations are excluded.



BROADBAND & INTERNET SERVICES

The internet is the backbone of modern business operations, whether you need basic web browsing, email hosting, website hosting, virtual private networks, or remote access, we have the right solutions.

Broadband Internet Access

Our broadband products are designed specifically for business users; static IP addresses, generous downloads and low excess charges are standard on all NBN, ADSL2+ and Ethernet packages.

Internet Connections

NBN 100M/40M 1.2TB	\$119.00 a month
ADSL2+ Unlimited	\$99.00 a month
Mid-band Ethernet	from \$299.00 a month
100Mbps Fibre	from \$499.00 a month

Domain Names & Web Hosting

Domain Names	from \$5.90 a month
Email & DNS hosting	\$14.99 per month + \$175.00 setup
Website Hosting Services Email & DNS hosting	\$39.99 per month + \$175.00 setup

Managed Routers

Managed Fortigate 60 series	\$59.95 a month
Managed Fortiwifi 60 series	\$69.95 a month
Managed Fortigate 100 series	\$209.95 a month
Managed Fortigate 200 series	\$299.95 a month

Managed WiFi

Milnsbridge Managed WiFi delivers a complete enterprise Cloud WiFi solution using cost effective indoor and outdoor wireless access points without the need for expensive and complicated WiFi controllers at every site.

Managed UniFi UAP-AC per access point	\$24.95 a month
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*All rates exclude GST.



COMPUTER HARDWARE & SOFTWARE



Servers, PCs, Notebooks and Tablets

Getting the right equipment when you need it, and the availability of superior post sales support are the most important elements in the technology procurement process. On-site installation and post installation support all for one fixed rate, discounts apply for multiple systems.

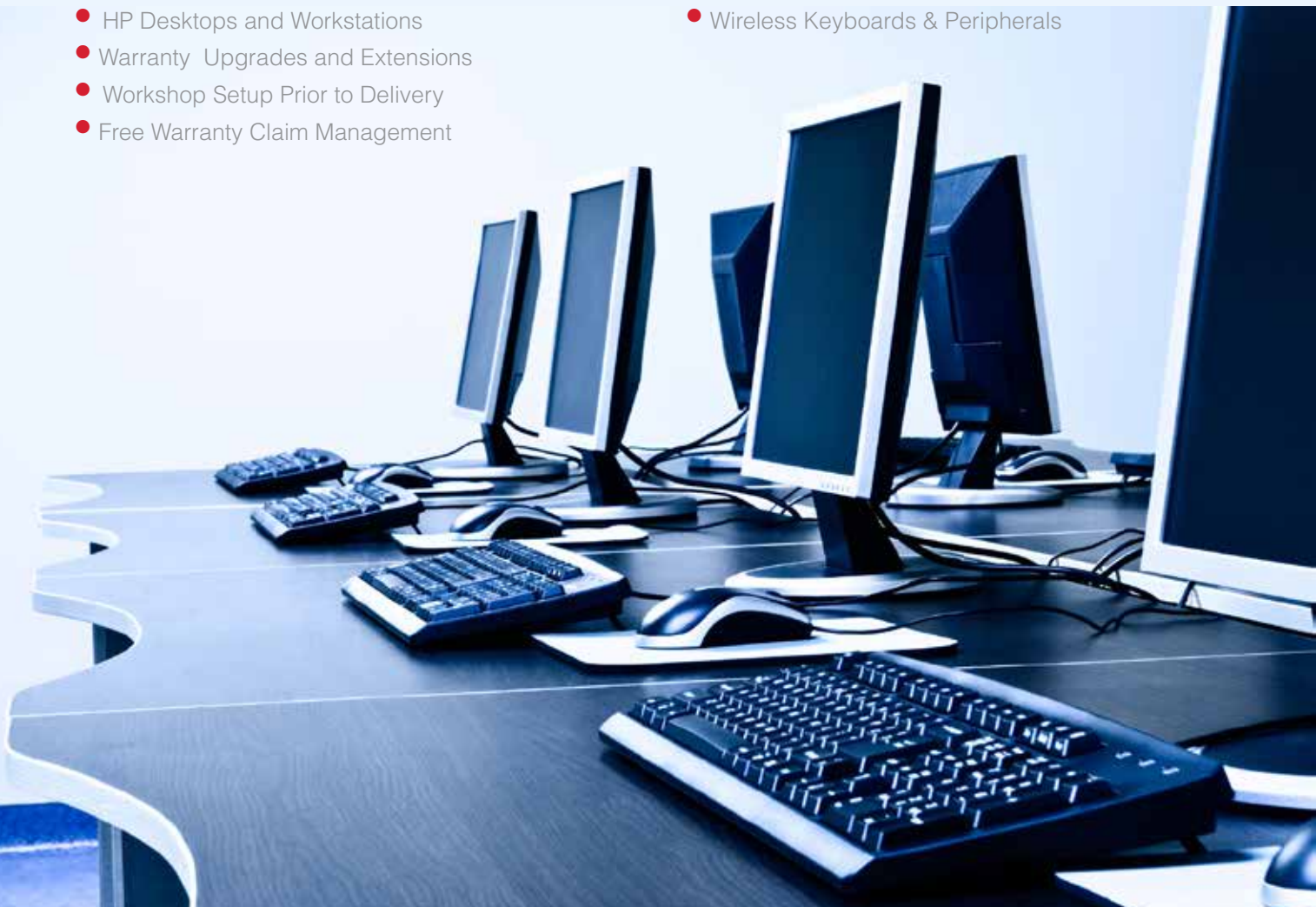
- HP Proliant Servers
- SAN, NAS and Blade Servers
- Microsoft Surface Devices
- HP Notebook Laptops and Tablets
- HP Desktops and Workstations
- Warranty Upgrades and Extensions
- Workshop Setup Prior to Delivery
- Free Warranty Claim Management



Networking Components & Peripherals

Milnsbridge also supplies a large range of computer components and peripherals. We make purchasing IT equipment easy, simply let us know what you need and we will recommend the best product.

- Networking equipment
- Printers and Multifunction devices
- Projectors, Scanners & Imaging devices
- Toner Cartridges & Inkjet Refills
- Storage and Backup Hardware
- Wireless Keyboards & Peripherals



MEET THE TEAM



ADRIAN
Director



JOHN
General Manager



DANIEL
Senior Consultant



CHAD
Service Desk Manager



AARON
Project Engineer



MEGAN
Administration
Manager



JOSH
Network Support
Engineer



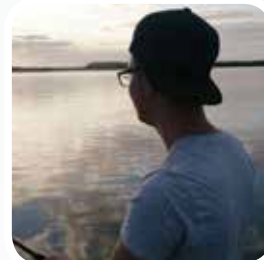
JUSTIN
Workshop
Technician



ROLF
Systems Engineer



LUKE.O
Network Support
Engineer



LUKE.T
Service Desk
Technician



LIAM
Service Desk
Technician



MITCHELL
Service Desk Technician



TIM
Network Support Engineer



SEAN
Sales Administration

MEET WITH US AND SEE HOW A PARTNERSHIP WILL BENEFIT YOU



NOW YOU KNOW
WHO WE ARE
AND WHAT WE
DO, LETS MEET
PERSONALLY
AND DISCUSS;

Call us on
1300 300 293

KIND WORDS...

Milnsbridge are always prompt, friendly and professional. Mitchell solved the issue efficiently and effectively and I am very satisfied. I would add that Milnsbridge always go above and beyond to deliver the highest quality service to their customers and are never too busy to help me whenever I need it, no matter how big or small the job is.

Holly Myers (J. Wyndham Prince Consulting Civil Engineers)

Milnsbridge are a pleasure to deal with
Bruce Drysdale (Fallsdell Machinery Pty Ltd)

Alyssa is awesome! Very efficient. Clear communication and makes sure she fully understands the clients requirements before completing the task. Well done :-)

Anne Blair-Hickman (Nepean Christian School)

Milnsbridge fixed the problem straight away which was fantastic because I didn't have the time to chase up the codes and sort it our from this end. They were very pleasant to deal with.

Catherine Juhasz (Evolution Orthodontics)