

# Huon IT Solutions Portfolio

Rethinking Business through Technology

## DELIVERING TARGETED OUTCOMES

A multitude of technologies, applications, and skill sets are available to businesses nowadays. However, which combinations will help address their challenges and make progress against their goals?

The true benefits of an aligned Information Technology (IT) strategy executed properly are the hallmarks of bringing together the right technologies, applications, people, and processes successfully. At the heart of Huon IT's purpose, we have built our mission over 30 years delivering IT services to many business environments with different issues, goals, and circumstances.

Our focus continues to provide the right technology expertise, solutions, and support that will enable our clients to achieve their aims:



### Scalability

- » No business can afford to remain static, as there will always be periods of growth and disruption
- » It is critical to balance the daily requisites to keep the lights on with the long-term blue-sky initiatives
- » Aligning IT strategy is fundamental to driving profitability and new territory or market share expansion



### Security

- » Huon IT focuses on gaining clarity on the threats and systemic weaknesses that pose risks to the business
- » Put in place appropriate remediation and prevention solutions to address them
- » A business continuity plan ensures, no matter the potential threats, our clients can reduce their associated risks and maintain operations



### Efficiency

- » Instil best practices and cost-effective applications of technologies to create business gains
- » Discover marginal advantages for game-changing innovation
- » Implement a proven pattern of testing, refinement, and regular reviews to help clients stay at the forefront of the market curve



### Stability

- » Put an emphasis on creating the best possible outcomes with the right solutions and tools
- » Deliver reliable, appropriate, and well-supported IT services to enable a client's workforce productivity
- » Ensure a consistent stream of review and feedback

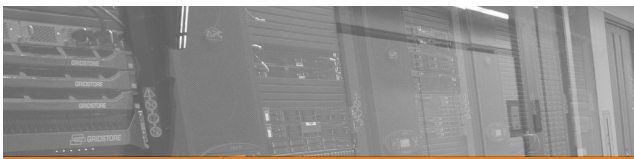
## CONTRIBUTING TO WHAT MATTERS

We have clients across various business sectors, such as legal, aged care, non-for-profit organisations, architectural construction, to finance – our breadth of experience means we have in-depth knowledge of how all different types of businesses operate and their priorities.

Adopting a tailored solution for each client comes from our commitment to listen and work with them, so our teams become an integral part of their successes.

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### Enabling growth

“Back in 1989 when we started working with Huon IT, we were their biggest and most important client. Now over 25 years later, we are certainly not their biggest client, but they still make us feel like we are their most important one.

That is the support that has helped us grow, and their understanding of our business is second to none. Thank you to Huon IT for such dedicated service.”

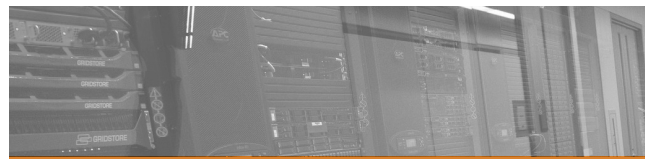
- John Adam, Managing Partner at Marsden Law Group

### Reliability

“It is absolutely critical for us to have dependable systems as we are a fund manager with constant stock market activities.

If we experience any downtime, it can be a disaster. Huon IT has given us exactly the reliability that we wanted.”

- Laurence Burford, IT Manager at Ausbil Investment Management Limited



### Business continuity

“Huon IT designed and implemented a disaster recovery system to preserve all our critical data and provide the fastest possible recovery.

This gives us the confidence that should a disaster strike, we will maintain business continuity and service to our residents.”

- Mark Broadhead, Chief Financial Officer at RSL LifeCare

### Increasing productivity

“Huon IT has taken our IT problems right out of our hands.

They provided a highly functional, stable, and robust system that was implemented perfectly with no interruption to our operations.”

- Trevor Eveleigh, Associate Director at NBRS + Partners Pty Ltd

## ADDRESSING THE CHALLENGES

Continuous training and quality assurance are important core values for Huon IT and our people. We make it our mission to have the most highly qualified specialists across infrastructure integration, security, business applications, to IT audits, strategic reviews, staff training, and helpdesk support.

Working with Huon IT opens a world of accessibility to diverse skill sets and better response rate, which translate to the best service possible and true value of time and investment.



### Resilience

- » An average of 164 cybercrimes are reported daily in Australia, which amounts to about 1 report every 10 minutes – making it overwhelming to keep up
- » These external risks are further compounded by more routine mistakes such as a staff unintentionally exposing the organisation to a hacker by clicking on a suspicious link or a failed backup
- » We ensure our clients have the right controls, data policies, and risk management processes that commensurate with their requirements



### Making right choices

- » Having a balance and effective set of technology solutions plays a decisive part in a business' success
- » Our knowledge of business strategy and the spectrum of technology and applications means we provide our clients the assurance from having the best solutions recommended to achieve their business goals
- » This continues with upgrading and improving their operations as new developments come into the market



### Leveraging trends

- » We see it as our responsibility to our clients to distil proliferating technology trends and present their business advantages
- » This frees our clients' valuable time from being mired in the specifics
- » Our motivation is in seeing their businesses succeed and using our expertise to leverage technology to achieve these outcomes



### Capacity and availability

- » Downtime means our clients are not operating to capacity, resulting in loss of revenue and impact on profitability
- » Their staff need to be able to rectify these challenges and perform their roles in the most efficient way
- » We make sure that happens by supporting system availability and optimise workflows, so businesses are running smoothly

## COMPREHENSIVE CAPABILITY

Our managed IT services are a combination of resources and solutions, strategically aligned with our clients' business priorities and supported by a complete service delivery model tailored to provide:

- ✔ Quality 24/7 user support via fully qualified service desks and field support teams
- ✔ Thorough monthly reporting
- ✔ Service levels agreement
- ✔ Service delivery framework
- ✔ Strategic road mapping
- ✔ Full security framework
- ✔ Proactive monitoring and helpdesk support
- ✔ Best practice-aligned processes customised to client's environment
- ✔ Fully managed project implementation
- ✔ Hardware support and replacement
- ✔ Network support
- ✔ Project planning and management
- ✔ Backup, replication, and disaster recovery
- ✔ Application services



### Strategic Advisory Services

The alignment of company objectives and IT initiatives is critical to business success.

Whether you require advice on system selection, IT resourcing, or your journey to cloud, Huon IT's strategic advisory services combine a mix of business acumen and technical expertise to support your goals:

- ✔ **IT Health Check**  
IT Audit which reports on strengths and weaknesses and recommends strategic improvement opportunities
- ✔ **CIO as a Service**  
IT strategy and roadmapping, budgeting & planning, vendor management, IT project programs, policy improvement and risk management



### Managed IT Services, Support & System Management

A full service managed IT service including proactive monitoring, helpdesk support, system management and maintenance.

Whether you have an in-house team requiring escalation support, or outsource all of your IT needs, Huon IT's managed service offers a range of shape-to-fit managed services:

- ✔ **Fixed Price IT Support & Management**  
IT helpdesk support, 24x7 systems monitoring, and IT management including maintenance, patching and monthly reporting. Service available via phone, email or onsite, on a predictable, monthly fixed price basis
- ✔ **Flexible Resourcing**  
IT experts available on a block hour or retainer basis to assist during peak workloads, in-house staff leave, or special IT projects



## IT Resiliency

Ensure your business has a contingency plan for when any kind of IT downtime occurs; from failed hardware or user error, through to burst pipes or a natural disaster.

Huon IT's disaster recovery and backup services utilise cloud technology to ensure your business and data are safe:

### ✔ Disaster Recovery as a Service

A range of shape-to-fit options to ensure your IT systems are available in the event of disaster, utilising either Huon IT's bespoke disaster recovery infrastructure or Microsoft's public cloud

### ✔ Backup as a Service

Secure data backup to the cloud to prevent data loss, ensure retention compliance, and reduce IT administration requirements



## IT Project Delivery & Management

To ensure any IT project or major system change is a success, Huon IT offers end-to-end project services, from initial solution design, through to implementation and project management services.

All IT project solutions are focused on your business goals, best practice methodology, and careful planning to avoid business disruption:

### ✔ System Design & Implementation

Expert system architects provide requirements gathering, solution design, validation and implementation services across a broad range of IT projects, including datacentre migrations, infrastructure upgrades and more

### ✔ Project Management

Experienced Project Managers use best practice methodologies to coordinate all third parties, provide ongoing reporting and ensure IT project milestones are met on time & on budget



## Cloud Solutions

The decision to run your IT workloads in a private or public cloud is an individual one.

Huon IT's Cloud experts can help you select, manage and support the right solution:

### ✔ Microsoft Cloud

Design, migration, management and support of Microsoft cloud services including Office 365 and Azure

### ✔ Private & Hybrid Cloud

Design, migration, management and support of either on-premise or co-located datacentres



## Connectivity & Collaboration

To ensure your business remains connected at all times, Huon IT offers a range of network links and telephony services:

### ✔ Network Links

Partnering with a leading range of network providers, Huon IT can assess your connectivity requirements for suitable link selection, and provide ongoing support

### ✔ Telephony & Digital Collaboration

Huon IT offers a variety of VoIP solutions, video conferencing and collaboration platforms to ensure your staff are connected and empowered







## Cybersecurity & Network Services

As the threat of cybercrime to businesses continues to increase globally, Huon IT offers a broad range of security and network solutions to address these risks.

From audits and tactical planning, through to network strengthening and user education, Huon IT is focused on helping our clients' protect their business.

### ✓ Cybersecurity Maturity Programs & Audits

Extensive range of cybersecurity advisory services to analyse risk profiles via cybersecurity audits, penetration testing and vulnerability assessments, and executive advisory programs to steer ongoing plans to mature cyber posture, reduce risk and respond to emerging threats

### ✓ Network Support, Management & Monitoring

Specialist network engineers design, manage and support all layers of networking and infrastructure to ensure your data remains secure.

Cyber Patrol monitoring service by the Security Operations Centre (SOC) offers 24x7 threat detection

### ✓ Defensive Systems

Broad portfolio of best-of-breed defensive security systems includes infrastructure such as firewalls, as well as cloud and software solutions including endpoint detection and response, antivirus and mail filtering services

### ✓ Cyber Awareness End User Training

Even with the forward-thinking strategies & secure systems in place, staff behavior can be a business' biggest risk. Huon IT's end user training service educates staff on how to identify and handle cyber scams through safe phishing and online training modules



## Software Development: Business Intelligence & Workflows

Huon IT's software service combines deep business analysis with development expertise to help clients optimise business processes and streamline IT systems.

From application integration, custom development, workflows, automation and business intelligence, these services aim to drive business strategy, leverage applications, ensure efficient operations and improve company performance.

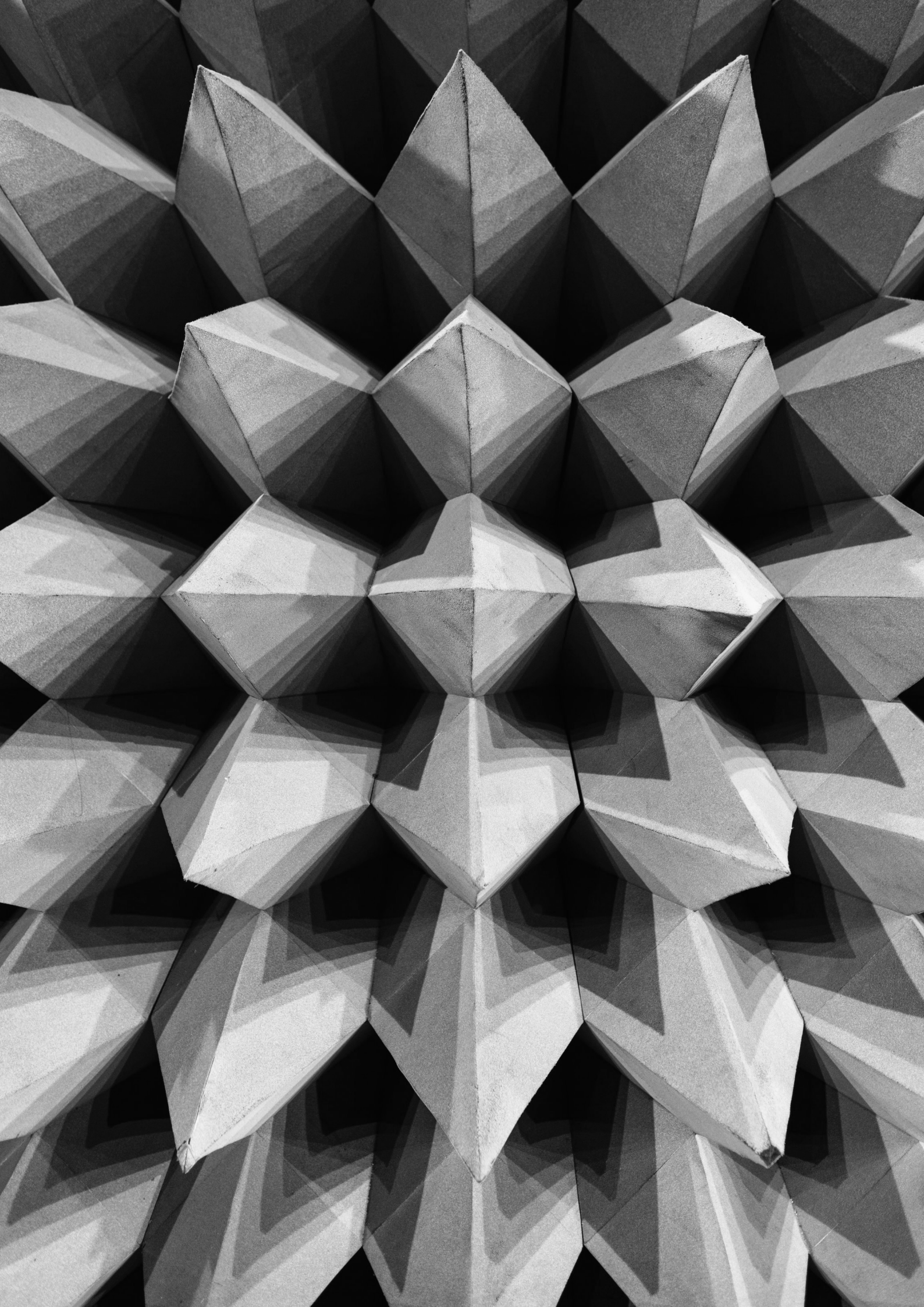
### ✓ Business Intelligence

Cloud based business intelligence service provides visibility and insights over data across disparate systems, through visual dashboards and live reports to help managers make real time business decisions

### ✓ Document Management & Workflows

Customised to business goals and system requirements, Huon IT's software experts develop strategies and implement solutions to ensure accuracy of data between systems, minimises manual data entry, automate workflows and streamline process for overall business optimisation





## OUR CLIENTS

Our guiding principle is to always discover and deliver ways to make our clients' businesses more successful. We have over 30 years of experience helping Australian businesses across different industries and sizes plan, execute, and manage their IT requirements.





## OUR PARTNERS

The recommendations we provide align with the latest in technology innovations to select only the best fit for purpose solutions that are simple to implement, effective, and supported by our expansive network of technology partners.



