



Managed Services

Today's ICT platforms are increasingly complex to manage

locane offers a comprehensive range of ICT infrastructure management services

Free up your in-house ICT personnel to perform strategic tasks that deliver real business value

An locane Managed Service is a tailored approach to core systems management. Services incorporate the monitoring, management and administration of all ICT infrastructure including server, storage, network and security devices.

We work with our clients to determine their service level requirements based on their business needs and develop a solution that delivers the right combination of tools and managed service activities.

We provide our clients with managed service support on a proactive, reactive and ad hoc basis to outsource ICT or augment internal skillsets. Our services and supporting infrastructure help to ensure every dollar invested in ICT delivers the maximum return through the application of first class expertise, resources, understanding and innovation.

Business benefits

Our managed services free up internal ICT personnel to focus on tasks that deliver real business value

We offer scalable services to meet your business needs now and into the future

Predictable ICT management costs

Increased return on your ICT investment

We find solutions that effectively manage your existing assets and align with your business needs

Our fees include an annual review of your ICT plan to ensure your support requirements always match your business plan

We offer a diverse team of technicians and client support staff with specialist skills, extensive experience and up to date knowledge



Key features

Service catalogue

Our focus is to find the right solution for your business. For this reason we offer a variety of end-to-end ICT management services.

The following services can be sourced individually or as a complete service:

- 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
- Service Helpdesk - a single point of contact providing technical support dependant on business need, from standard business days-business hours to on-call 24x7 support
- Management – contract maintenance, incident management
- Reporting – monthly capacity and performance reporting and annual ICT plan reassessments

Guaranteed response times

Our proven track record ensures we can provide guaranteed response times.

locane's service calendars ensure our clients receive a committed on-call response time. We work with our clients to select the best service calendar to meet different operational, risk and cost considerations.

For many years locane has supported businesses who require critical services 24 hours a day, 365 days a year through our Gold level package.

Reporting and administration

Included with locane Managed Services is a comprehensive ICT reporting service. This service helps our clients to understand the performance of their ICT infrastructure, identify impacting trends and plan remediation activities.

We work with our clients to determine the type, detail and frequency of our reports to meet their specific requirements.

Consistent with this management focus, locane can provide a contract maintenance service to ensure ICT contracts are kept up to date. This is vital in ensuring continuity of vendor support.

Complementary Services

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

Teamed with locane's range of ICT Managed Services, locane's infrastructure platform provides comprehensive, tailored ICT solutions that add value and deliver real results

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.