



F1 SOLUTIONS

QUALITY IT SUPPORT
TAILORED FOR
**NOT FOR
PROFITS**

WORKING TOGETHER FOR THE COMMUNITY//

F1 Solutions is committed to providing positive change in our community. That is why we offer more than a service, it's a partnership to deliver an IT environment that strengthens your organisation's capabilities, supporting you to fulfil your mission.

With over 20 years experience in IT and almost as many years of supporting the not for profit and charity sector, our expertise and understanding mean we can confidently design, implement and support the perfect solution for your organisation.

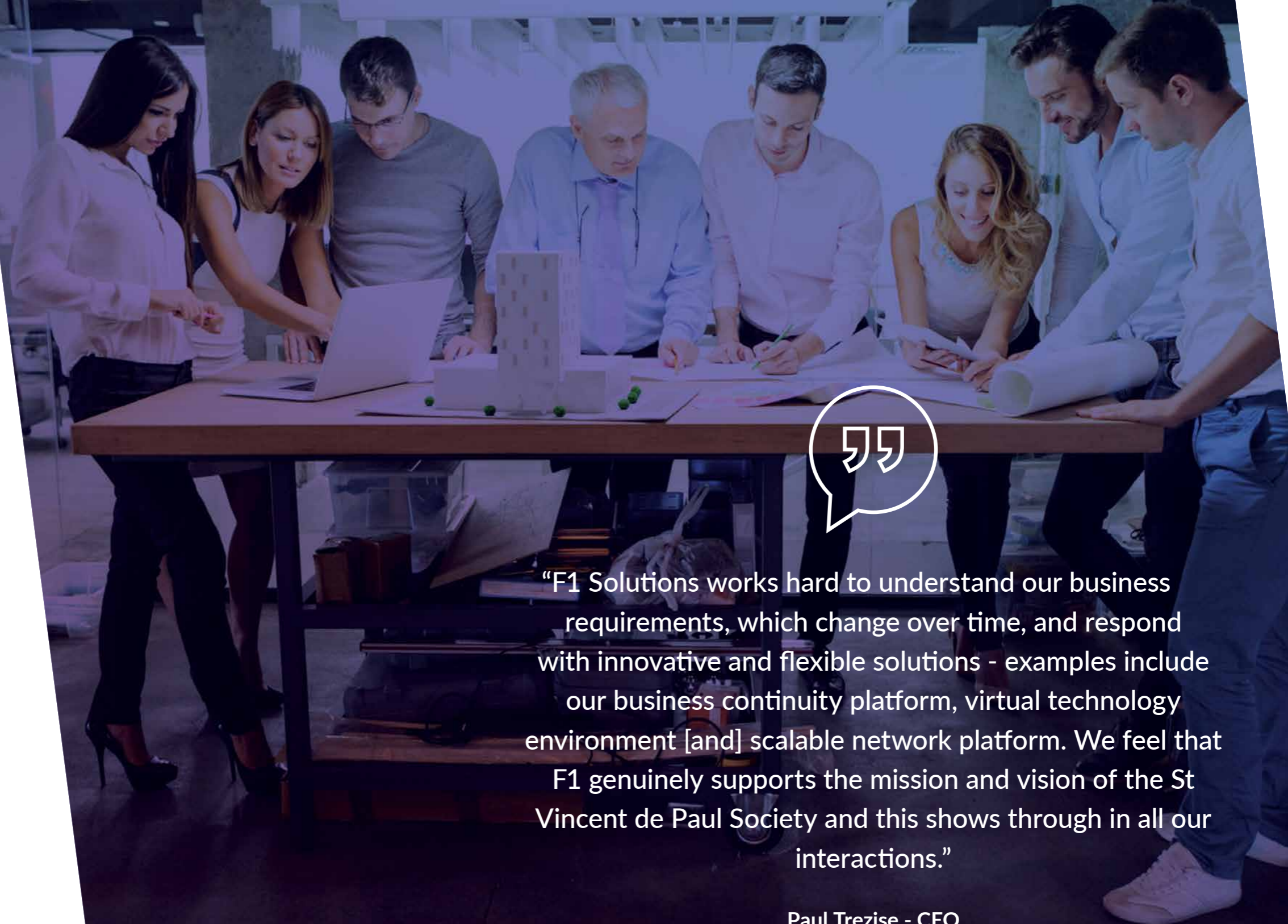
SIMPLY DIFFERENT//

We understand that the work you do poses enough challenges without your IT environment or service provider complicating things. We take pride in providing simple to understand, friendly service and solutions. Every organisation has different needs and requirements. We celebrate this uniqueness and strive to tailor a service that accommodates your individual requirements.

FLEXIBLE & UNDERSTANDING//

We understand that there are many challenges facing Not for Profits. Each organisation operates differently and has unique requirements. We offer services that are highly scalable to accommodate growth or change and we can confidently adapt to whatever the future may have in store.

Whether you need us to liaise with other contractors, organise out of hours services or devise a change management strategy, we will provide a flexible and reliable service so you don't have to worry about your IT systems.



“F1 Solutions works hard to understand our business requirements, which change over time, and respond with innovative and flexible solutions - examples include our business continuity platform, virtual technology environment [and] scalable network platform. We feel that F1 genuinely supports the mission and vision of the St Vincent de Paul Society and this shows through in all our interactions.”

**Paul Trezise - CEO
St Vincent de Paul Society - Canberra/Goulburn**

THE BENEFITS OF IT MANAGEMENT//

- // Managed IT solutions mean your organisation is paired with the best hardware and software to meet your needs
- // Your network and applications will always be up to date
- // Cost effective solutions with minimal or no up-front costs
- // Fixed price per month or support on demand
- // Fully configurable and customisable solutions and support packages
- // Access to expert knowledge from certified network and server engineers



**1 HOUR
GUARANTEED
RESPONSE TIME**



**88% OF PROBLEMS
RESOLVED
ON THE SPOT**



**AUSTRALIAN
BASED SUPPORT**



**ORGANISATIONS
OF 1 TO 250+
USERS**



**24/7
MONITORING**



**7AM-7PM
AEST SUPPORT**



**PERSONAL
ACCOUNT
MANAGER**

IT MANAGEMENT POPULAR PLANS//



ESSENTIAL

- ✓ Antivirus
- ✓ Antispam
- ✓ Office 365 Nonprofit E3
- ✓ Remote Monitoring Management
- ✓ Quarterly Account Overview Meetings



PROFESSIONAL

- ✓ Antivirus
- ✓ Antispam
- ✓ Office 365 Nonprofit E3
- ✓ Server and Network Support
- ✓ Desktop & Helpdesk Support (inc. Remote Monitoring Management)
- ✓ Monthly Account Overview Meetings



PROFESSIONAL PLUS

- ✓ Dedicated Account Manager
- ✓ Antivirus
- ✓ Antispam
- ✓ Office 365 Nonprofit E3
- ✓ Server and Network Support
- ✓ Desktop & Helpdesk Support (inc. Remote Monitoring Management)
- ✓ Backup Services
- ✓ Monthly Account Overview Meetings
- ✓ Quarterly Security Report

THESE POPULAR PLANS ARE A GREAT STARTING POINT
MIX AND MATCH THE COMPONENTS TO TAILOR THE PERFECT SOLUTION

SUPPORT YOU CAN COUNT ON//

Located in Canberra, ACT, our flexible support packages can include unlimited support, set hours per month or ad-hoc assistance. Whatever you decide, we will always be here providing trusted and reliable support to make sure little problems don't cause major issues.

NETWORK SUPPORT//

Don't be weighed down by an unreliable or dated network. We can help you plan, implement and maintain network infrastructure that meets your needs and fosters growth. We proactively and regularly monitor network traffic, performance and availability of network devices, as well as track bandwidth usage.

We monitor your servers and networks 24/7 to prevent problems and manage all aspects of your network and servers to detect emerging issues before they become significant and impact your operations.

SERVER SUPPORT//

Your server is responsible for hosting your website, emails, programs and files. Rely on us to provide you with top of the line, cost effective server support and maintenance for a seamless experience.

DESKTOP & HELPDESK SUPPORT//

Contact our helpdesk via phone, email or our online ticketing portal. 12/5 and 24/7 packages are available. We offer remote support to provide fast, easy and secure assistance. If you contact our team, the technician can remotely connect to your device and provide timely solutions while avoiding callout fees.

When you engage us to support your infrastructure, we will provide you with a service level agreement (SLA) so that you always know what to expect. This SLA includes clearly outlined incident classification and response times. We pride ourselves on delivering first class support, guaranteeing that all critical incidents will have a technician working on a resolution within 1 hour of receiving the support request.

REMOTE MONITORING MANAGEMENT//

Remote Monitoring Management (RMM) software assists in monitoring and supporting your devices remotely. By feeding information about your machine's health and status back to our office via a private and secure connection, you can relax knowing that we are proactive in staying ahead of any issues that are detected and resolving them remotely. RMM also allows us to install or update software without the need to go out to your premises, thus reducing response times and callout fees.



“The technical team on the help desk are always professional, courteous and engaged. Where necessary further issues arising are quickly followed up and managed. In cases of ICT critical issues, the response time is rapid and effective.”

Marie-Louise Corkhill

Executive Director

Karinya House Home for Mothers & Babies Inc

CLOUD SOLUTIONS//

We provide Not for Profits with cloud hosting services, giving you one less thing to worry about. Our enterprise grade Tier 1, ASD certified data centre offers Not for Profits flexibility and is protected with market leading security solutions.

Cloud hosting provides many benefits, including reduced IT costs, automatic updates and upgrades, scalability and improved business continuity.

OFFICE 365//

Office 365

Qualified Not for Profits can receive Office 365 Nonprofit E3 at a significantly discounted monthly fee or for those requiring limited functionality, Office 365 Nonprofit Business Premium is available for less than \$3 per user per month.

We can set up your domain name and users, install Office applications on your desktops and laptops, and migrate existing email to Office 365.

Office 365 is a subscription plan that includes access to Office applications and productivity services enabled over the Internet via cloud services. This means that you can create documents or media files by using software hosted online and easily share your files with others for real time updating and collaboration.

Office 365 Nonprofit Business Premium includes: Word, Excel, PowerPoint, Outlook, Publisher, OneNote, Teams, Exchange, SharePoint, OneDrive for Business, Skype for Business, Access and more.

PRIVATE CLOUD & WEB APPLICATION HOSTING//

As well as high level security, dedicated service level agreements and 24/7 monitoring and alerts, our web application hosting provides fully redundant remote desktop, email, file storage, web servers and network connectivity with hardware load balancing. This can be shared across Linux and Windows, on dedicated servers and/or co-locations.

We offer a private virtual office service perfect for charities and Not for Profits who want to reduce costs and maximise efficiency. Have all of your software applications hosted in a central location to maximise collaboration without the cost of hosting your own server. Just log on to your hosted private cloud anywhere, anytime.

Our infrastructure is based on best-of-breed virtualisation, which allows us to provide you with an agile and cost-effective technology platform. Our cloud platform is Australian Securities Directorate (ASD) certified and Information Security Registered Assessors Program (IRAP) compliant.

Our reliable and well maintained cloud solution boasts 99.95% service availability.

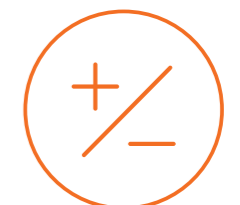
And like all cloud computing, our hosting offers scalable computing resources that can quickly and easily change as required. We ensure technology and platforms are kept up to date – so that's one less thing for you to worry about.



**SAVE MONEY
ON ENERGY
CONSUMPTION**



**AUTOMATIC
UPDATES AND
UPGRADES**



**EASILY ADD OR
DELETE USERS OR
STORAGE**



**SAFEGUARD
AGAINST
DISASTER**



**IRAP & ASD
COMPLIANT**



**TIER 1 DATA
CENTRE**



**GUARANTEED
99.9% UPTIME**

BACKUP//

Your data is important, from files and folders to websites and entire network drives, we will help you create backups and store them securely. This can occur on-site or through the cloud to a secure datacentre.

Automated off-site backups to a secure datacentre ensure that your data is stored safely and securely, reducing your organisation's exposure to threats such as crypto viruses. Whatever happens, we will be there to help.

Regular backups of your systems help safeguard against disasters. From accidental deletions to malicious viruses, prevent and minimise damage by protecting and backing up your information. If a file gets lost or accidentally deleted, we can help you retrieve data from the backup.

We organise scheduled backups to meet your needs with 24/7 monitoring to provide extra protection and assurance. Failed or incomplete processes are addressed on the same day that the failure occurs.

DISASTER RECOVERY//

In the event that a disaster occurs, we will be here to help you get back on track.

There are many types of events that could wipe out your business's data including getting hit by a cyber-attack, a natural disaster, or someone intentionally deleting your files. That is why you need a disaster recovery solution to make sure your organisation can continue to operate – no matter what happens.

Our experts can work with you to develop a disaster recovery plan, which includes emergency contact lists, your recovery point objective (RPO), recovery time objective (RTO) and what data to include. If needed, we can also help you develop your business continuity plan (BCP).

We can replicate the data from your on premise IT infrastructure to our secure data centre. Our managed disaster recovery service includes 24/7 monitoring, ensuring that data replication is active and up to date. This ensures that the disaster recovery environment is ready for use at any time.

IT SECURITY//

With today's online environment, keeping an organisation's data safe should be of top priority. Compromised data doesn't just have reputation repercussions but often legal repercussions too, which is why you need a trusted provider to manage your security software for reliable protection.

As a standard, we recommend firewalls to provide a barrier between your data and external networks, antispam to protect from harmful emails, and antivirus to protect from harmful viruses, worms, Trojans, adware and more. We monitor, update and maintain all this for you so you can rest easy knowing your IT systems are safe.

HARDWARE & SOFTWARE PROCUREMENT//

Whatever you need, we can organise it for you and provide advice and expertise about which technologies, software licensing models and hardware products best fit your organisation's needs.

We do the research and save you valuable time and money to find the right solution to help your business run more efficiently and strategically.

We are partnered with major brands to offer you the best prices.





“With F1 Solutions, we deal with a professional team of men and women who share the vision of our services and their importance to the Canberra community. This is important to us. We now have an ICT system of a quality and effectiveness that enhances and supports the services we provide. We would not have been able to have this in place, without the support of F1 Solutions.”

Marie-Louise Corkhill - Executive Director
Karinya House for Mothers and Babies



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