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.

Access to experienced national Helpdesk personnel
Our helpdesk is manned by skilled support engineers with experience in supporting enterprise desktop and server infrastructure.

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

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.

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

Monthly asset and health reporting
Easy to understand management-level reports.

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

professional advantage

Call: 1800 126 499
Visit: www.pa.com.au
Email: enquiries@pa.com.au

Contact your Account Manager or call *1800 126 499* for more information on the benefits to your organisation from Managed Services.