



ICT Support Services

Our ICT Support Services offer a tailored solution, allowing you to seek assistance on an “as needed” basis

It offers your organisation a scalable, effective solution to managing your existing assets, supplementing your in-house team and delivering ICT support when and where you need it most

Business benefits

- Reduced ICT infrastructure support costs
- A flexible and agile service that can be scaled to support your immediate and longer term ICT requirements
- Access to locane’s complete pool of technical expertise when you need it
- Reduced ICT downtime
- 24x7 data centre monitoring and support
- A world-class, secure platform to ensure your data cannot be accessed by other parties

Solution

- Support service helpdesk, a single point of contact providing technical support dependent on business need, from standard business days-business hours to on-call 24x7 support
- Ad-hoc support and escalation for complex problems
- Staff backfill, when additional skilled resources are required
- Procurement partner, working with you to purchase and supply your ICT equipment on time and as required
- Remote management
- Performance and availability management



Key features

Flexible staffing levels

locane determines the level of resourcing required on a tiered structure by competency levels. This flexible, agile approach to ICT support enables your organisation to utilise the complete pool of locane's technical skills to ensure your immediate and longer term objectives as well as your changing business requirements are catered for.

24x7 on-call paging service

locane understands that some businesses require dedicated 24x7 support with committed response times that must be consistently met by external service providers. locane uses a pager-based system to ensure critical support is supplied to meet business requirements and agreed service levels. The pager system enables the problem to be sent to multiple people concurrently. Our clients only need to make one phone call to contact the locane team.

End-to-end support service

locane delivers a proactive project management service, utilising best practice processes and industry leading management and monitoring tools to ensure the seamless operation of your vital ICT infrastructure. We draw on our in-house expertise to rapidly address challenges. Our monitoring systems allow problems to be detected before impacting service levels and ensures our team can work towards a resolution before it has an impact on our client's business operations.

The following services can be sourced individually:

- Engineering Support Hours – an agreed schedule of monthly support hours, both onsite and offsite, coupled with on demand support, when needed
- Monitoring - network, server, storage and device monitoring
- Desktop Management
- Administration – patch management, firmware updates, security and virus management
- Management – contract maintenance, incident management, development of tailored solutions that suit your budget, needs and ICT infrastructure requirements

Complementary Services

We know business needs change and today's ICT platforms are increasingly complex to manage. We architect and implement reliable, flexible ICT solutions that evolve and leverage advances in technology to align with your business goals and requirements. locane offers a comprehensive range of ICT infrastructure management services.

Our Managed Services extend to:

Monitoring, management, maintenance and reporting of all ICT infrastructure including server, storage, network and security devices

Onsite engineering

Service desk

Complementing locane Managed Services is locane's secure infrastructure platform offerings:

Infrastructure as a Service

Disaster Recovery as a Service

Backups as a Service

Licensing as a Service

Burst to Cloud

Self service provisioning

Why locane?

With more than 14-years of experience, we are one of South Australia's largest independent ICT solutions providers. We have a reputation for delivering innovative, value for money solutions.

We offer an integrated range of services and expertise to meet the ever-changing technology needs of business.

Our approach is different. We focus on the delivery of tailored ICT solutions that add value and deliver real results to business.

Our focus is about finding the right ICT solution for each business. We offer reliable, flexible ICT systems to help our clients manage their current and future needs.