Choosing Managed Services Computer Support

The most important information technology asset your company has is your data. Data is your MYOB files, your invoices, accounts receivable, product information, quotations, in-house documentation, client information, written communications etc. Computers can be easily replaced, consultants hired but if your data is lost the impact upon the business is very serious indeed.

Taking the time to choose the right company to support your data can be a time consuming but ultimately rewarding process.

Points on your check-list may include:
1) What is the Agreed Response Time: The commitment to respond within a timely manner both during business hours and out of hours
2) The knowledge and the diversity of products recommended. i.e. does the support company specialise in more than 1 line of operating system. What are the advantages and cost benefits?
3) What disaster recovery plan is offered, how will it work and what will it cost.
4) What backup plans are offered for my data, how will it work and what will it cost.
5) What industry references will you provide?
6) How long have you been in business?
7) What experience does your company have in I.T?
8) What is the longest time taken to resolve a problem?

Business UX do not oversell when recommending hardware, software and services. We have no pre-condition fees for systems under our support contracts. Many of our new clients have been previously sold equipment that is either overpriced or unsuitable for the purpose at hand.

For example:

1) Ineffective Anti-virus programs
From our experience all commercial offerings can not provide 100% protection for Windows computers. Furthermore the scan times can impact on the productivity of the user. Business UX are continually monitoring AV programs for their effectiveness in dealing with malware and are not locked in with any one vendor. At present for organisations with 10 users or less we recommend and use Microsoft Security Essentials. This is a non-intrusive free but excellent program which far outperforms many commercial products.

2) Expensive servers.
For small business if the price quoted is over $2,750 then most probably it has power you will never use. Many companies specify a server with dual CPU quad core processors with dual redundant power supplies. Fine for organisations with staff of 25 or more – not required for simple file serving with 10 staff or less.

3) Additional pre-conditions and fees before signing a support agreement

Some of our competitors will charge extra to check/configure existing PC's before placing them under a service contract. Fees of $200 or more per PC are not uncommon. Additionally they will charge for virus removal with quotes around $500 per pc. Business UX include virus removal as standard in our support contract.

Business UX do not have the overheads of many of our competitors. We operate from a virtual office environment and have been in business here in Brisbane since 2004. We enjoy a continued working relationship with our customers who collectively have not been "down" for any more that 4 hours in the past 8 years.

As part of our disaster recovery plan which is included free of additional charge, Business UX provide a spare server available on loan to you until your system is up and running. We keep a fully operational copy of your complete system off-site as a ready to go hard disk drive. We do not use tape media for backups for two main reasons. From our experience, tape media suffers from humidity and batch formulation problems that have rendered them useless. Secondly, the time taken to use a tape to do a full restore takes considerable time.

Our remote backup service copies incremental changes in your data over the internet each evening to our servers obviating your responsibility to delegate and trust staff to carry out this important task.