



**IT
SUPPORT**
by

retrac

Improve business efficiency with Retrac's IT Support

Technology is revolutionising our world. It is reshaping business and society. No matter what size your business is, you need to ensure your organisation functions reliably and, in a people-centric way, each and every day.

If your current IT system or support isn't working as planned, you may face the following problems:

- **Connection errors** - your network is constantly failing, wasting time and causing frustrations across your whole business.
- **Your systems don't speak to each other as they should** - you've grown in size and so has your mix of hardware, switches and cables, with little or no integration between them.
- **Slow response** - your problems aren't solved quickly and you're not getting the support you need from your current IT provider
- **Your staff aren't doing the job they were originally hired for** - instead they are focused on fixing IT and don't have the right set of skills or experience to maximise your technology output.

Properly functioning IT support is an essential component to keep any business productive. You need a partner you can trust to keep your IT systems healthy, and your people happy.

Retrac works with business of all sizes. We can help you manage your environment and optimise your IT infrastructure. We'll give you the peace of mind you need, when and where you need it most.



We now have the support we need, when we need it.

Bron Davidson
Owner and Business Manager
Davidson Building Group

IT support by retrac

IT Support by Retrac is a comprehensive support solution that helps put you back in control of your technology environment.

We provide IT support and services to businesses all over Australia. Through our partnerships with Cisco, HP and Microsoft, we help our customers' IT systems to function dependably and consistently every time.

With flexible plans to suit you, Retrac works hard to ensure you have a plan in place that suits your bespoke business needs.

We offer:

- IT Support per hour - receive IT Support as and when you need it
- 20 Hour Blocks – buy blocks of support in advance at a discounted rate.
- Select Program – choose features from the Select Program range for any workload you're undertaking.
- IT Support through our fully managed solution, Complete Cloud by Retrac.

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key benefits:



Move your business forward with the right infrastructure.

Our technical staff, qualified in Cisco networking, will ensure your wireless, switches, server and security are set up correctly.



Proactive prevention.

We'll gather information daily to run performance reports and see where your bottlenecks lie.



IT at your fingertips.

We'll use our wealth of expertise, up to date knowledge of new technology and vast experience to locate your issues faster and help get you up and running.



Get the most out of your IT and cloud environment.

Maximise the return on your IT investment and increase your productivity – across your entire business.



Help when you need it.

Our experts are available to help you when things go wrong. With daytime, business hours support and emergency out-of-office hours, you'll have access to our helpdesk and advanced ticketing system to troubleshoot problems straight away.



Expert help when planning your IT project.

Our expert team will help you plan, source and implement your new IT equipment, services, Cloud or on-premise.



Trusted partner.

As your IT partner, we'll proactively seek to improve your IT environment with a thorough audit of your network and we'll make recommendations to fix your issues.



“Retrac always endeavour to do the best. They show perseverance and innovation. They are transparent and honest in what they do and how they do it.”

Bron Davidson
Owner and Business Manager
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about

Established in 2008, Retrac is dedicated to helping our customers accelerate their business by using cloud technology. Servicing businesses in Melbourne and regional Victoria, we'll help you make smart technology choices, get the most out of your technology investments and protect your valuable data.

Are you looking for greater flexibility, improved productivity, better collaboration and reduced operating costs? Talk to one of IT technicians and unlock the power of the Cloud today with Complete Cloud by Retrac.

Take your business to a new level of productivity and confidence with IT Support by Retrac.

Contact us today on **03 8794 1900** or support@retrac.com.au



Retrac Business Solutions Pty Ltd
Suite 16, 26 - 28 Verdun Drive
Narre Warren VIC 3805

Tel: 03 8794 1900
Fax: 03 8794 1949
Email: support@retrac.com.au