



Managed IT



Contact Us:

Email: enquiries@cbconnect.com.au

Phone: 1300 844 420

Address: 102 Hume Street, Wodonga, VIC 3690

ABN: 42 120 418 582

Support From Local Industry Professionals

Employing in-house IT support is often cost-prohibitive for small, and medium sized organisations. Community Business Connect has created an offering which helps reduce this cost burden by offering greater flexibility and lower ongoing costs.

Our skilled engineers can assist your organisation in managing any aspect of your technological needs, including;

- Proactive maintenance of your IT network
 - Technical support and troubleshooting
 - IT strategy planning and budgeting
 - Hardware & software procurement
 - Disaster recovery and risk mitigation processes
 - Cybersecurity management
 - Guidance on and directly managing technology changes across the business
 - Keeping abreast of market changes and emerging trends
 - And much more!
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- Support for desktops, laptops, tablets, thin clients, mobiles, and servers
 - Help desk support - Monday to Friday 8am to 5pm
 - Onsite engineers - Monday to Friday 8am to 5pm
 - Service ticket tracking and reporting
 - Account management and support
 - Remote monitoring and management software
 - Operating system and application patching
 - Managed anti-virus software
 - Proactive monthly system maintenance
 - Day-to-day system Administration tasks
 - Backup and Disaster Recovery process management
 - Microsoft Office 365 licensing and management
 - Fixed price monthly agreement for support of existing network (Add/Move/Changes to be charged additionally)

Monthly Inclusions



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Service Rates

For works quoted outside of the Managed IT Support Agreement (Adds/Moves/Changes), the following rates will apply;

WITHIN BUSINESS HOURS

- Support Engineer - \$120 ex. GST/hr

AFTER-HOURS SUPPORT

- Support Engineer - \$180 ex. GST/hr

Agreement Terms

- The term of the Managed IT Support Agreement commences on the Commencement Date and continues until agreement the expiration date.
- CBC or the customer may vary or extend the term of the Managed IT Support Agreement at any time by agreement in writing.
- Unless specified otherwise in the Managed IT Support Agreement or agreed in writing, not less than 30 days before the agreement expiration date or any extension of the agreement - either party may give notice to the other party stating that it will not renew the service agreement, or that the agreement will be extended on a monthly basis.



Monthly Service Summary	Quantity	Monthly Cost
Managed IT - Office Site and Infrastructure Support for Office Switching/Routing		Included
User Support Includes Managed Anti-virus Software		Included
Microsoft Office 365 Licensing		
Managed Backup		
Monthly Total (ex. GST)		
Monthly Total (inc. GST)		



Customer Details

Customer Name:

Customer ACN/ABN:

Customer Address:

Customer Contact Name:

Customer Email Address:

Proposal

Date:

Pricing:

Contract Term/Expiry Date:

CBC Contact:

CBC Email Address:

Acceptance

The customer specified above accepts this proposal. The proposal constitutes an offer for CBC to supply the services and/or hardware specified in the proposal and acceptance by the customer gives rise to a supply agreement.

for and on behalf of the customer

Name/Title:

