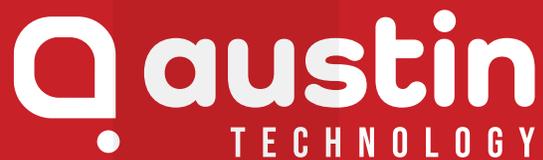# austin
TECHNOLOGY

Company Capability

www.austintechnology.com.au

austin
TECHNOLOGY

Austin Technology has been helping the small and medium enterprises of Perth eliminate technology frustrations and grow their business. Our objective has always been the same: we handle all your IT, while you gain the peace of mind you need to focus solely on your business.

We have been providing leading end-to-end infrastructure solutions as an IT company dedicated to helping organisations solve business challenges. We empower organisations to take a holistic approach to building intelligent solutions for their environment, whether it is on premises, in the cloud, or a hybrid model.

Point of difference

All the ICT services and solutions you need in one place with a huge focus on Cybersecurity.

Customer service is our business, we endeavour to hire the very best people and it is one of the main things that sets us apart from our competitors. From the opening exchanges, sales cycle including pre sales, project delivery, day to day support, escalation and feedback. If there is one weak link in the chain it will affect everything.

We invest large efforts into Cybersecurity. We have moved to an MSP+ business model that includes advanced cybersecurity services. The COVID-19 pandemic has resulted in large numbers of employees working from locations that are easier for Malicious Cyber Actors to exploit. As a result, SMBs need to increase their level of cybersecurity to stay protected.

Austin Technology has the following Microsoft competencies

Microsoft Partner

Silver Application Integration
Silver Datacenter
Silver Small and Midmarket Cloud Solutions

How Can We Help?

Managed Services

Skip the high costs of hiring an in-house IT staff. And instead get unlimited, all-inclusive Managed IT Support Perth.

- Managed Services
- Prepaid IT Support
- Managed Office 365

Cloud Services

Access your data and services anytime, anywhere. Our cloud services ensures reliability with 99.9% up-time guarantee.

- Managed Cloud
- Managed Office 365
- Managed Telephony
- Managed Exchange
- Managed Offsite Backup

Project Services

Improve your bottom line. Our IT solutions in Perth can help your business create a more dynamic IT infrastructure.

- Hardware and Licensing
- Server and Networking
- Office Relocation
- Cloud Migrations
- Security Hardening
- IT Consulting

Fortify Security

Fortify Security monitors your IT environment, detecting malicious threats and quickly remediating the attack, with 24/7 support from our experienced SOC

- Fortify Endpoint Security (EDR w/ SOC)
- Fortify SaaS (Office 365 security)
- Fority Perch Network (SIEM + SOC Analysis)
- SentinelOne DS - (EDR)

Fixed Price Managed Services

Managed Services Plan	Managed Services	Managed Services Complete w/ Security
Unlimited 24/7 Advanced Security (SOC) Monitoring with Alerting & Reporting		✅
Fortify Endpoint Endpoint detection/protection with SentinelOne		✅
Fortify Network Threat Detection 24x7 Security Information and Event Management (SIEM) with threat detection and response		**Optional Addon**
Fortify SaaS 24x7 monitor, detect and respond to threats to Microsoft 365 cloud services		**Optional Addon**
Monthly Proactive Onsite Visit		**Optional Addon**
Unlimited 8am to 7pm Remote Support	✅	✅
Unlimited 24/7 Performance Monitoring	✅	✅
Managed End Point Security	✅	✅
Managed Patching and System Maintenance	✅	✅
3rd Party Technology Vendor Management	✅	✅
Enterprise Proof Point Anti-Spam	✅	✅
Cisco Umbrella DNS Protection	✅	✅
Managed Backups for Office 365	✅	✅
Managed Backups for Onsite Servers	✅	✅
Offsite Replication and Cloud Backups	✅	✅
Dedicated team for hardware and licensing procurement – access to large selection of vendors at competitive prices	✅	✅
Free One-way Shipping of hardware	✅	✅

A rapid response time to restore service in the event of a disaster.

SERVICE DESK SEVERITY RANKINGS AND RESPONSE TIMES

Priority Level	Response Time	Target Resolution	Escalation	Impact (Defines Priority Level)
Emergency (Priority 1)	15-30 Minutes	1-2 Hours	NA	− Core services unavailable for the entire organisation − Several users with VIP status are affected.
Emergency (Priority 2)	1 hour Remote: <1 hour Onsite: < 1-2 hours	2-6 Hours	30 Minutes from start of resolution	− Core services down or degraded for group of users, non-core services down for the entire organisation. − A single user with VIP status is affected.
Normal / Incidents (Priority 3)	1-2 Hours Remote: <2 hour Onsite: < 4-8 hours	1 to 24 Hours	1-2 Hours from start of resolution	− Core services down for one user, non-core services down for group of users.
Low / Requests (Priority 4)	Next Business Day	1 to 24 Hours	2-4 Hours from start of resolution	− Non-core services down for one user. − General question, enquiry or problem that does not affect any user's ability to work.

Fortify Security

The Most Complete Cybersecurity Solution for Threat Detection and Attack Remediation

Advanced endpoint detection and protection combined with SOC-based response and remediation services

Is your business looking for threat protection, remediation, incident response and the benefits of a security operations center (SOC)? Fortify Security monitors your IT environment, detecting malicious threats and quickly remediating the attack, with 24/7 support from our experienced SOC.

With coverage from multivariant ransomware attacks to the latest cryptomining infiltrations, advanced endpoint threat management from Austin Technology coupled with SOC monitoring and remediation services that stops active threats and minimises harm.

On-demand operations security

Threats and attackers target SMBs the same as big enterprise firms, leveraging the same tactics. We provide a security operations center (SOC) that scales protection with your business, providing the staff necessary to drive threat remediation.

Simple deployment, always available threat coverage

Our technology detects all known and unknown threats leveraging the latest behavior-based technology, regardless of where your endpoints are deployed (office, home, airport, café, hotel, etc.).

Next-gen threat detection and remediation

Our solution incorporates patented threat identification and remediation technology, to fully protect desktop and server environments for Windows, Mac and Linux, as well as virtualized servers in AWS, VMWare, Citrix, VirtualBox, and Hyper-V.

Fully Managed Endpoint Protection Staffed by an A-Team of Security Experts
To Speak to a Austin Technology Representative, Call 1300.787.429

Get a 24/7/365 SOC service that reduces cost and maximises revenue with Fortify Endpoint

Explore the Features of Fortify Endpoint

Protection

Implement advanced operations without the need for in-house security expertise. The complete Fortify SOC analyzes quarantined applications and files, reducing false positives and ensuring comprehensive protection. We take care of the challenges of cybersecurity while you focus on your business.

Threat detection

Our solution rapidly recognizes thousands of viruses and malware attack variants, including cryptomining attacks, as well as the root causes of these malicious behaviors, by quickly identifying and diagnosing corrupt source processes and system settings.

Response & remediation

When malicious behavior is detected, Fortify for Endpoint Security will quickly rollback files to previous safe versions through tracking changes in your devices and restoring them to an acceptable risk state.

Managed detection and response (MDR)

Implement advanced operations without the need for in-house security expertise. We can deliver managed detection and response capabilities through the lens of the endpoint.

Next-generation endpoint security

Fortify for Endpoint Security utilises the patented SentinelOne platform for its unique malware detection and remediation technology. This solution incorporates the industry's most innovative prevention, providing visibility into the root causes and origins of the threat, reversing the malicious operations and remediating them at an agile speed as needed.

Fully Managed Endpoint Protection Staffed by an A-Team of Security Experts
To Speak to a Austin Technology Representative, Call 1300.787.429

Company Capability and Information • **www.austintechnology.com.au**

Clients we serve

We've been put through the paces time and time again, which is why we know our services are more than just good for our clients. They're excellent.

austin
TECHNOLOGY

Best in class customer service

Net CSAT Score	Response Rate	Reviews	Positive
94.4	**25.6%**	**3,667**	**96.0%**
(94.4)	3,667 out of 14,330 seen	out of 3,667	3,520 out of 3,520 (96.0%)

Professional services businesses heavily reliant on IT for their day to day running.

Highlighted below for our favoured testimonials and clients

> *Austin Technology have provided us extreme confidence in stabilising our networks, systems and in the delivery of IT support. With their consistent availability to assist us when or where we experience issues, we know that the service level will always be exceptional as we expect when its most required. This is how we distinguish a good business partner from an exceptional business partner. Austin Technology has proven to be an exceptional business partner to MTA and we value their proactive approach to our technical and system requirements."*

MTA WA

Brett Parker
Group Chief Financial Officer / Motor Trade Association of WAipsum

> "Austin Technology have been working with me for the past 2 years regarding IT solutions, to assist and develop our growth across multiple branch locations within WA. Great service delivery in all areas including specific hardware supply for our planning depart, web design, VoIP systems and an offsite backup solution that actually works. These guys do it all, and do it well. Great to work with."

Mark Rossi
General Manager / Advanced Traffic Management

> "Austin Technology has provided Pretec Consultants with professional sales & support in all our technology needs. We have no hesitation in recommending their services."

Peter Ng
Project Coordinator / Pretec Consultants

> "Working with Austin and his team at Austin Technology we have found a highly competent and cost effective solution to our IT needs. Austin Technology has helped us upgrade our IT infrastructure with minimal disruption to our day to day operation, and has provided ongoing support in a timely efficient manner. We look forward to continuing our business relationship with Austin Technology and would recommend them to anyone looking to outsource their IT support."

David Jones
IT Coordinator & Logistics Manager / Oxford Uniforms

> "Austin Technology has delivered exceptional quality service, handling all our IT issues and remaining flexible with how we operate by working through the changes we go through as our company develops and grows. Would highly recommend to other businesses."

Yi-Choong Liew
Cost Engineer / Civil Assist Australia

We also Partner with the following providers

Make your agents more productive, integrate with back-office systems, deliver lightning-fast service, and more. Our customer support experts can show you how.

Microsoft Partner — Silver Datacenter
Microsoft Partner — Silver Midmarket Solution Provider
Lenovo
CISCO
VEEAM IT JUST WORKS!

Hewlett Packard Enterprise
CISCO Meraki
Microsoft Cloud Solution Provider
Microsoft SPLA Partner
UBIQUITI NETWORKS

ConnectWise
SOPHOS
SentinelOne
vmware
FORTINET

3CX
DELL
VOCUS
Kaseya
Canon

Meet the team

Adequate staffing levels to provide uninterrupted support.

Our people are the secret behind our success. They are our brand and the reason we provide our customers with the smart business and technology solutions that they need to succeed.

We pride ourselves in the quality of our work, we strive to be as efficient and accurate as possible. We currently proactively manage over 2500 end users across 100+ different companies.

Austin Huang
MANAGING DIRECTOR

Chris Wade
TECHNICAL LEAD

Rohan Portman
SERVICE DESK MANAGER

Gregory Ashley
BUSINESS DEVELOPMENT MANAGER

Damian Guppy
TECHNICAL CONSULTANT

Buddhi Weerawardana
SENIOR ENGINEER

Nicholas Kirk
SYSTEMS ENGINEER

Hashan Rubenthra
SYSTEMS ENGINEER

Marshall Jayathilake
NETWORK CONSULTANT

Amila Sunethkumara
DESKTOP SUPPORT ENGINEER

Jack Luke
DESKTOP SUPPORT ENGINEER

Jackson Browne
SERVICE DESK ENGINEER

Stephen Zera
SERVICE DESK ENGINEER

Damon Baldock
SERVICE DESK ENGINEER

Krishna Moothoo
ASSOCIATE SYSTEMS & NETWORK ENGINEER

Alwyn Cherrington
SERVICE DESK ENGINEER

Dev Sandhu
SERVICE DESK ANALYST

Anoop Alias
LINUX ADMINISTRATOR

Key Staff Certifications

Our engineers have a Microsoft certification valid to their specific role in the organisation and years of experience. Please see below for some of our key staff qualifications and experiences.

Chris Wade – Senior Systems Engineer
25 years of experience

- Microsoft Certified Solutions Expert – Windows Server 2012 Server Infrastructure
- Microsoft Certified Solutions Associate – Windows Server 2012, Windows Server2008
- Microsoft Certified IT Professional – Enterprise Administrator Windows Server 2008
- Microsoft Certified Systems Engineer – NT4, Windows Server 2000, Windows Server 2003
- Microsoft Certified Technology Specialist – Windows 7, Active Directory Configuration, Applications
- Infrastructure, Network Infrastructure

Rohan Portman – Systems Engineer
14 years of experience

- Microsoft Certified Solutions Expert - Windows Server 2012 Server Infrastructure
- Microsoft Certified Solutions Associate - Microsoft Windows Server 2012
- Microsoft Certified Professional – Windows Server 2003

Marshal Jayathilake – Network Engineer
12 years of experience

- Master of Science in Information Technology - Internetworking and Security
- Bachelor of Science in Information and Communication Technology
- Cisco Certified Network Professional (CCNP) Routing and Switching
- Cisco Certified Specialist - Network Security Firepower
- Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation
- Microsoft Certified Solutions Associate (MCSA) Server 2012
- Cyberoam Certified Network and Security Professional (CCNSP)
- IT Information Library Foundations Certification (ITIL)

Amila Sunethkumara – Network Administrator

3 years of experience

- Cisco Certified Network Associate

Hashan Rubenthra – Network Engineer

10 years of experience

- Sophos Certified Architect
- Sophos Certified Engineer

Brady Hough – Systems Engineer

9 years of experience

- Microsoft Certified Solutions Associate – 2016 Cloud Platform and Infrastructure
- Diploma in IT Networking

Damian Guppy – Systems Engineer, VMware specialist

12 years of experience

- VMware Certified Professional on vSphere 5
- VMware Certified Professional 4
- Microsoft Certified Technical Specialist – Windows Server 2008 R2
- Masters of Science in IT (Network and Administration)

Jackson Browne – Systems Engineer (Desktop Specialist)

4 years of experience

- Diploma of IT (Networking)
- Microsoft Certified Solutions Associate – Windows 10 (following)

Sarita Harland – Systems Engineer (Desktop Specialist)

5 years of experience

- Microsoft Certified Solutions Associate – Windows 10

austin
TECHNOLOGY

Call Us Today

Whether your IT service requirements are pressing, or you're just planning for future growth, we'd would love to hear from you.

1300 787 429

HOURS

Monday – Friday / 8:00 am – 7:00 pm

PERTH OFFICE

◉ Level 2, 541 Hay Street
Subiaco WA 6008

✉ support@austintechnology.com.au