

# BREAK/FIX VS PREDICTIVE MAINTENANCE

Transition from reactive break/fix model to predictive maintenance by complementing your IT with Professional Advantage Platinum Support Services. Here's why:

## BREAK/FIX

VS

## PREDICTIVE MAINTENANCE

1

IT skills not available when you need it the most



Unexpected interruptions

It's your job to call, when you need help

2

Increased risks with limited capability for backups and recovery

Limited know-how to protect your data from cybersecurity threats



Ad hoc system maintenance

3

IT staff must be booked to fix an issue

Employees become unproductive waiting for the resolution of their IT issues



Delayed issue resolution

# RESULTS

Displeased and frustrated end users

Disrupts the business when systems are down



Issues caught before they impact



Real-time monitoring of applications and hardware performance

Dedicated teams keep your systems at full health

Automatic system maintenance



Reduce risks with managed patching, backup and security

Reports provided for your management meetings



Quick issue resolution



We fix the issue for you without being asked

Improved user support experience

Focus on running and growing your business

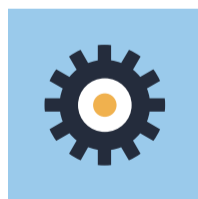


## CHOOSING A SUPPORT PARTNER

Ready to transition to a predictive maintenance services model? Here are a few things you need to consider:



Understands the challenges you face



Offers customisable solutions to support your needs



Has solid reputation and dedicated support team

### For more information

Call: 1800 126 499

Visit: [www.pa.com.au](http://www.pa.com.au)

Email: [enquiries@pa.com.au](mailto:enquiries@pa.com.au)

### About us

Professional Advantage is one of Australia's most awarded solutions providers, with over 25 years of experience in helping organisations improve their business systems through industry leading software solutions. Our 250-strong team in 6 offices across Australia and internationally has successfully worked with over 1,000 organisations.