

Brennan IT Services



Brennan provides a range of IT Services that allow companies to outsource as much or as little of their IT function as they wish. With the full range of IT services at our disposal, Brennan is the leading IT Services Company focused on the mid-market.

Converging technologies of telecommunication, information technology and media are redefining how companies do business. Correspondingly, there has been a sharp increase in the need for qualified IT professionals to manage these functions. The resulting shortage of resources has led to increased personnel costs, longer time to market and extended product development cycles. And because it's difficult to find the highly skilled IT people required to solve these problems, using a third party to support your IT requirements provides an easy solution.

There are many reasons why organisations come to Brennan for support

- Time constraints - you have a product or service to develop and you've got to get it into the market before your competitor does.
- Resource limitations - your business is growing exponentially but your resources can't cope with the growth.
- Other priorities - you're not interested in spending time and energy on non-core functions.
- Lack of skills - you need the best talent, but it's scarce / out of reach / expensive.

Brennan's excellent reputation comes from providing skilled and experienced resources, and our ability not just to meet, but exceed our customers' expectations.

Infrastructure Support

Brennan offers a comprehensive set of infrastructure and systems management services - ranging from assessment and strategy to the design and implementation of your operational services. We can provide you with a solution to manage and maintain specific systems - from routers and switches to entire IT departments.

Our comprehensive hardware maintenance and warranty services are designed to protect your multi-vendor environment during both in-warranty and post-warranty periods. Whether you want to upgrade your service for in-warranty machines or extend your post-warranty maintenance coverage, we offer experienced technicians, an extensive parts network, and flexible service level options designed to meet your specific needs. To ensure your network continues operating at peak performance, we also develop and implement a monthly maintenance procedure.

Systems Integration

Improving Systems infrastructure is the number 1 IT priority in the mid-market* and without appropriate systems integration the ability for Australian SMB's to grow their business will be significantly reduced. Our expert team can integrate any technology to any other, removing the need for manual interfaces. We also have all the skills to develop the correct integration architecture from the outset, be it web services, an integration broker, or even data integration through warehousing.

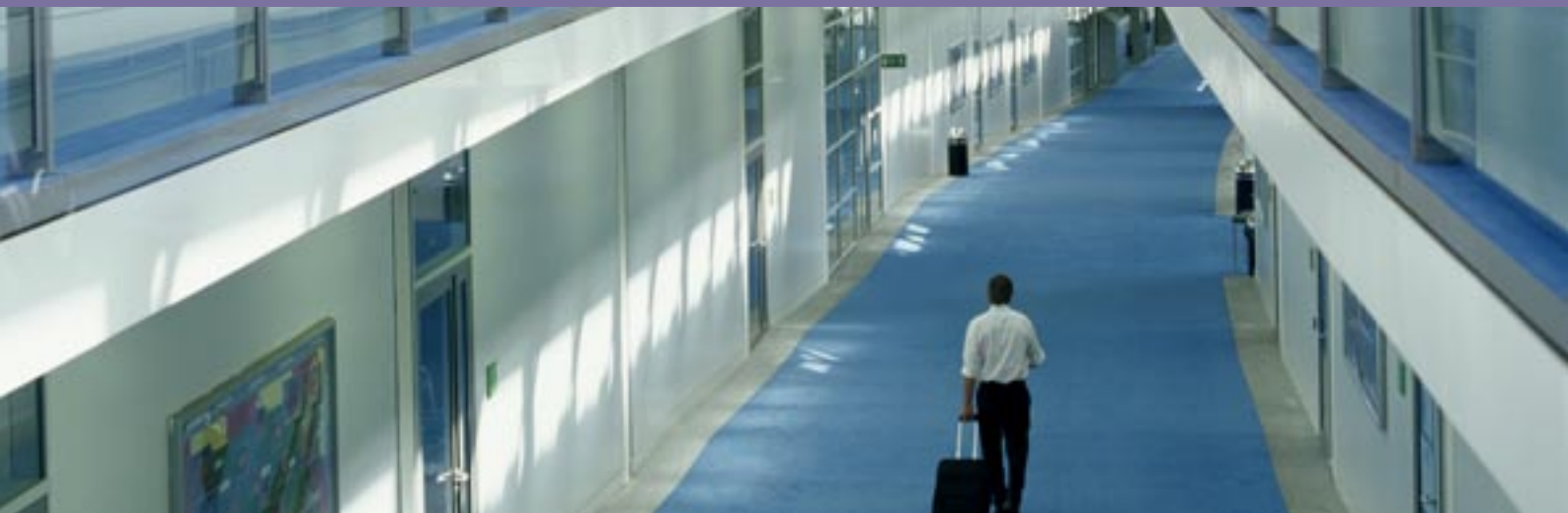
In addition, Brennan has developed a Business Services Backbone, which acts as the central nervous system of your organisation and simplifies the integration issue by reducing the overall number of interfaces required. Whether you need an integration strategy, integration services for a specific application, or an entire integration backbone to underpin your business, Brennan has the solution.

*Source: IDC Research.



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Desktop Support

Brennan's Desktop support solution removes the hassle from computer maintenance and IT asset management – we manage your desktop quickly and consistently – reducing your need to hire additional in-house staff to prevent IT problems.

We also handle the distribution of software updates and security patches, and provide you with an asset inventory of any IP-attached machines. Our automation of supplying patches, updates and new virus definitions solves the problem of updating software for remote workforces. And our remote access features support diagnosing and controlling PCs remotely.

Brennan's Desktop Support solution also offers remote data backup services, reducing your IT management costs while enhancing the protection of your business-critical information and providing a valuable Disaster Recovery option.

Service Desk Support

All of our service desk agents are highly skilled technical people, trained to resolve the majority of issues on your first call.

Our flexible, cost-effective services can be customised to your company's specific IT support goals and objectives. Our support experts employ their experience and expertise to maintain multiple end-user environments, applications and hardware - including the day-to-day management of your desktop operations.

Using proven methodologies, Brennan provides a world-class IT Service Desk, letting you:

- Control costs & increase productivity while resolving most end-user problems at the first point of contact
- Improve accountability through a single point of contact for all IT Service Desk calls
- Access comprehensive reporting for tracking, with an IT consultant, internal support staff and external partner resolution activities
- Increase end-user satisfaction

Why Brennan IT Services

- We continuously improve our service levels by seeking new & faster ways to solve problems.
- We empower our staff to support the total solution.
- Our Service Desk agents are locally based technical experts who understand your issues.
- We offer 24/7/365 support, to ensure continuous system availability.
- We are flexible and easy to do business with.

Commercial Agreements

We offer a flexible approach to IT Services. Our commercial agreements range from pre-purchasing blocks of flexible support hours to a fixed monthly management fee covering all your IT needs.

Ultimate Care

The Ultimate Care agreement provides you with IT support for a fixed monthly fee and can cover any of our IT services.

Service Pack

The Service Pack agreement is based on blocks of pre-purchased hours. The hours can be used for any of our listed services or for one-off projects.



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www.brennanit.com.au

Sydney
Level 14, 45 Clarence Street,
Sydney, NSW, 2000
T 02 8235 9595 F 02 8235 9594

Melbourne
Level 29, 360 Collins Street,
Melbourne, VIC, 3000
T 03 8613 1010 F 1300 887 047

Brisbane
Level 27, Riverside Centre, 123 Eagle St,
Brisbane, QLD, 4000
T 07 3234 9300 F 1300 887 047