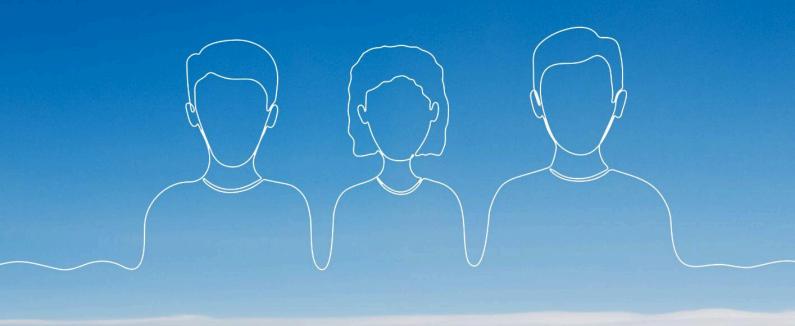# Sympact

Expert Help and Simple Advice

We're part of your team.

Technology supply, implementation and support services for your business.

Sympact has been providing enterprise-grade corporate technology support services, equipment and productivity tools for over 20 years for clients in aviation, healthcare, mining, finance, law, winemaking, freight management and everything in between.

CLOUD SERVICES:
Microsoft 365 for Email, Calendars, Contacts and File Storage
Global email signature management system
Sympact-built SkyPage for Website and Intranets
Sympact-built SkyBase for Online Databases and Tools

EQUIPMENT SUPPLY:
Business-grade desktops/laptops to suit your business
Network routing, switching, storage and Wi-Fi devices
Data-centre or onsite servers and associated infrastructure

THREAT MANAGEMENT:
Bitdefender antimalware and antivirus
Bitdefender email security system
Sympact Hawkeye event and machine monitoring system
NordPass business-class password management system

DOMAIN MANAGEMENT:
Domain registrar reseller
DNS and hosting server provision and management

PHONES / INTERNET:
Unified Communication Systems
SIP Phone system provider with installation and management
NBN Connection provider and StarLink Connection facilitator

DISASTER RECOVERY:
Onsite network backup with offsite option
Cloud backup service provider
Strategy design and testing

STAFF DEVELOPMENT:
General IT and specific package usage training
Safety and security training and advisories

SOFTWARE DEVELOPMENT:
Custom development projects (web-based or native apps)
API development to bridge two cloud packages together

HELP DESK SUPPORT:
24/7 Phone and Helpdesk support
Ticket lodgement and client-access ticket management

CONSULTANCY:
Office efficiency and technology implementation consultancy.

We are Partners for:

Tech Support Services

Service	Provided
Full daily monitoring of all your computers	✔
Weekly report with system health status or individual computers	✔
All staff access to help-desk ticketing with weekly ticket reports	✔
Own website and critical-use website uptime monitoring	✔
Remote access for quick support	✔
Ad Hoc remote support software	✔
Client-specific new or rebuilt computer setup procedure to ensure clean and healthy computers.	✔
Monthly staff surveys to ensure systems are working effectively and efficiently	✔
Personal 24/7 telephone support	✔
Automatic daily updated asset register of all devices (including initial audit)	✔
Warranty management	✔
Software end-of-life monitoring	✔
Anti-Virus monitoring (if using BitDefender)	✔
Modem and internet connection monitoring	✔
Initial business tools review and consultation	✔
Telephone system analysis for competitive pricing options	✔

Phone 03 6423 2051 or
Email support@sympact.com.au

Sympact

The Cloud Experts.