

Proactive IT



For a business to operate at optimum levels, Ambient iT recommends taking a proactive approach to the computer support environment. Having a proactive approach will help minimise your downtime, identify issues within your systems before they occur, and can help massively reduce costs as they eliminate or drastically reduce downtime for your staff team. While the cost of a solution such as this, on a monthly basis, can seem higher than your current break-fix solution, the overall cost to your business will be far reduced courtesy of maintaining a higher uptime for your team.

ORBIT CENTRAL

Ambient iT have been working with our partners to provide three solutions for businesses under our Orbit Central brand. These solutions start with a simple monitoring and reporting solution called Orbit Essentials.



Orbit Essentials performs multiple daily hardware and software audits to identify patches and firmware updates. It includes your Webroot monitored AV solution, monitoring of your desktop performance for any potential issues, management of your computers security policies and the remote support software to provide your business with quick and efficient support from our help desk team as you need it.



Orbit Complete is the full package including all that Orbit Essentials offers as well as adding in unlimited 8am–6pm business hours helpdesk support covering malware and virus removal, software installation, administrative tasks, application support and patching support. This package also includes a complete PC backup solution to an onsite storage environment or for an additional charge we can provide a backup solution to the cloud.



Orbit X is our final offering. This is perfect for the business that doesn't require all the bells and whistles of Orbit Complete but needs a more tailored approach to their proactive IT management service.

All three of these solutions are your "IT department in a box" without the massive overheads of paying internal staff or the risk of their potentially limited skill set. Orbit Central gives a business access to over 900 IT professionals with all ranges of specialities so you know that you have a team of the best actively looking after your business while you do what you do best.

Orbit Central for Workstations

Included Features	Orbit Essentials	Orbit Complete	Orbit X
Hardware & software audits	✓	✓	
Performance & preventive maintenance reports	✓	✓	
Remote support & monitoring software	✓	✓	
Antivirus management	✓	✓	
Desktop performance monitoring	✓	✓	
Policy management	✓	✓	
Web-based management portal	✓	✓	
Webroot antivirus license	✓	✓	
PC backup ¹		✓	
Help desk support		✓	
Virus & malware removal		✓	
Software installations		✓	
Administrative tasks		✓	
• User account creation		✓	
• Password resets		✓	
• File and folder permission changes		✓	
• Microsoft outlook profile setup		✓	
• Mailbox & distribution list creation		✓	
• Mobile device email setup		✓	
• File and folder restore (where backups exist)		✓	
Application support		✓	
Patching support		✓	
Total	\$12ex	\$99ex	\$ [] ex
Optional Extras			
Increase to 24/7 support			
SharePoint monthly security assessment & report ² <small>(Charged per SharePoint site)</small>			
Orbit Central SaaS backups – Office 365 <small>(SharePoint, OneDrive and Email)</small>			
Enterprise mobility and security			
Advanced threat protection			

1. The cost of the PC backup software is covered and will back up to a local storage on site. In addition, we can offer cloud backups for \$170ex GST per TB of data giving a true file and forget, offsite backup solution.
2. The monthly security assessment and report will run against your entire SharePoint site and highlight files and folders that are shared outside of your organisation as well as any files that have been given "unique" permissions that are different from the security structure created at the folder level.