

# INTRODUCING 1 CENTRAL MANAGED SERVICES

Powered by 1Step's world class monitoring platform





## OUR COMPANY OVERVIEW



1 Step Communications Pty Ltd is a wholly owned Australian company that has been established for more than a decade. Being a fully accredited business partner with many vendors including; Telstra, Microsoft, HP, Cisco and Polycom, we pride ourselves in being well positioned to offer our clients the very best in Voice, Data, Mobility and IT solutions, each tailored to suit their specific requirements. Rather than simply selling 'products', 1 Step will take the time to help clients analyse their business needs and recommend solutions to provide the best valued package to meet those needs. With highly skilled System Engineers, certified in Network, PABX, VoIP, IT and messaging platforms, complimented with Microsoft and Cisco Certified Engineers, places 1 Step in an ideal position to offer full support for all of your critical business systems. With our offices in Melbourne and a network of partners across Australia and New Zealand we can offer the highest levels of service to your organisation on both a national and regional basis.

1 Step Communications focus is to build on its recognised strength and market share by introducing new communication products and services to existing and new customers. We offer a full range of sales, installation and support for a wide range of vendor's products. Our engineers have full vendor accreditation and are available on a 24 hour availability to ensure you are provided the highest level of technical support for your systems.

1 Step is very proud of our customer base and any of our highly satisfied customers would be an ideal reference for our project management, installation and delivery skills.



INFRASTRUCTURE  
SUPPLY & SERVICE



CLOUD  
CONNECTIVITY



PROCESS  
MANAGEMENT



APPLICATION  
MANAGEMENT



MOBILE DEVICE  
MANAGEMENT



STRATEGIC  
ADVICE



DESKTOP  
SUPPORT



DATA  
SECURITY

A one step solution  
to centralised  
company  
ICT management



**1 Step's 1 Central Managed Services can transform the way you do business. Our team of experts will proactively manage and maintain your ICT systems, freeing up your staff to concentrate on growing your core business.**



## Infrastructure Supply & Service

Providing you maximum reliability in your wired and wireless network infrastructure across single and multiple locations



## Desktop Support Service

Avoid downtime, identify and fix issues quickly and easily



## Data Security

24/7 protection for your Data and IT Systems



## Process Management

Improve productivity by outsourcing many of your time consuming ICT tasks



## Mobile Device Management

Over-the-air centralized management, reporting, and monitoring for all mobile devices — smartphones, iPads, tablets and laptops



## Cloud Connectivity

Cloud computing solutions to match your business requirements



## Application Management

Reliable management of business critical applications to avoid costly work disruptions



## Strategic Advice

Expert ICT advice when you need it from professionals who know your business needs

## KEY BENEFITS

Improved reliability • Minimised business risk • Pro-active monitoring and alerts  
Australian Service Desk • Dedicated Customer Service team • Access to expert advice Customised  
Reporting and analysis • Simplified ICT budgeting



## Professional Services

### Server

- Advanced Performance Monitoring
- Scheduled Preventative Maintenance
- Licenses and Asset Management
- Manage and Monitor backups daily
- Test backups monthly
- Hardware Warranty by OEM

### Network

- Quarterly Network Health Report
- Firewall Management and Maintenance
- Router Monitoring
- Hardware Warranty by OEM

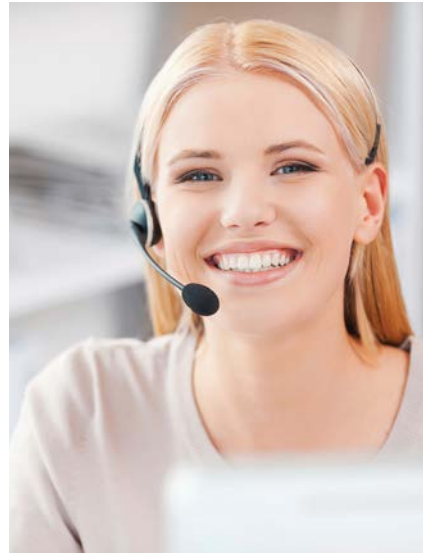
### Workstations

- Availability Monitoring
- Scheduled Preventative Maintenance
- Hardware Warranty by OEM

### PABX, Voice, IT and Network support

- Remote Dial in support
- Normal Business Hours (onsite)
  - 4 hour response
- Enhanced Business Hours (onsite)
  - 2 hour response: capital cities only
- After Business Hours
  - Monday to Friday minimum 2hr charge
- After Business Hours
  - Weekend & Public Holidays minimum 4hr charge





**The 1 Step Communications Service Desk provides a single point of contact for your company when you have an issue or question.**

1Step Communications will provide a highly effective and flexible management service to you. Our service will proactively monitor and alert on faults that may occur within this supported environment.

Our experienced technicians and support staff are dedicated to assisting all of your end user IT requirements on a daily basis to ensure that business critical communications and services are operational. Once an issue has been categorised the following SLA's apply.

If you are contacting us to escalate a service outage, we will route the call to our Service Desk Escalations Manager for prompt attention.

## Service Desk Response Times

Problem Severity	Initial Response Time	Escalation	Expected Time to Resolution
Emergency – Business Hours	1 hour	N/A	normally 4 hours ★
Critical – Site Impact	2 hours/next Business day	2 Hours	normally 8 hours ★
Major – Departmental Impact	4 hours/next business day	4 Hours	normally 8 hours ★
Normal – User Impact	8 hours/next business day	8 Hours	★
Nuisance Issues	16 hours/2nd business day	16 Hour	★

★ Determined by the nature of the event

## Escalations Processs

Primary	Secondary	Tertiary
Service Desk Escalations Manager	National Support Manager	Account Manager

## Business Hours

8:30 am to 5:00 pm AEST Monday – Friday



### 1 Central Automated Monitoring Platform

The 1 Central automated system provides participating customers proactive monitoring and management of their complete IT environment. Implementing fault detection and corrections often before you are aware of the problem. Via the system our technical staff can remotely access and administer equipment located on your site(s) to maximise your network infrastructure uptime and reduce any system downtime to minimise productivity loss.



### 1 Step Email Support

Simply email [Helpdesk@1step.com.au](mailto:Helpdesk@1step.com.au) – you will be provided an automated reference number for your support request. Our helpdesk team will investigate your request and allocate a response appropriate to the severity of your request. One of our friendly support team will then contact you via email or the telephone to assist with resolution.



### 1 Step Telephone Support

Call our national support desk on **1300 ONESTEP** (1300 663 783) to talk to one of our friendly support team staff. They will provide personal assistance during this call to promptly process your request. You will be provided with a ticket number to track your request and given guidance by our trained support staff to assist with the resolution of your request.

## After Business Hours

5:00 pm to 8:30 am Monday – Thursday  
5:00 pm Friday – 8:30 am Monday  
National Public Holidays



In order to provide Afterhours support, service calls will incur charges. Please discuss your issue with the support team member who will help you determine the degree of the issue and if it can wait until the next business day. They will also be able to advise you of the charges that would apply if you need immediate action. Call **1300 ONESTEP** (1300 663 783).



**HEAD OFFICE**

Level 5, 150 Albert Road  
South Melbourne VIC 3205

**BRANCH OFFICE**

Unit 7, 60 Keilor Park Drive  
East Keilor VIC 3033

**1300 ONESTEP**

Australia wide

