



IT MANAGED SERVICES

Empower staff and access expert advice when you need it, with a Digit IT Managed Services agreement. With predictable monthly costs, we manage your IT hardware, software, phone systems, backup systems, network security, vendors and other vital technology.

Let us take care of your IT, so you can focus on your business.

Fixed Cost IT Support

Manage budget fluctuations, with a fixed monthly price, based on your tailored agreement.

24x7 Priority IT Support

Our friendly Australian Helpdesk is serviced 24x7, 365 days of the year.

Help is just a phone call away.

Guaranteed Response Times

Enjoy fast response times, based on your service level agreement.

Systems Monitoring & Alerting

Reduce downtime and increase productivity, with proactive monitoring and maintenance of your IT systems and cloud infrastructure.

Vendor Management

We can act on your behalf with IT vendors, including software and telco providers.

Proactive IT Planning

Get full clarity over your IT assets and make more informed decisions with monthly IT system reports and quarterly business reviews.

"We receive monthly reports and have quarterly updates on our systems to ensure they are running smoothly and efficiently. There's always an awareness of our business needs and we have come to rely on Digit and recommend Ben Dampney and his team very highly."

Rob, Financial Services

OPTIMISE YOUR TECHNOLOGY

Tailor Your Services – Every business is unique with different technology requirements. Tailor a Digit IT Managed Services Agreement based on your business needs, existing IT infrastructure and budget.

Increase Productivity - Reduce downtime and resolve IT issues faster, with proactive real-time system monitoring and guaranteed response times. Save time and improve internal capability, with vendor management and continuous guidance on how to optimise your IT infrastructure.

Maximise IT Investment - Benefit from our knowledge and experience and maximise your IT investment. As your IT partner, Digit IT will ensure you are investing in solutions that meet your current needs and future goals and help you plan for the future with monthly reports, quarterly meetings and access to expert advice when you need it.

OUR APPROACH

STEP 1

IT Audit - An onsite audit of your IT infrastructure is conducted and we meet with key personnel to understand your business and any IT challenges.

STEP 2

Agreement - We tailor a Digit IT Managed Services Agreement based on your business needs, existing IT infrastructure and budget.

STEP 3

Induction - We meet with key stakeholders and client onboarding, including the monitoring and maintenance of your IT systems.

STEP 4

IT Support - We provide fast, reliable and proactive IT Support. We take care of your IT, so you can focus on your business.

STEP 5

Trusted Partner - As your IT partner, Digit IT will ensure you are investing in solutions that meet your current needs and future goals, and help you plan for the future with monthly reports, quarterly meetings and access to expert advice when you need it.

