



We keep IT simple.



**“Empowering every
business to
achieve more”**

Business Proposition

National Tech is passionate about empowering Australian businesses to achieve more so that they can continuously utilise best-in-class IT services and solutions for their employees and customers.

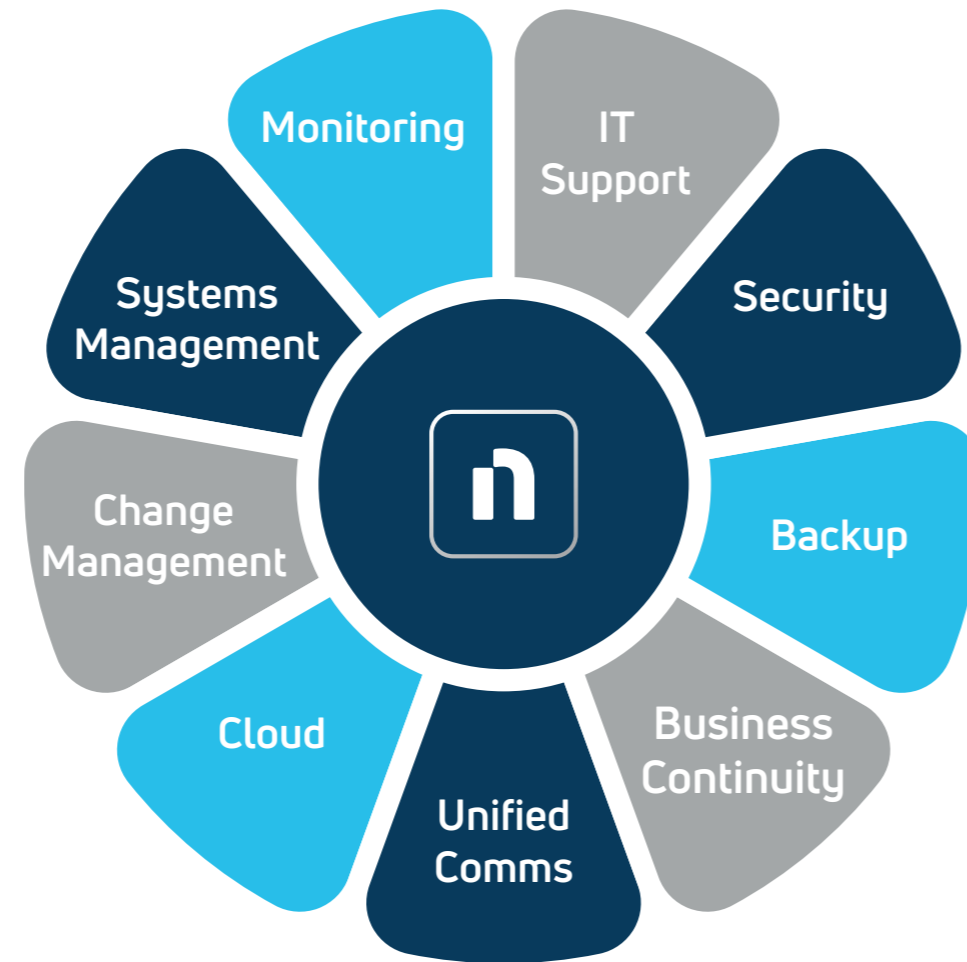
We provide nationwide IT infrastructure, cloud solutions and managed services in partnership with market leading technology vendors including Microsoft, HPE and N-Able.

With over 60 years industry experience, and a 100% Australian based team, we are at the forefront of customised workplace solutions that make technology work seamlessly – which is why our clients feel assured they can continue their journey towards business technology transformation and growth.

We understand that your technology challenges are omnipresent, and you experience mounting pressure to find the right solutions across digital transformation, IT security threats, change management, migrating to a modern workplace and migrating to the cloud.

As a managed IT services business, we create, deploy and solve your technology responsibilities so that you can focus on what matters.

Our services are available nationwide and are supported by a team of qualified, hands-on specialists.



Our Services

Managing your business IT environment is vital as it can provide a competitive advantage, improve efficiency, enable better decision making, enhance security and support business growth.

In partnership with market leading technology vendors including Microsoft, HPE and N-Able, we offer a variety of managed IT services and support which can be adapted to your suit your specific business needs.

We can customise IT solutions to suit business size or industry type, a specific service need, and partial or full IT environment upgrades. Our team is fully certified and accredited, and can manage your IT systems remotely for immediate support. **With the right IT partner, everything is possible.**

We offer a breadth of services including bundled packages for full organisational IT solutions and individual services for specific business requirements.



Modern Workplace Bundles



Security



Communications



Cloud



IT Support



Virtual CIO

Modern Workplace Bundles

Your own modern workplace needs to empower teams to be creative and work together securely by advocating productivity, collaboration and advanced security.

We help you identify a single, simple-to-use Microsoft environment that can change and scale with your needs.

At National Tech, we've spent years refining the journey to the digital future for small, medium-sized businesses and larger organisations, and have developed a unique umbrella solution called Modern Workplace Bundles.

Within a mobile-enabled environment your team can be mobilised to work real-time from any device, anywhere using universally adopted tools such as OneDrive, SharePoint and Teams.

Benefits

- Bring team members and resources together** - Get a hub for teamwork that brings together all your team's chats, meetings, files and apps.
- Work from anywhere on any device** - Share and edit your documents in real-time with your team using Office and OneDrive for Business.
- Connect and collaborate with customers, co-workers and suppliers** - Use persistent chat and shared workspaces in Microsoft Teams so employees, partners, and customers can work together.

Our Modern Workplace Bundles are proactively designed as the all-in-one IT solution to support your workplace, your users, and their devices.

With a choice of three Bundles, your workplace gains access to security, cloud, communications, IT Support and a Virtual CIO – all of which can be customised to meet your IT requirements.

Additionally, working with us means you get access to our Help Desk support team, who can manage and solve your issues remotely or onsite when required.

- Defend against threats** - Protect against malware, viruses, phishing attempts, malicious links, and other threats.
- Protect business data against leaks** - Help protect your business data from unauthorised access.
- Secure your devices** - Maintain control over the phones, tablets, and computers that connect to your business data.

Our Offer

Office Protect Essentials

Basic level entry bundle that includes a selection of services designed to unlock business IT efficiencies across the organisation, for individual users and the devices they use.

Best suited for small businesses with 5-15 users looking to improve on what they currently have.

POPULAR

Office Protect Standard

Your organisation seeks to improve team collaboration for hybrid and remote working, add additional layers of security to protect its data, and improve device management (Windows, Apple, Android). Includes Vulnerability Assessments.

Best suited for any sized business across all industries up to 100 users.

Office Protect Plus

The ultimate of business productivity, collaboration and security rolled into one. Plus a Virtual CIO. Includes government, defence, highly regulated industries, businesses who require project management support or want to externally resource.

Best suited for businesses that are security conscious and for larger businesses up to 300 users.

	OFFICE PROTECT ESSENTIALS	OFFICE PROTECT STANDARD	OFFICE PROTECT PLUS
ORGANISATION WIDE			
365 Security Management	Included	Included	Included
Standard SLA	Included		
Priority SLA		Included	Included
IT Roadmap		Included	Included
Virtual CTO			Included
Quarterly cyber security training			Included
USER COMPONENT			
Unlimited business hours support	Included	Included	Included
Microsoft 365 Business Premium	Included	Included	Included
Advanced email filtering	Included	Included	Included
Restore Point Backup for 365	Included	Included	Included
Defender for Cloud Apps		Included	Included
IT Policy management			Included
FRONTLINE WORKER			
Unlimited business hours support		Option	Option
Microsoft 365 F3		Option	Option
Restore Point Backup for 365		Option	Option
Apple/Android device management		Option	Option
DEVICE COMPONENT			
Managed EDR (endpoint detection & response)	Included	Included	Included
Managed DNS/URL filter	Included	Included	Included
Patch management	Included	Included	Included
Windows device management	Included	Included	Included
Vulnerability assessments		Included	Included
Apple/Android device management		Included	Included

Included

 Option

Security

IT security is a vital necessity to protect sensitive information, comply with regulations, prevent identity theft, protect devices and networks, maintain the integrity of systems and protect against cyber-attacks.

IT security is not a set-and-forget practice! It is a continual and multi layered process that adapts with the everchanging security landscape, and should proactively include installation, monitoring, updating and remediation.

National Tech will create security and data prevention policies that are designed specifically for your business, industry or large organisational requirements. With Microsoft 365 as the foundation of your security solution, we can help your business protect its assets, simplify your security strategy and confidently embrace new technology. Once installed into your business ecosystem, this technology will continually update as new patches and updates become available and are automatically pushed out to your devices and networks.

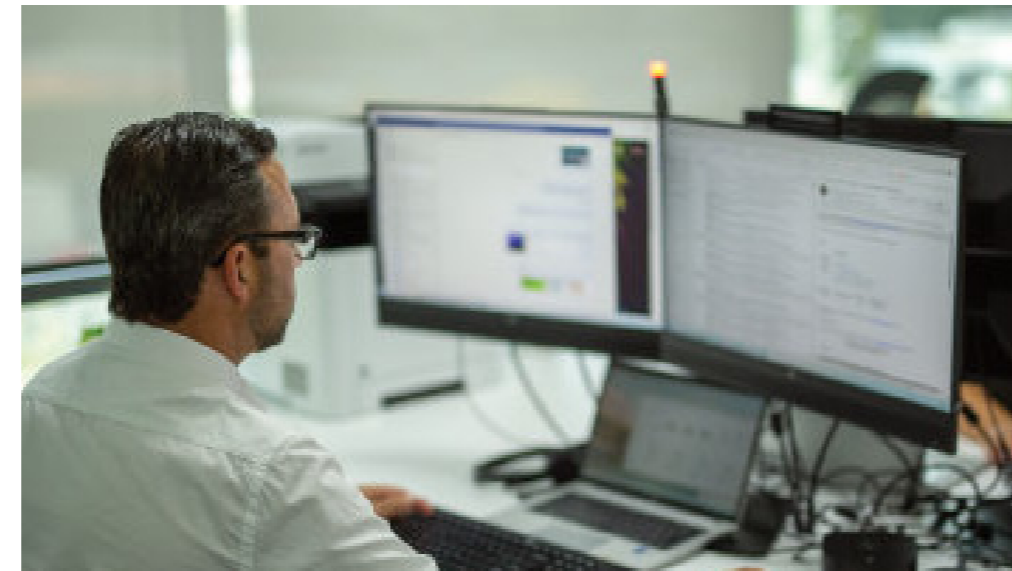
We proactively offer 24/7 security monitoring to defend your business from threats.

- ✔ **Defend against threats** - Protect against malware, viruses, phishing attempts, malicious links, and other threats.
- ✔ **Protect business data against leaks** - Help protect your business data from unauthorised access.
- ✔ **Secure your devices** - Maintain control over the phones, tablets and computers that connect to your business data.

Cloud

Cloud computing is the backbone of hybrid and remote working, and it has enabled users to access data and applications from anywhere with an internet connection, resulting in collaboration and productivity improvements. Cloud also supports organisational scalability of computing resources, disaster recovery with data backups, security using encryption and multi-factor authentication, and cost savings as the need to invest and maintain on-premises hardware and software is reduced or removed.

National Tech will create, deploy and manage your IT ecosystem using Microsoft Azure as your virtual server combined with Microsoft 365 software and applications for a complete cloud-based solution.



Communication

National Tech specialises in the design, implementation and support of Microsoft Teams so that it becomes the single solution that supports organisational communication for meet, chat, call and collaboration whether using desk phone, headset, mobile or computer.

We offer Microsoft Teams Calling which combines feature-rich digital collaboration with cloud voice calling via your business phone line, within the solution you're already using.

Our unique solution is powered by access4 and offers complete flexibility to your team, whether they're in the office or off-site.

The benefits of Microsoft Teams Calling include:

- ✔ A complete PBX replacement powered by Microsoft Teams.
- ✔ Connect your business phone line in Microsoft Teams.
- ✔ Extend a single number range across devices.
- ✔ Flexible licenses to split users between collaborative and call-intensive roles.
- ✔ Sync Microsoft Teams calls, video, chat and files across all devices.

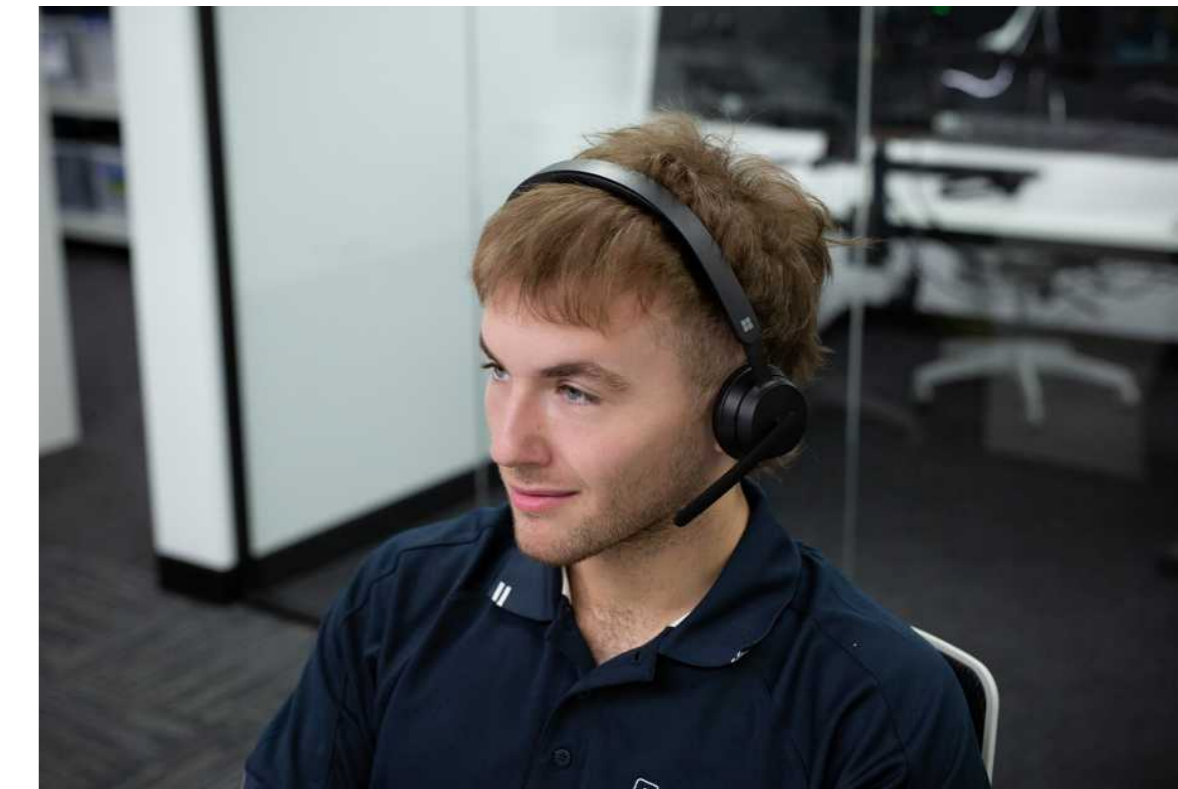


IT Support

IT Support is a life-line service that keeps your business systems running smoothly, resolves technical issues, improves efficiencies, protects against security threats, provides training and education.

National Tech provides nationwide IT support from its Help Desk based in Wetherill Park, Sydney. We acknowledge lodged tickets same day, provide you with a link to track your ticket's progress, and work remotely to quickly solve your problem.

IT support is an inclusion for all individual services and our Modern Workplace Bundles, and additional support is available based on your Service Level Agreement.



Virtual CIO

A Virtual Chief Information Officer (CIO) allows your business to benefit from the expertise and experience of a seasoned technology leader.

National Tech provides IT consultation to organisations who require IT strategic planning and management, evaluation of new technologies and systems, acquisitions and expansions, problem solving, project management, training and recommendations. We also represent the IT function in quarterly business reviews or regular team meetings with senior leadership and/or the management team.

Our Virtual CIO is available with the Modern Workplace Bundles as part of Office Protect Plus. **With the right IT partner, everything is possible.**

Benefits of a Virtual CIO:

- ✔ Save on the costs associated with a full-time CIO
- ✔ Access to Director level experience
- ✔ Retain IT know-how in the business
- ✔ On demand as your business requires

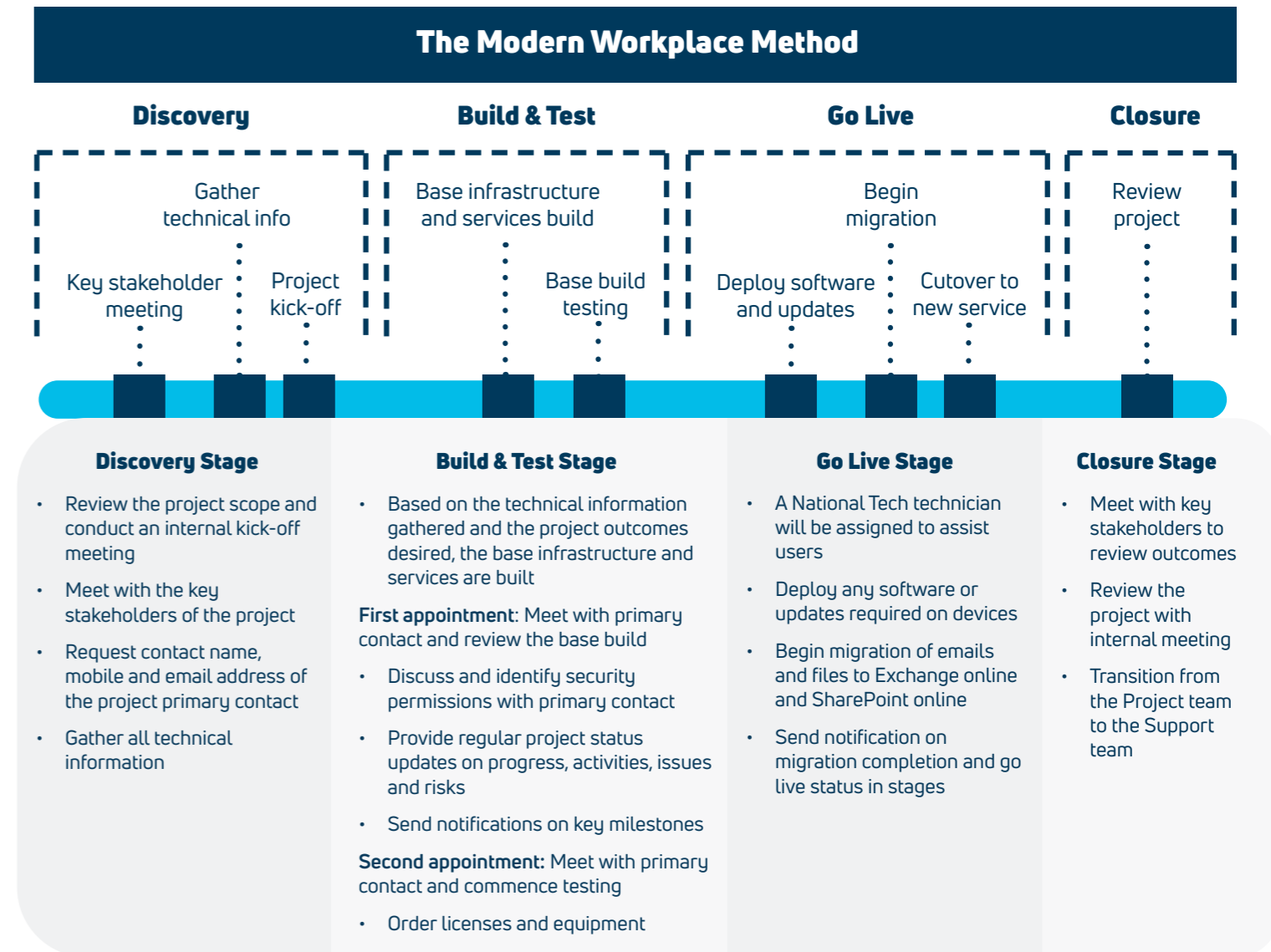


The Modern Workplace Method

We understand that every business is different and requires a unique set of measures to help deliver management objectives. With a primary focus on developing 100% customised solutions, we created the Modern Workplace Method which is a stage gate process that ensures our IT solutions are designed to work in tune with the strategic and security needs of your business.

Our Project Management Team ensures projects are completed successfully, on time and within budget, whilst also improving the overall productivity and competitiveness of your business.

Your Project Manager will lead you through the stage gates, milestones and specific tasks. Our goal is to establish clear lines of communication between team members and stakeholders, identify potential risks and mitigation, complete tasks efficiently and ensure resources are used in the most effective way.





Benefits of Partnering With Us

For over 20 years we have empowered Australian businesses to achieve more through providing best-in-class IT services and solutions that are at the forefront of marketing leading technology.

Our core values of expertise, innovation and excellence are reflected across every customer touchpoint, and inspire us to keep IT simple so you can focus on what matters.

- ✔ 100% customised solutions
- ✔ Focus on core objectives
- ✔ Get the expertise you need
- ✔ Keep costs low
- ✔ Scale up or down as required
- ✔ Receive support on demand
- ✔ Gain a reliable point of contact
- ✔ Improved security & compliance
- ✔ Reduced downtime by proactive measures

What our Clients say



David Gatt CA, Partner of Vantage Partners Chartered Accountants, Sydney, Australia

“ We have been working with National Tech for over 12 years now, and we couldn't be happier with their service and support. As a busy accounting firm, we rely heavily on our network and servers to run smoothly to deliver timely and accurate financial services to our clients. National Tech has exceeded our expectations, providing proactive monitoring and support to ensure our systems are always running optimally.

One of the things we appreciate most about working with National Tech is their focus on cyber security. With so much sensitive financial information to protect, we must be confident that our systems are secure and protected from potential threats. National Tech has implemented cyber security solutions, which have given us peace of mind and increased confidence in our ability to protect our client's data.

The team at National Tech is always professional, responsive, and knowledgeable. They have gone above and beyond to meet our needs, including working after hours to resolve urgent issues. We highly recommend National Tech to any business looking for a reliable and trustworthy partner for their IT needs. ”

Our Team

Our 100% based Australian-based team delivers secure technology solutions, services and support to help your business achieve its goals and transform into a modern workplace. Our highly qualified team of specialists ensures that your IT systems are monitored, managed and supported with the highest quality and standards.

Our team have years of hands-on experience and unrivalled knowledge on the latest trends and technologies. We have certification and accreditation with all our major vendors, including Microsoft, HPE and N-Able.

We pride ourselves on our ability to address any challenge quickly and effectively. Our processes ensure that you receive timely support when you need it.

Our long-standing and collaborative partnerships with IT industry brand leaders enables us to continuously offer best-in-class IT solutions and provide a scope of services that can be tailored by industry or sector, business size, number of users and individual business requirements.

Silver
Microsoft
Partner


Hewlett Packard
Enterprise




N-ABLE

 powered by
access4





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