ENHANCE YOUR BUSINESS

commuserv
Enhancing Business

ABOUT US

Welcome

This welcome pack is your guide and introduction to the wealth of experience, support and services that Commuserv make available to you as a potential, new or existing member of our loyal and ever-expanding client base.

Founded in 1997, Commuserv provides leading edge technology solutions focused on delivering great service and the best outcomes for customers, both on cost versus functionality.

Ensuring that customers have the entire picture, means that when it comes to solutions, we simply do "IT" all. Infrastructure, hybrid and cloud solutions through to IT support, web design and application development, telephony and VoIP plus cabling and automation, so all your IT needs can be taken care of under one powerhouse.

In this welcome pack, you will find contact information relating to the support of your new or existing network, a list of our current staff together with staff profiles, and a wealth of information on all the services Commuserv has to offer.

Commuserv's support and sales staff are available to assist you with any matter relating to your IT requirements. If you have any enquiries at all, or would like to provide any feedback on your experiences with Commuserv, please call **(08) 8211 6000** or visit **commuserv.com.au** for more information.

Kind Regards,

John Caruso
Managing Director

TESTIMONIALS

"No matter how small or large the IT issue, the professional team at Commuserv always provide us with extremely prompt and friendly service, with John Caruso being readily available to sit down and discuss latest gadgets and how they can assist and improve our business. We look forward to continuing our business relationship with Commuserv and would strongly recommend their IT services."

Michelle Harris
Practice Manager for Lawson Risk Management Services Pty Ltd

"We have been using Commuserv for our IT requirements for the last few years now. From day one we were impressed with their high level of service, customer-focus, response time and expertise, and, importantly, this has not changed over the journey. There is always someone available to assist you. I would recommend Commuserv to anyone looking for IT support for their business as I know they always deliver on what they promise."

Mark Pickering
Managering Director Wiring Solutions Plus

"Enhancing business. It's a great mission statement and one that Commuserv has delivered on for the last 6 years at Cibo Espresso. Quietly in the background Commuserv now help us manage the backbone of our business and taking our IT to the cutting edge in hospitality. The greatest asset to Cibo Espresso is feeling sure that our IT needs are met but also understood and explained in English not IT language. Commuserv are the Enhancers of businesses, and very efficient in their work."

Roberto Cardone
Director Cibo Espresso Australia

SITE AUDITS

Many small business owners believe that they are already using digital technology effectively, because they have a website and Facebook page. But there are many more ways to use digital technology to improve your business outcomes.

Surviving (novice)

A business at this stage would have basic IT by using basic and broad digital channels. For example, they might have a website that isn't updated regularly, and are unable to accept orders via email.

Consolidating (active)

A business at this stage would have medium IT, with a website that is actively used as an e-commerce platform to accept orders. They may be using various pieces of software internally to simplify their processes.

Leading (advanced)

A business at this stage is at the top of the digital innovation game, and constantly striving to better its digital position. They embrace digital solutions across the 9 key components of a digital strategy, and invest in technology and digital solutions across every level of the business.

ALL SOLUTIONS

Infrastructure and Cloud Solutions

Empower your business with the right infrastructure. Let it be on premise, cloud or hybrid. We'll make sure we have the right fit for you.

Click here to find out more

Support and Maintenance

Concentrate on your business not I.T.. Get I.T. support when you need it and the way you need it. We are always here to help, 24 hours, 7 days a week and 365 days a year.

Click here to find out more

Digital and Application Solutions

Digital applications are advancing at amazing speeds. Find new ways of connecting people, data, and processes to create true value for your customers. Elevate your business to new heights, start your digital transformation here.

Click here to find out more

INFRASTRUCTURE & CLOUD SOLUTIONS

Empower your business with the right infrastructure. Let it be on premise, cloud or hybrid. We'll make sure we have the right fit for you.

- » Security
- » Network Design and Installation
- » Home / Office Automation - CCTV, Door Controls & Alarms
- » Phone / VoIP
- » Backup and Disaster Recovery
- » Internet and Communications
- » Events and Business Startups
- » I.T. Equipment

Click here to find out more

SECURITY

Safeguard your data with Commuserv recommended best practice Solution Architecture. A multi-level security layer protects your important files and data from corruption and loss. This solution has been tested by security experts and proven to be the best in the industry for high data security and fast recovery.

Our Solution Architecture, designed for best security and recovery includes 4 main products: Mailguard, DUO, Sophos Systems and Backupify.

MailGuard has been trusted by businesses to manage and protect their email and web filtering with anti-spam, anti-virus & data security essentials.

Duo's Unified Access Security (UAS) solution is a user-centric zero-trust security platform to protect access to sensitive data at scale for all users, all devices and all applications.

Sophos protection integrates proven technology like malicious traffic detection with real-time threat intelligence from SophosLabs to help you prevent, detect and remediate threats with ease.

Innovation, speed, and the ability to scale. Over 3.5 million users around the world have realized that Backupify has been committed to these core values since 2008.

BACKUP & DISASTER RECOVERY

Backup and recovery describes the process of creating and storing copies of data that can be used to protect organizations against data loss.

Why Backup and Recovery Is Important

The purpose of the backup is to create a copy of data that can be recovered in the event of a primary data failure. Primary data failures can be the result of hardware or software failure, data corruption, or a human-caused event, such as a malicious attack (virus or malware), or accidental deletion of data. Backup copies allow data to be restored from an earlier point in time to help the business recover from an unplanned event.

Click here to find out more

NETWORK DESIGN & INSTALLATION

With years of experience in networks for a variety of environments and sizes, Commuserv has used all manner of technologies to build networks for its clients.

Security

Whether it's a small wireless network for your home office, or a multi-site VPN solution, Commuserv remains focused on delivering stable, reliable and secure networks for you.

Commuserv are Cisco-certified small business specialists for all network, support, PABX and VOIP telephony needs. We personally use and have successfully setup many business networks and are considered one of the industry's leaders in networking solutions.

Click here to find out more

I.T. EQUIPMENT

Computer supplies such as laptops, desktops, smartphones, email, web servers, video conferences, shared file servers – companies have become heavily reliant on IT for day to day operations and ensuring you have the right IT equipment for your business is crucial.

At Commuserv we provide our customers with advice and recommendations based on our knowledge and experience of the industry and the specific needs of your business. We have established partnerships with leading IT hardware and software manufacturers but we always provide independent advice that is not vendor specific.

Click here to find out more

INTERNET & COMMUNICATIONS

Commuserv's on-site installation services are available for wired and wireless Internet connections, and we are happy to support PCs, Macs, and a huge range of open-source and mobile devices.

4G/5G Internet connections are becoming increasingly common and Commuserv has equipped itself to support these services, irrespective of the carrier you have chosen. With contacts in every major carrier, we are able to troubleshoot and provide support on a range of devices, to ensure you get that important email.

Phone and VoIP

VoIP is an acronym for Voice Over Internet Protocol, or in more common terms phone service over the Internet.

Click here to find out more

What can VoIP do?

IP phone systems are a scalable and collaboration hub for your business, integrating features such as video conferencing, instant messaging (IM), online collaboration, and mobility to extend your business communications wherever you are. By eliminating separate tools, VoIP phone services make it easier for your team to boost productivity and reduce phone system costs.

Click here to find out more

Superloop

Superloop is Adelaide's locally owned leading fixed wireless Internet Service Provider and is committed to delivering advanced, high-speed Internet access to homes, schools and businesses across Adelaide and the greater regional area. Superloop delivers a reliable last mile solution.

Click here to find out more

3CX

Can your employees work productively from anywhere using voice apps on their smartphones? Conduct remote business meetings via web conferencing without requiring apps? Service customer requests via website live chat? With 3CX PBX they can do this and much more.

Click here to find out more

HOME & OFFICE AUTOMATION

Our home and office automation systems bring together all of your home automation technologies. So whether you want to turn up the heat, look at some cameras, close the blinds or activate home security, you can, all at the touch of a button.

How control systems work

Automation control systems give you complete control over all automation equipped technologies within your home or office. This can include lighting, climate settings, audio visual, security and much, much more.

What system do we recommend?

For best in class solutions, we recommend Crestron Home & Office Automation systems.

At Commuserv, we are Crestron certified designers and installers. We install a wide range of Crestron home automation technologies and control systems across a variety of residential and commercial projects.

As an Australian Crestron dealer and installer, we can both supply and install your new Crestron products. We can also advise you with specialist product knowledge and aftermarket support.

SUPPORT & MAINTENANCE

Concentrate on your business not I.T.. Get I.T. support when you need it and the way you need it. We are always here to help, 24 hours, 7 days a week and 365 days a year.

» **24 / 7 Helpdesk**

» **IT Support**

» **Maintenance**

» **Monitoring**

» **Site Audits**

Click here to find out more

24/7 HELPDESK AND SUPPORT

From a client perspective, it is frustrating when the little things do not work, they cause time to be wasted but do not necessarily warrant a technical onsite call out. Commuserv offers first-rate IT Services and has a talented team of technicians in Adelaide dedicated to servicing, supporting and resolving issues remotely.

Help Desk

To summarise the process briefly, customers either telephone **(08) 8211 6000** or email an issue or concern through to **support@commuserv.com.au**. This issue is given a case reference to ensure we can track the process and deliver promptly.

The case is then transferred to one of the friendly help desk team who will guide you over the phone or remotely access your system using our Rescue software and will commence troubleshooting and resolving issues.

Where the issue is resolved remotely, you will be charged for only the time incurred as opposed to a minimum 1 hour onsite visit.

Where the issue is not resolved and requires onsite attendance, this will be advised and a technician dispensed with a clear understanding of what has been done prior to continuing and resolving the case onsite.

On-Site Support

Commuserv have in excess of 15 full time senior engineers available to attend on-site and diagnose the smallest of issues surrounding connectivity, operating systems to business analysis and best practice in today's modern office. Technicians are available 7 days a week from 8am to 8pm or outside of these hours based on pre planning.

MAINTENANCE

Regular IT maintenance is essential to ensure an IT system – whether a personal computer or a corporate server – remains secure and stable and operates effectively.

More complex IT maintenance tasks involve company security. Although these may be done internally depending on the skill sets of employees, it is usually too complex a task and as such it makes sense to outsource to a specialist IT support company with the necessary skills and experience.

Security Backups

IT security maintenance also involves essential system and software back ups, ensuring the safe storage and accessibility of all company information.

These back ups require knowledge of the system itself – all relevant IT documentation must be readily accessible for successful backup and recovery in case of a major server failure or a cyber attack.

NETWORK DESIGN & INSTALLATION

Digital disruption is advancing at amazing speeds. Find new ways of connecting people, data, and processes to create true value for your customers. Elevate your business to new heights, start your digital transformation here.

- »   **Web Design and Development**
- »   **E-commerce / Online Stores**
- »   **Custom Application Development**
- »   **Customer Relationship Management (CRM)**
- »   **Intranet and Document Collaboration**
- »   **Digital Marketing and SEO**
- »   **Project Management and Consultancy**
- »   **Data Analytics and Business Intelligence**

Click here to find out more

WEB & APPLICATION DEVELOPMENT

Commuserv has a dedicated web design Adelaide team, who specialize in website design and development. The team includes web designers, web developers, UX and UI designers, digital marketing experts and project managers. Our team of experts will support you through the whole process to help you create a website that will best suit all your needs.

Click here to find out more

INTRANET & DOCUMENT COLLABORATION

The ability to easily and systematically store, archive and retrieve documents is essential to ensuring all employees are working with the most current information available and can work to prevent lost hours in productivity, trying to recover documents that have been poorly filed or haphazardly archived.

Centralised Information

The use of a document management system allows your company to ensure that all necessary documents are kept in once place. All employees know where to go to find the information they are looking for from the beginning and, with regular use, you're not left stuck without necessary documents if an employee goes on vacation or leaves the organisation.

Simultaneous Updating

Keeping all necessary documents in one location ensures that documents can be simultaneously updated as changes occur. Simple and complex changes can be automatically reflected so you know that no matter who is accessing the data, it's up to date and complete because it's all in one place.

Security

Keeping sensitive information in a document management system helps to ensure that information is kept safe. Irreversible harm can come to a business if vital or otherwise sensitive data falls into the wrong hands. Document management solutions allow you to safeguard confidential business information through a variety of ways including the use of permission settings that only allow authorised users to access certain documents. These systems can also track who accesses these documents and when, so that you're always on top of who has what information.

Access Anytime, Anywhere

Certain document management systems allow for access no matter what device an individual is using and no matter where that individual is. This can be of particular importance for companies with a large, mobile client base that want frequent and immediate updates on their information. It's also useful to companies that have a large workforce across the country or the globe, offering them access to data no matter what time zone they may find themselves in.

Collaboration

Document management systems are great sources for collaboration among colleagues. Whether it's the creation of a new presentation or the editing of a current portfolio, these systems allow individuals to collaborate on work without the back and forth associated with versioning via email. It also allows individuals that may be thousands of miles apart to collaborate seamlessly and simultaneously.

HOURLY RATES

Admin & Finance	**$0/ Hour**
Sales	**$0/ Hour**
Data Cabling & CCTV	**$130/ Hour**
Support Services	**$160/ Hour**
Engineering (Projects)	**$200/ Hour**
Cyber Security	**$220/ Hour**
Development	**$220/ Hour**

* Remote Work - Minimum charge 15mins

* On-Site Work - Minimum charge 60mins

Overview of Rates

Commuserv charge a reduced labour rate based on the type of work we complete or after-hours rates for work completed out of business hours.

Corresondence is charged at 0x the rate

Travel is charged at 0.5x the rate

After Hours is charged at 1.5x the rate

Public Holidays and **Sundays** are charged at 2x the rate.

* Prices shown are ex GST

SUPPORT INFORMATION

General Support

The main email address to send operating issues and requests to is support@commuserv.com.au or call **(08) 8211 6000**.

A Commuserv representative will review the issue and respond accordingly.

Where the issue is an emergency, we ask that you communicate whether this issue is either:

» **Isolated to one user or workstation**

» **Isolated to a minor application**

» **Isolated to the main application of your business**

» **Causing your entire network or team to not work.**

This communication allows us to ensure that the appropriate action and priority is assigned to the problem.

Administrative Requests

Please make all administrative requests by calling **(08) 8211 6000**, or by emailing admin@commuserv.com.au This includes requests for licensing renewals, the purchase of consumables, and account inquiries.

Sales Support

Commuserv's sales staff are available during regular office hours. They are available by calling **(08) 8211 6000**, or by emailing sales@commuserv.com.au

Commuserv

38 - 40 Halifax St. Adelaide S.A. 5000

(08) 8211 6000

Office Hours:
9am - 5pm, Monday to Friday

After Hours Support:
(08) 8211 6000

General / Technical Support:
support@commuserv.com.au

Sales Enquiry:
sales@commuserv.com.au

Administration Enquiry:
admin@commuserv.com.au

Web Development Enquiry:
devteam@commuserv.com.au

commuserv.com.au

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