



1300 306 137

www.actionitservices.com.au
sales@actionitservices.com.au

ACTION IT SERVICES PTY LTD is an Australian based Information Communication & Technology (ICT) company specialising in Cloud, Cyber Security, Virtualisation, Storage, Communications and Networking technologies. The dedicated business specialist and technicians at Action IT Services use their expertise and professionalism to provide end to end delivery of custom ICT business solutions.

From small to medium business, to enterprises and education, Action IT Services covers all levels of business related ICT services and solutions.

We specialise in providing stable working environments that also provide real time redundancy in Disaster Recovery scenarios. We firmly believe in not just ensuring the up time of your network but also the security that is required in this digital age. We tailor our solutions to the clients' strategies and requirements, delivering the visibility, control and protection that is required to achieve and excel in your day to day operations.

We strongly believe in our mission to provide exceptional services and solutions with the following core values:

"Innovation" "Integrity" "Professionalism" "Partnerships"

Microsoft
Partner



SOPHOS
Partner Program

VEEAM | **PROPARTNER**


Hewlett Packard
Enterprise



About Us

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"At Action IT Services we pride ourselves at long standing business relationships, backed by no nonsense advice with our client's best interest in mind"



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PROFESSIONAL SERVICES

We specialise in the following services and more:

- Cyber Security Support, Consulting and Solutions
- Professional Business Support, Consulting, Installation and Implementation services.
- Ad-hoc, Managed Service Agreements, Service Level Agreements and Pre-Paid payment options.
- Auditing, Reporting, Design and Architecture services available.
- Private Cloud Hosting & Implementation with Public and Hybrid Cloud scenarios.
- Affordable Hosted PBX and Telecommunication solutions through trusted partners.
- Advanced Networking, Internet, Firewalls and Managed WAN solutions.
- Virtualisation, Storage & Hyper-convergence Networking specialist.
- Managed Next Generation firewalls UTMs, malware and ransomware protection.
- Cloud Backup and DR managed solutions
- Proactive Monitoring and Alerting
- Cross platform Support - Windows, Linux and OS-X
- Auditing, Reporting and Training
- Design and Architecture Services
- Authorised TPG Reseller (NBN/Fibre400/Fibre100/BizPhones)

If your enquiry is urgent, please do not hesitate to contact our team on 1300 306 137 and ask one of our friendly team members for more information.

PROFESSIONAL SERVICES RATES

Action IT Services has the following standard service rates:

SERVICE	STANDARD (EX-GST)	EMERGENCY (EX-GST)
Professional Consultation & Design:	\$175/hr	\$275/hr
Professional Implementation (Remote):	\$120/hr	\$250/hr
Professional Implementation (On-site):	\$150/hr	\$250/hr
Professional Support (Remote):	\$120/hr	\$175/hr
Professional Support (On-Site):	\$150/hr	\$250/hr
Advanced Network Services (Remote):	\$175/hr	\$275/hr
Advanced Network Services (On-site):	\$250/hr	\$375/hr
Advanced Virtualisation Services (Remote):	\$175/hr	\$275/hr
Advanced Virtualisation Services (On-Site):	\$250/hr	\$375/hr

PRE-PAID REMOTE SUPPORT RATES

Action IT Services has the following pre-paid remote support plans:

PLAN	BASIC (5 HOURS)	SMALL (10 HOURS)	MEDIUM (20 HOURS)	LARGE (50 HOURS)
Price (Ex-GST):	\$600.00	\$1,100.00	\$2,000.00	\$4,500.00

- All prices are GST exclusive unless indicated otherwise.
- Remote support services are allocated in 15min increments and available during business hours.
- Pre-paid packages provide a higher level of priority over adhoc customers, with discounted rates for larger plans purchased.
- Afterhours support is available through emergency support service rates.
- The Pre-paid remote support plans exclude on-site support, implementation and/or consulting services

MANAGED SERVICES AGREEMENTS (MSA)

A managed services agreement (MSA) provides peace of mind that your networks, devices and platforms are monitored, maintained and supported to ensure business continuity. All MSA contracts come with a service level agreement (SLA) to guarantee response times and provides a priority of service.

FULLY MANAGED MSA PLANS	BASIC	SMALL	MEDIUM	LARGE
Remote Support (Business Hours)	1hr	3hrs	12hrs	Unlimited
Emergency Remote Support (After Hours)	Excluded	Excluded	Excluded	2hrs
On-site Support (Business Hours)	Excluded	1hr	3hrs	10hrs
System Monitoring & Alerting	Limited	Basic	Standard	Advanced
Daily Health Checks	Limited	Basic	Standard	Advanced
Preventive Maintenance	Limited	Basic	Standard	Advanced
Backup Management	Limited	Basic	Standard	Advanced
Firewall Management	Limited	Basic	Standard	Advanced
Anti-Virus Management	Limited	Basic	Standard	Advanced
Health & Maintenance Reporting	Limited	Basic	Standard	Advanced
Cyber Security Management	Limited	Basic	Standard	Advanced
Cloud Management (M365 / Gsuite)	Limited	Basic	Standard	Advanced
Usage & Capacity Planning	Excluded	Excluded	Excluded	Excluded
Customer Portal Access	Included	Included	Included	Included
DNS Hosting, Management & Health Checks	Included	Included	Included	Included
Call Logging Window	9x5x5	9x5x5	9x5x5	9x5x5
Response Time (SLA)	12 Hours	12 Hours	12 Hours	12 Hours
Resolution Target Time	24 Hours	24 Hours	24 Hours	24 Hours
Resolution Window	8AM-6PM	8AM-6PM	8AM-6PM	8AM-6PM
Additional Support Services Discount	5%	10%	15%	25%

CONSULTING SERVICES

The following consulting services are not included in the MSA agreement, but are provided at the MSA discounted rate.

- Business Continuity and Disaster Recovery Planning
- Strategic Planning
- Product Development
- Cyber Security & Compliance
- Digital Marketing



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PROFESSIONAL SERVICE TERMS AND CONDITIONS

Standard Business hours (8:30am-6pm Mon-Fri):

- On-site support is charged minimum 1 hour, 30 minute increments
- Remote support is charged allocated in 15 minute increments with a minimum of 30mins for new and/or adhoc customers.
- Action IT Services is based on the Gold Coast and operates in Australian Eastern Standard Time (AEST)

Outside business hours (Emergency Services):

- Emergency Support is charged minimum 1 hour, 1 hour increments.
- National and Public holidays are classed as emergency support.
- Emergency support is available 24/7/365

Professional Services Terms and Conditions:

- All prices are GST exclusive unless indicated otherwise.
- Travel charges will be applied when travelling further than 100kms from the head office (4209).
- Pre-paid packages are only available to be used during business hours and exclude national or state public holidays.
- Emergency support services rates will be applied outside business hours and national or state public holidays.
- Monthly subscription services require payment to be one (1) month in advanced.
- Optional extras to cloud services such as increasing cloud storage (vDisk) or processing power (vCPU), will require an adjustment to your contract and monthly subscription payment, a co-term Invoice will be provided.
- Adding and removing of users to your Cloud service will require an adjustment to your contract and monthly subscription payment.
- Cost per Cloud Subscription (Monthly) utilises Microsoft SPLA or CSP licensing model, which is subject to change in the event Microsoft pricing structure changes or increases. Monthly Cost per Cloud Subscription will be adjusted the next billing cycle.
- In line with our FX rate review for Australia, please note in the event of an adjustment to the FX rate, all cloud subscriptions, services and/or licensing is subjected to change and adjusted accordingly. A new payment plan will be provided with a co-term Invoice at the end of the subscription cycle to cover the difference of the current month.
- Cloud subscription services will be suspended if your account is 30 days overdue and/or no communication with Action IT Services as occurred. The outstanding total on account is paid must be paid in full and proof of payment required for the resumption of cloud subscription services.