

# WHAT ARE MANAGED SERVICES?

Managed Services Providers are an extension of your organisation, helping you to keep-up in the fast-evolving world of IT by handling your day-to-day IT management or assisting with strategic planning and projects.

Brennan are the leading Managed Services Provider in Australia, offering extensive and tailorable services and solutions that will help support your precise needs, when and where you need the help.

## Our services include:

### Managed Infrastructure & Networking Services

Hybrid Networking, Hybrid IT, SD-WAN, server management, disaster recovery, hyperconvergence, MPLS, public & private cloud, security, and more.

### Managed End-User Services

End-user support, hardware and OS, desktop applications, mobile devices, centralised IT, O365 & M365, Power BI, Desktop-as-a-Service, and more.

On-Premise

Public Cloud

Private Cloud

Hybrid  
Environment

*“In a recent Brennan Customer Survey, it was identified that 48% of IT work is now done by external providers.”*

The transforming role of IT in Australian medium-sized organisations. March 2019

# WHY BRENNAN?

- **Get a dedicated team of experts:** a large team consisting of Service Desk Agents, Managed Services Consultants, Fleet Managers, Solution Architects and a Account Manager all with intimate knowledge of your organisation and your IT environment, are charged with helping you to achieve your goals.
- **Embedded security in everything we do:** not only are we ISO 27001 certified, we bake security into all of our services, and offer our customers a free security vulnerability assessment to help them identify potential issues before they occur. We also track and monitor your infrastructure security around-the-clock and are so confident that our ‘Security Guarantee’ means we will give you money back if there’s a breach.
- **Automation and visibility:** we enable you through our self-service portal technology to carry-out simple tasks with 100% accuracy and unparalleled speed, including password resets, creating new users, assigning application licenses, deploying SOEs and patch compliance.
- **On-site support as-standard:** we can become a fixture at your organisation and improve your workforce support model. We see that, after deploying our model to our clients, our customers see an average 55% increase in satisfaction scores from their end-users.
- **Our industry-leading SLAs and resolution times:** Some of our key differentiators within the managed services industry are our leading service level agreements and resolution times. For example, we are committed to 100% first time fix for simple phone-based requests.
- **Customer-centric approach:** at Brennan, customer service is our #1 priority - our Client NPS and company-wide KPI around customer satisfaction reflects this.