

Professional Advantage Managed Services

An all-inclusive, fixed-price IT infrastructure support service.

Professional Advantage Managed Services (PAMS) alleviates the burden of IT infrastructure management on your organisation by utilising intelligent monitoring systems and providing proactive IT support. Backed by the experience and expertise of our award winning service desk, PAMS customers can turn their focus back to business-related tasks.

What do our managed services cover?



Complete fixed-cost IT management

Worry-free managed services with no hidden costs.



Monthly asset and health reporting

Easy to understand management-level reports.



Security and tracking of mobile devices

Location tracking and remote wipe capability to avoid loss of confidential company data.



Value added services

Quarterly access to a senior consultant for IT strategy planning and monthly on-site visit by an experienced support engineer.



Proactive and automated incident management

Leading-edge monitoring and management software with self-healing capability ensures that your systems continue to run optimally.



Access to experienced national helpdesk personnel

Our helpdesk is manned by skilled support engineers with experience in supporting enterprise desktop and server infrastructure.



Monitoring of all servers and desktop computer systems

Managed systems are proactively monitored 24x7 and where possible issues resolved before users are affected. Installed software is tracked to ensure compliance with company policies.

About Professional Advantage

Professional Advantage is one of Australia's most awarded solution providers, with over 25 years 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 1000 organisations.

Talk to us

1800 126 499

pa.com.au

enquiries@pa.com.au

professional
advantage

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