

Your IT Techs

Our professional technical staff can help you with your IT needs such as:

- ✓ Computer networks
- ✓ Help-desk support
- ✓ Updating your software with current recommended patches
- ✓ When to buy or upgrade hardware.
- ✓ Installing and configuring Microsoft Windows server or Small Business Server
- ✓ Setting up Linux servers as internet gateways or file and print servers
- ✓ Internet access and sharing
- ✓ Internet firewalls
- ✓ Protection against computer viruses
- ✓ Designing and implementing IT infrastructure to meet your business needs

Accessible support, when and where you need it!



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stuff that works.

**Need help
with
computers
in your
business?**

*Stuff That Works
will look after
your IT so you
can get on with
business*



About Us

Stuff That Works is passionate about making IT work for small to medium businesses, taking the hassle out of IT!

Think of us as your IT Department, providing you with professional services and help when you need it.

Now you don't have to struggle to keep up with the constantly changing IT world! We will keep you informed on what is happening and how you can take advantage of it while avoiding the pitfalls.

Stuff That Works lets you get on with business while we make sure your IT systems support your business models and objectives efficiently.

Why *Stuff That Works*? Well the name came about as a reaction to all the stuff that doesn't quite work ... this doesn't have to be the case if good planning, technical knowledge and basic common sense are applied.

How can we help?

Stuff That Works can help you with your IT in a number of ways:

➤ **Casual Services**

Services can be provided by the hour at \$135.00 Ex. GST per hour with a minimum on site time of 2 hours. Savings can be made by using our IT Services On Demand product, see below.

➤ **IT Services On Demand**

On-site computer or network support when and where you need it. This starts from \$575.00 Ex. GST for 5 Units in advance. (One Unit is equivalent to one hour if a response of 48 hours or longer is required). Further savings may be made by pre-purchasing a larger number of units.

➤ **Support Agreements**

This is where we take care of your IT by regular on site visits, off-site monitoring and help, suggestions on when and how to upgrade your IT infrastructure and software licensing management. This service starts from \$500.00 Ex GST per month and is scaled to your business size and requirements.

➤ **Support web portal**

IT Services On Demand and Support Agreements also provide you with your own support portal. This is where you can securely access information specific to your business such as:

- how to access your VPN (Virtual Private Network)
- what work has been carried out by STW and the balance of hours or units
- log and manage support calls.

➤ **IT Management & Consulting**

Are you making the most of your investment in IT? How can you use IT technology to save time or do more things with less? Are you in control with your software licensing? Do you have adequate protection from computer viruses or internet attacks? We can help you to find solutions to these and other questions.

➤ **IT Solutions**

Installing a PC or Notebook may be done under our Support Agreement or through IT Services On Demand. But what happens when a server supporting 30 users needs to be upgraded? Situations like this are managed as a project where a plan is developed in conjunction with the client and then carried out with appropriate status reports. Factors considered are the impact to users, migration of data, upgrade of software licences, integration with the existing IT systems and of course testing.