

Technology as a Subscription

One Partner. One Monthly Bill. One Cloud.



Managed IT & Cloud



Business Technology Made Easy



Managed IT & Cloud

With our range of **Managed IT & Cloud** solutions, we don't just empower your business with technology – we enable innovation and help businesses reduce their time spent managing everyday IT issues with bundles or custom solutions.

All of our staff are locally based, with a service model based on ITSM best practices. CSG also holds multiple quality and security accreditations including *ISO27001* and ASD Certification.

With over 200 IT specialists, CSG has the ability to provide your business with a full suite of IT capability - so whether you need data management, end-user support, networking or infrastructure engineering, we have your IT support needs covered.

Managed IT

CSG Total Office – the best way to get started

Let us take the complexity and headache out of setting up your end user IT with **CSG Total Office** - our fully supported technology bundle that is scalable and modular to adapt to your changing needs.

As a growing business, managing your essential IT can quickly become a burden to your time, resources and bottom-line.

Total Office is everything your employees need to get started, in one single product and services bundle:

- » Softphone, messaging, web conference
- » CSG cloud storage
- » Laptop or desktop hardware
- » Microsoft Office 365
- » No more unpredictable spend – enjoy a fixed per user price per month
- » Fully supported and managed by CSG
- » Keep your environment safe with automatic software updates and patch management

IT Support

Outsourced IT support and management for a fixed monthly fee.

- » Partial or full outsourcing available
- » 24/7 support options
- » Monthly reporting

Service Desk Augmentation

Ideal for internal IT teams looking to outsource or provide overflow for first/second level responsibilities.

- » Easily integrate into existing IT team
- » 24/7 options available
- » Experienced service desk engineers

Cloud

CSG offers a complete suite of products that are cloud-based, ranging from infrastructure and cloud hosting right through to AI and data analytics suites.

Discover how moving your data and files to the cloud can improve your business operations. We can help with Software as a Service (SaaS), Private Cloud (Infrastructure as a Service), Public Cloud (IT as a Service), Remote Desktop (Desktop as a Service) and cloud storage solutions.

- » Get greater control over your data storage
- » Benefit from enhanced data security and better disaster recovery
- » Reduce your costs and save time compared to traditional on-premise storage solutions

Why outsource your IT?

- ✓ Reduce IT overheads and operating costs
- ✓ Improve business flexibility and scalability
- ✓ Increase staff efficiency



Professional Services

Project Management

End-to-end project management helping with all areas of project planning, design and implementation.

- » Guaranteed project delivery
- » Certified consultants
- » Highly skilled system architects and solutions engineers

Virtual CIO

IT strategy and CIO consulting which is ideal for organisations that need independent strategic advice or that don't require a full-time CIO.

- » Strategy, roadmaps and targeted IT projects
- » Per project or retained basis
- » Business and systems analysis

Procurement

Fast, reliable procurement services that assist with identifying and sourcing hardware and software.

- » Dedicated purchasing team to assist with enquiries
- » Multiple vendor relationships
- » Financing options

SharePoint

Development and ongoing support of SharePoint solutions, reducing key person risk or loss of business IP.

- » Consulting, training and business analysts
- » Per project or retained basis
- » Supplements internal capabilities



CSG Service Guarantee

We strive for unrivalled customer care in everything we do. Should we ever fail to deliver on our contracted SLAs, we offer up to a full 100% fee rebate.

Our delighted customers include



THE UNIVERSITY OF
SYDNEY



THE BODY SHOP®

FLIGHT CENTRE®

fitness
fernwood

MONASH
UNIVERSITY

We proudly partner with the following brands



Alibaba Cloud



8x8

zoom

Canon



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