



comconnect



# Access to Enterprise Skills

Enterprise skill access for smaller organisations  
IT professionals normally reserved for large enterprise.

**Com Connect Services** is changing the way IT is offered to small and medium organisations.

Experienced business analysts are employed to ensure the business problem is solved; a situation that is virtually unheard of in the SME category.

We provide highly trained, highly experienced IT/Business alignment experts to ensure your real need is satisfied.

Smaller organisations no longer have to accept that the only support they can afford is from "one man" companies and professional amateurs.

If you have 1 to 250 computers in your organisation, run a website and engage in traditional and new media advertising, you need to talk to **Com Connect**.

The key to unlocking the potential of your IT system is IT/Business alignment. Something you can't get from Fred's computer repairs...

**Matthew Byrne**  
Managing Director



comconnect

SME support  
with access  
to enterprise  
technology and  
planning.



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# Business Focused IT Management.

Forget about RAM and CPUs  
Focus on solving the core business problem.

Most IT companies concentrate on the software and hardware, with a focus on the system specifications.

This tends to result in an IT setup which is focused around the physical equipment, its cost and features.

Enterprise IT leaves this amateur mentality and moves towards business centric solutions, which solve business problems.

Information technology solutions specifically tailored to the businesses needs, with a focus on process improvement, result in a more efficient system, reduced costs and improved profit.

**Mechanics don't design cars, they fix them.**

Your information systems should be designed by professional system architects, not computer repairers.

**Access to Business Analysts and Information Technology Architects has always been financially out of reach for smaller organisations.**

**Com Connect is evolving the SME and has set the bar high.**

**Business Analysis**

**Technology Evaluation**

**Expert Integration**

# Complete IT Services

From Repairs to Technology Patenting  
Our solutions are provided by experts in their field.

## System Repairs

We are available for "one off" and contracted repairs. Windows, Apple, Linux and UNIX are all supported by our technicians. We specialise in difficult diagnosis and fast turn-around.

## Network Design

As your business grows you will experience a rapid growth in IT requirements. Uncontrolled, this can lead to poor implementations and "cheap" solutions.

## Hardware Supply

Computers, servers, networking, storage equipment and more. Our partnership with the world's largest supplier of IT equipment, ensures we always solve your business need.

## Backup Systems

Data is irreplaceable. The only way to protect your business from data failure is through a unified and reliable backup system. Have you tested your backup system lately?

## Strategy Development

Businesses often buy computers the day they need them, with no long term strategy. Planning for growth and considering different acquisition options allows for cost effective IT.

Com Connect Services can provide technical staff for almost any IT project. No minimum contracts are required for any IT professional, allowing you easy access to expertise.

| Code | Type                 | Hourly Rate |
|------|----------------------|-------------|
| SHST | Standard Technician  | \$90        |
| SHNE | Network Engineer     | \$140       |
| SHBA | Business Analyst     | \$140       |
| SHSC | Security Consultant  | \$160       |
| SHME | Mechatronic Engineer | \$220       |
| SHWD | Web Developer        | \$90        |
| SHGD | Graphic Designer     | \$90        |
| SHPM | Project Manager      | \$150       |

Rates are Ex GST and subject to staff availability.

# Support Cost & Advance Hours

What options are there for normal support?  
Receive a discount by purchasing hours in advance.

We pride ourselves on having some of the most qualified and talented people working as part of our team.

Most business problems cannot be solved or sufficiently understood by standard technicians.

Our team covers all major areas of IT and Design.

Trained business analysts are required to bridge the gap between organisational operators and technical staff.

Com Connect offers a discount when you purchase your hours in advance. You could save up to 10%.

| Code | Hours | Details                      | Cost     |
|------|-------|------------------------------|----------|
| SH05 | 5     | 5 Standard Technician Hours  | \$427.50 |
| SH10 | 10    | 10 Standard Technician Hours | \$832.50 |
| SH20 | 20    | 20 Standard Technician Hours | \$1620   |

A large amount of IT stability comes from regular maintenance, monitoring and event planning.

When you are carrying out operational planning, consider the importance of your IT.

For any modern business, your IT system is the processing and communication backbone of the organisation.

Important things to consider include: What is the cost of operational downtime?

How long can you operate without your computer system running?

Embracing IT as a core function helps you unlock the true potential of your existing systems.

See the following pages for management plans.

# Response Time Guarantee

How much does downtime cost your business?  
Protecting your profit is cheaper than you think.

If your business relies on your IT systems, which most modern organisations do; you need the protection of uptime security.

There will always be unexpected cases of downtime due to system failures. Effective business planners know this, and they want to know what the impact on the business will be.

**Com Connect Services** provides a choice of monthly response plans which are designed to provide the right level of security for your organisational needs.

System downtime affects more than just the short-term profit. Depending on the situation, it may have lasting effects.

What is the cost per hour of downtime? Will this effect the businesses reputation?

What are the long term effects? Will we lose customers to competitors?

| Code | Response          | Details   | Cost  |
|------|-------------------|---|-------|
| RSTD | Next Business Day | Our standard support guarantee                  | FREE  |
| RPSD | Same Day          | Requests between 7am and 3pm                    | \$100 |
| RP4H | 4hr               | Requests between 7am and 4pm                    | \$200 |
| RP2H | 2hr               | Requests between 7am and 5pm                    | \$350 |
| RP24 | 2hr (24x7)        | Requests are excepted and serviced 24hrs/7 Days | \$700 |

These monthly plans protect your business from suffering unnecessary loss due to extended downtime.

**Our best effort promise ensures that we always respond in the shortest time possible.  
Our average response time for all customers is 2 hours.**

# Network & Server Monitoring

What are the benefits of proactive maintenance?  
A small drip is cheaper to fix than a burst water main.

Most people service their cars and have them washed regularly. Think of proactive maintenance in the same way. Your total cost is lower when you are dealing with something which is well maintained.

Network problems can often be prevented if someone is actively monitoring and tuning your system.

At \$100,000pa small and medium sized organisations can't usually afford a full time network administrator; and they normally don't have the need for one fulltime.

Access to Engineers, Consultants and Business Analysts is also normally limited to large organisations. Not anymore.

**Com Connect** provides organisations with access to highly trained network experts for a fraction of the cost. This allows you to benefit from active administration, on a budget.

| Code | Network Size    | Details  | Cost  |
|------|-----------------|--|-------|
| MSTD | 1 - 3 NO SERVER | For very small businesses or home offices      | \$50  |
| MS05 | 1 - 5 SERVER    |  | \$150 |
| MS10 | 6 - 10 SERVER   |  | \$225 |
| MS15 | 11 - 15 SERVER  |  | \$300 |
| MSNG | 16+ SERVERS     | For larger organisations with multiple servers | NEG   |

## What do we monitor?

- Network Status
- Email Systems
- Backups
- Antivirus
- System Updates
- Storage System
- Network Security

Your organisation's systems are remotely monitored by our network managers, who are committed to maintaining the smooth operation of your network.

**Save 5% on all labour charges by subscribing to the appropriate support plan for your organisation.**

# Disaster Recovery Services.

Data loss can be a devastating experience.  
We are experienced in complicated data & service recovery.

Data loss can be a devastating experience.

Business files, irreplaceable family photos, your portfolio or just your precious music collection.

If you think you may have just deleted all of your files, your computer won't boot or your external drive is blank, call us now.

## What can we recover?

- Servers
- Computers
- Laptops
- Hard Drives
- USB Sticks
- Camera Cards
- Some Phones

Recovery services start at \$100 and could restore your business tax data, important documents or even family photos.

We are able to recover files from servers, hard drives, computers, laptops, USB sticks, external hard drives and even some phones.

Look out for the signs of hard drive failure, slow boot times, strange noises and regular crashes. If you catch it early, there is a great chance you will be able to recover everything.

**Save 15% on recovery charges if you have a management plan.**

**Hard Drive Recovery**

**USB Recovery**

**Camera Recovery**

# Graphic Design.

A Great Business Image Starts With Great Design  
Don't look like an amateur to your customers.

Graphic design and corporate branding can lift the position and presentation in the eyes of your customers.

Don't underestimate the value of a clean professional logo, well designed promotional material and matched stationary.

## What do we design?

- Logos
- Business Cards
- Brochures
- Magazine and Print Ads
- Corporate Image Packages
- Photo & Video Production

Com Connect has years of experience branding, designing, positioning and consulting organisations when it comes to design and image.

We have print and media designers on staff who specialise in logo and branding.

How does your business look to a stranger?

Our Design team is made up of designers, marketers and business analysts, so you get design with a market and sales focus.

**Corporate Branding Packages start from just \$1000.**

Com Connect provides a wide range of design services, here are some prices.

| Code | Type           | Details                                   | Cost   |
|------|----------------|---|--------|
| DEHR | Hourly         | Per Hour Charge                           | \$90   |
| DEBC | Business Cards | 1000 Cards designed and printed           | \$600  |
| DEBR | Branding       | Design Logo, Business Card and Letterhead | \$1000 |

# Professional Website Design.

Build a Strong Professional Online Image.  
Make your business stand out.

A great website can boost your image, sales, market reach and reduce the time your staff spend answering questions.

Have you considered selling online? Or do you have a great idea for an online application?

Talk to us before someone else does!

## What do we create?

- Simple Sites
- eCommerce Sites
- Wordpress Templates
- Custom Web Apps
- Business Process Systems
- Email Marketing Campaigns

A new website built with Search Engine Optimisation in mind could be just what your business needs.

Improved SEO coupled with an effective advertising campaign could boost your sales.

Do you know how many people look at your site?

Our Web team is made up of designers, developers and marketers, so we create websites which build trust, impress and sell.

**Simple Sites start from just \$1000.**

Com Connect provides a wide range of web services, here are some prices.

| Code | Type       | Details                       | Cost   |
|------|------------|-------------------------------|--------|
| WDST | Standard   | Standard CMS website          | \$2000 |
| WDEC | eCommerce  | eCommerce Platform            | \$4000 |
| WDCA | Custom App | Custom Built Web Applications | \$5000 |

# Business Consulting.

Leverage Information Technology  
Save money and unlock profit.

If your business is growing rapidly, sales are increasing, staff level rising and you seem to always be having computer issues, it may be time to speak to a Business Analyst.

An external perspective can give you an insight to the areas in your business that could be streamlined by process improvement.

If you think about all of the manual and time consuming tasks you perform every day, we are sure that they add up to a lot of time.

Have you ever considered which could be automated, streamlined or digitised?

Process improvement is possible with the help of a Com Connect Business Analyst.

Com Connect provides Business Analysts in per-hour, weekly and monthly contracts.

| Code | Period  | Details   | Cost     |
|------|---------|---|----------|
| BAHR | Hourly  | Best for very small projects                        | \$140    |
| BAWK | Weekly  | Provides great value for larger projects            | \$4000   |
| BAMN | Monthly | Excellent value for longer term and larger projects | \$20,000 |

Take a moment to consider how many of your staff could be moved to profit generating roles if you were able to automate their administrative tasks.

How much of your business could be improved by eliminating the manual systems?

How much are you spending just collecting money and chasing debt?

Are manual systems costing you through repeat work and mistakes?

