

An Introduction

to



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ACN: 095 242 318

Date: Wednesday, 8 June 2011

Document Name : \\yoda\data\blueprint\procedures\forms and templates\consulting services forms and templates\introduction
to blueprint technologies australia 201106.doc

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Introduction

Blueprint Technologies Australia Pty Ltd originated as a small business partnership in January 1995 providing computer support and sales to other small businesses. Over the years the business grew and became incorporated in November 2000 as Blueprint Technologies Australia Pty Ltd. Our management and staff, collectively having over 45 years experience in the IT profession, continue to provide excellent sales and consulting services, specialising in computer networking audits, design, installation and maintenance.

In a world of rapidly advancing technology, businesses are forced to embrace change in order to compete – or even simply to survive. Blueprint Technologies Australia assists our clients to keep pace with the changing trends of technology. Our aim is to make certain that information technology becomes a major factor in your success, rather than an obstacle.

We are committed to providing our customers with a friendly helping hand to address IT problems and needs. We have a genuine desire to see our clients' businesses succeed and we strive to help achieve this.

Our Services

System Audit and Review

Many networks evolve over time with computer parts and software added as a business grows. This approach unfortunately can lead to a disorganised and inefficient system causing frustration to the business owners; system users; and IT support engineers. Our systems audit service is the best place to start your relationship with us and provides the following benefits:

- Allows you to evaluate our services and "get to know us"
- Provides you with a complete picture of your entire information technology infrastructure
- Provides you with a basis for an asset register
- Highlights any areas requiring immediate attention

We will visit your office to examine and record particulars on your computer equipment and network installation. In addition, we will have a discussion with you to ascertain your business goals to determine the suitability of your current network environment in achieving your aims. A detailed report will be presented which provides a full listing of your information technology assets, network diagram(s), and recommendations on identified "trouble-spots". This service is a valuable first step in assessing your current situation before moving ahead with your information technology goals.

Network Design

Good network design is the core of a quality network. Designing a system which performs consistently with minimal down-time and state-of-the-art technology is what we do best.

If you don't have a network, we will design a system which will help you to meet your goals. Our emphasis is always on implementing systems which have excellent support; however we design systems which are predominantly self-managed with minor maintenance requirements.

For clients who already have a network, the results of an audit will identify key areas of concern. Based on the results of our audits, we may recommend the replacement or upgrade of network equipment but our emphasis is always on making best use of the systems available while planning to transition clients along the path to the best quality and design to suit their business needs.

Hardware and Software Installation

We provide service to install and configure your file servers, personal computers, laptops and accessories. We also manage transfer of your valuable data when changing over your systems. Our engineers have extensive experience with a wide range of computer hardware, operating systems and software.

Information Technology Project Planning and Consultation

Every successful business has a working plan for business goals, marketing and financial objectives. We have developed a collaborative approach which assists our clients to plan for and effectively manage:

- IT equipment and software
- Support programs
- Staff IT skills
- Workflow patterns

This has the result of placing IT expenditure under control whilst ensuring the most value is gained from your investment.

Computer and Network Support

You come to rely on your computers, so when things go wrong you need technical support that's responsive and effective so you can get back to work. Our team have the skills to help with any incident you might encounter.

Computer problems can often be simple matters which can be solved quickly and easily. Phone and email support is available for these types of issues. Using remote control software, we can help you resolve a problem or take control of your computer and fix it for you. Our customers love this! You'd be surprised how many problems we'll solve for you without stepping foot through your door.

If however the problem cannot be resolved remotely we will schedule one of our IT engineers to come onsite to assist. This will generally be next day but can be escalated to same day for critical issues.

Logging Jobs

Should you require assistance with a computer problem; jobs can be logged with us by either phoning, emailing or online via our ticketing system. All jobs are entered into our system, assessed for priority and placed in a queue. Our engineers will respond as soon as they are able and in accordance with our service standards as set out in the Service Standards section below.

To ensure our engineers are able to focus on their current job we will not generally interrupt them to take a new job or call unless the new job is critical. Once your job is placed in their queue you can be assured that it will be attended to in a timely manner and will receive our engineer's undivided attention. All work performed and progress of jobs can be reviewed via the online portal.

We recommend that one person in your organisation is given responsibility for reporting problems to us. This helps ensure that:

- jobs are authorised internally before being logged
- multiple reports of the same job aren't logged
- simple jobs can be assessed and attended to internally before escalation
- the authorised person can track and follow up jobs in your queue

Our Managed Services Program

Benefits

Blueprint Technologies Australia's Managed Services Program (MSP) is designed to create order within your computing environment. Our MSP continually monitors, maintains and reports on your IT systems to ensure maximum availability and productivity. The benefits of regular monitoring and maintenance of your servers, workstations and networking equipment include:

- Ensuring optimal operation of systems
- Minimises system downtime
- Minimises end user problems and related downtime
- Increases employee productivity
- Enables BTA to help your business use the available technology more efficiently
- Allows you and your staff to focus on your business operations and clients - not on your systems.

The regular contact also helps us to keep in touch with your business. It enables us to understand your business better and to work with you in ways to make your business more efficient.

Our MSP solution is customisable to your needs and can provide services such as:

- Problem detection and basic maintenance
- Anti-virus/Anti-spyware protection and monitoring
- Backup management and offsite replication
- Monitoring and alerting
- Patch and service pack management
- IT asset and inventory management

The MSP solution can be provided for all servers, desktops and laptops located at your main business address and can also be extended to cover any other machines located at remote or additional offices as required.

Our document entitled "Introduction to Blueprint Technologies Australia Pty Ltd – Managed Services Program" provides further information on our MSP. Please feel free to contact us if you would like a copy.

Support Rate Discount

The whole purpose of the MSP is to keep systems running at optimal performance and over time to reduce the requirement for incident support. However there will no doubt be occasions when incident support is required. Blueprint Technologies Australia MSP customers automatically attract a discounted support rate for such incidents.

Our Service Standards

Our service offerings are flexible and we are willing to negotiate and contract to specific service levels with our customers.

Our standard commitment to service goals is as follows:

- If an authorised user calls for support, we will gather relevant information to resolve the problem during the initial call
- We will respond to your request based upon prioritisation according to the following categories:

Job Severity	Example
Critical (Immediate to 4 hours response)	A server or servers are down All staff are affected Internet connection down for client's who are reliant on internet for all work Loss of power
Important (4 to 24 hour response)	Problems where more than one staff member (or one key staff member) is unable to work Email delivery issues Significant problems where a workaround is unavailable
Minor (next day or later)	Problems where staff can continue to work Performance issues Most requests for sales quotes

Our typical commitment to service standard goals is as follows:

- We will respond to your phone contact within 4 hours. In most cases, once a job is logged in our system a technician is promptly available by telephone.
- Email contact will be responded to within 4-8 hours. (In most cases this response will be also within four hours)
- Remote support (if applicable) will be provided within 4 hours of initiation.
- On-site visitation will occur next business day if warranted.

These times can be escalated to immediate response depending on the severity of the problem (eg: server crash) however additional charges may apply.

Our Standard Support Rates

Blueprint Technologies Australia offers competitive services rates. We also offer a structured pricing system designed to give you the ability to choose a method of service that will suit your needs, budget and your own computer skills.

Standard Rate

Our base rate for services is \$170.50 inc GST per hour.

MSP Rate

For customers using our MSP service, our discounted rate for services is \$154.00 inc GST per hour.

Multipliers

Multipliers will apply for each of the above support levels for After Hours, Weekend, and Public Holiday work, in the following manner:

Condition	Multiplier
Normal Office Hours (8:30am to 5:00pm Monday to Friday excluding public holidays)	1 times the applicable Base Rate shown above
After Hours (All other times Monday to Friday excluding public holidays, and all day Saturday)	1.5 times the applicable Base Rate shown above
Sundays and Public Holidays	2 times the applicable Base Rate shown above

Call-Out Charge

A call-out charge of \$165.00 inc GST will be charged for the first half hour of any onsite visitation during business hours. (The above multipliers will be applied to this call-out charge for visitations outside normal work hours).

This call-out fee covers the first half hour of support or part thereof. Additional onsite time after the first half hour during the visit will be charged in 15-minute intervals at the appropriate rate.

Travel over 50km from the Brisbane CBD will be charged at ½ the Base Rate unless otherwise negotiated.

Remote / offsite support incidents are not subject to a call-out charge.

Increments

- All remote / offsite support is charged in 15 minute intervals.
- All onsite support is charged in 15 minute intervals (after the first half hour).

Our Sales Services

We strive to provide only quality tested products and services. Accordingly, we only recommend products with proven reliability that have the warranty support to match. These vendors include IBM, Wyse, Microsoft, Symantec, Trend Micro, 3COM, Cisco, Intel, Hewlett Packard, Adaptec, Canon, American Power Conversion, Eaton Powerware and a number of other respected manufacturers.

Our pricing is very competitive and our pre-sale and after sales service are things we are proud of. We constantly monitor our processes to ensure we are always offering the service our clients expect. Assistance with products and quotes can be requested by contacting our sales department. Our range of products include:

- Computer systems
 - desktop computers
 - notebooks
 - thin clients
 - servers
- Accessories
 - batteries
 - cables
 - notebook bags
 - keyboards and mice
- Software and software licensing
- Networking products
- Power protection
- Storage
- Printers
 - laser and inkjet
 - multifunction centres
 - scanners
 - print servers
- Consumables
 - CD-R's, DVD-R's
 - inkjet and laser supplies
 - backup tapes

Quote requests and orders can be submitted by email to sales@bta.com.au. Orders are processed the same day of receipt. Depending on the time of day your order is placed and product availability delivery can be as soon as next day. All deliveries are made via courier and are direct to your door.

Contacting Blueprint Technologies Australia

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