Spectrum
CLOUD SOLUTIONS

MANAGED SERVICE PROVIDER

What is an MSP?

A **Managed Service Provider (MSP)** is an external IT contractor whose role it is to keep your machines secure and running properly *at all times*. Your MSP is equipped with a suite of software tools and industry partnerships that allow your IT infrastructure to be set up efficiently and managed appropriately.

The IT landscape is constantly evolving and the needs of your IT infrastructure change with it. An MSP allows your business to stay ahead of issues that can arise from four key sources:

- **Your software** - *Operating systems, business software, and network services are updated more frequently now than ever before. While these updates are needed, they can cause version incompatibility that can seriously interfere with the integrity of your IT infrastructure – a crucial software product that works today might cease to function after a mandatory operating system update tomorrow. Your MSP makes sure that your software pipelines stay up and running uniformly on each machine across your network.*

- **Service providers** - *Businesses rely on many external IT services to function every day. Paid subscription services such as anti-virus protection or cloud storage solutions can vary in quality and value. These must also be managed in order to keep them up-to-date and to flexibly meet the changing needs of your business. Your MSP ensures that your services are always online and are the most appropriate and cost effective available.*

- * **IMPORTANT:** many service providers (e.g., Microsoft, Google, and professional security companies) only offer their full range of support tools for business products to IT professionals. Your MSP acts as the gateway to total support coverage for the services you need.*

- **Malicious actors** - *Cybersecurity threats are a growing concern for businesses worldwide. Malicious programs and hackers can threaten to hold your business hostage if the right safeguards are not in place. Your MSP ensures that the appropriate protections are available to prevent malicious actors from interfering with your system and to quickly get your business back online if disaster strikes.*

- **Business growth** - *The products and services a business needs reflect its scope of operations. As a business grows, services need to be updated to accommodate a larger pool of users, to integrate new functionality, and IT products might need to be synchronously managed across different physical locations. Your MSP can remotely manage user accounts across all necessary software packages and external services as the needs of your business change.*

Why Spectrum?

At Spectrum, we know our customers demand versatility and reliability. We offer industry-backed professional software solutions with remote and hands-on IT support and consultation services. Critically, our pricing model is flexibly designed to give you only the services you need, when they're needed.

Software Solutions and Partnerships

Spectrum Cloud Solutions utilises partnerships with industry-leading software providers to bring you the best possible service. Our software partners have been selected based on their value and history of performance:

-**Malware and Cybersecurity** – We are partnered with award-winning cybersecurity software provider Malwarebytes. Rated the best anti-malware tool for businesses by PC Magazine, every Spectrum user is covered by Malwarebytes 24/7 endpoint protection.

-**Cloud back-up and recovery** – We offer cloud-based disk back-up and data security services through Axcient, the most lightweight and user-friendly business continuity and disaster recovery software on the market.

-**Hardware back-up and recovery** – Hardware disk back-up and recovery services are facilitated by EaseUS, the gold standard in hardware disk management software today.

-**Live system monitoring and software automation** – Spectrum users' systems are managed using Atera - cloud-based remote management software that allows us to remotely keep your devices up and running anytime, anywhere.

-**Instant-Handshake Remote access** – Our live remote support is provided via Splashtop, an instant-handshake remote access platform that takes the headache out of remote intervention.
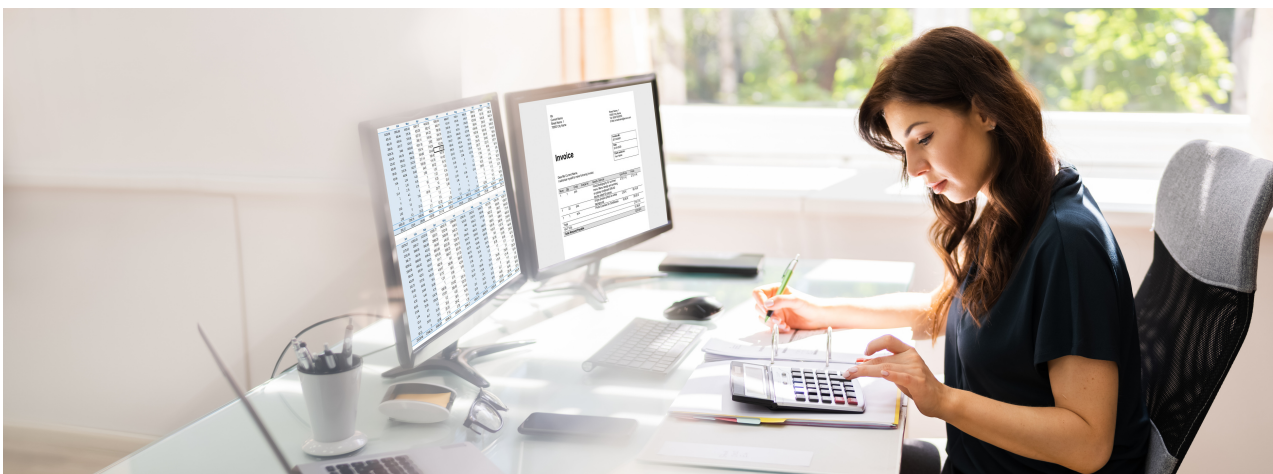
Why Spectrum?

·Microsoft Cloud Administration – Spectrum Cloud Solutions is a registered Microsoft Cloud Partner. Users may choose to have their Microsoft services managed by Spectrum as a cloud partner to streamline active subscriptions and user account administration.

Local Professional Support

Spectrum is run by a small team of dedicated IT professionals operating out of Bayside, Melbourne. Our focus is on providing top quality bespoke Managed IT Services for members of the local business community. Beyond our software solutions, we also offer personalised professional services to help your IT infrastructure work for you.

–Buyer's advocacy – With the multitude of different hardware and software products available today, it can be daunting to optimise your IT infrastructure for the needs of your business. At Spectrum, we use our industry expertise to make sure you are getting the right products at the lowest possible cost.

–IT consultation – Every business is different and sometimes a challenging problem demands a creative solution. We offer consultation services to Spectrum users to provide complex solutions to questions that can emerge as businesses grow and change.

Why Spectrum?

Flexibility

Our MSP agreements have been designed specifically to allow small businesses and work-from-home professionals to tailor our services to their needs on a monthly basis – no hassle, no set-up cost, and no lock-in contracts.

Highly Competitive Pricing

Spectrum MSP agreements are priced to accommodate the needs of your IT systems without compromising your bottom line:

- Basic packages available starting at $38 per month.
- Premium level Pro Support available at $110 per month.

Unlimited Remote Hours

At Spectrum, we don't want our clients to worry about the little things. All Spectrum Secure Pro users receive unlimited remote access service hours to make sure things are always running smoothly with no fuss. We also offer a competitive on-site hourly rate of $90 to all MSP clients.

A Personal Touch

Your business is an exciting and dynamic part of your life, our goal at Spectrum is to protect and facilitate it's growth as much as possible.

We are focused on growing our long term positive working relationships with businesses, by providing a dynamic critical service with top quality features.

Spectrum is currently operating in a diverse series of business, from retail clothing outlets to medical facilities and our system is adaptive to all industries.

A strong commitment to privacy and discretion is another core tenet of Spectrum. We do not request clients to provide online reviews or advertise our security relationship, outside word of mouth.

At Spectrum your business health and success are paramount to us and we operate as such.

Pricing Guide

	PRO	SERVER	BASIC
Spectrum Pro Managed Service Partner	✓	✓	-
Unlimited Remote Hours	✓	✓	-
Discounted Rate	✓	✓	✓
Atera Automation	✓	✓	-
Atera Device Monitoring	✓	✓	✓
Atera Alerts & Ticket system	✓	✓	✓
Malware Bytes Endpoint Protection & Response	✓	✓	✓
Axcient image based automatic cloud backup.	✓	✓	Optional
Splashtop Proffesional Remote Access	✓	✓	✓

Pricing Guide

	PRO	SERVER	BASIC
Microsoft Administrative Partner	✓	✓	-
One Drive & Office365 Support	✓	✓	✓
No Lock in contract	✓	✓	✓
Month to Month billing cycle	✓	✓	✓
Buyers advocacy	✓	✓	✓
Melbourne based support	✓	✓	✓
Monthly Price	$110	$180	$38
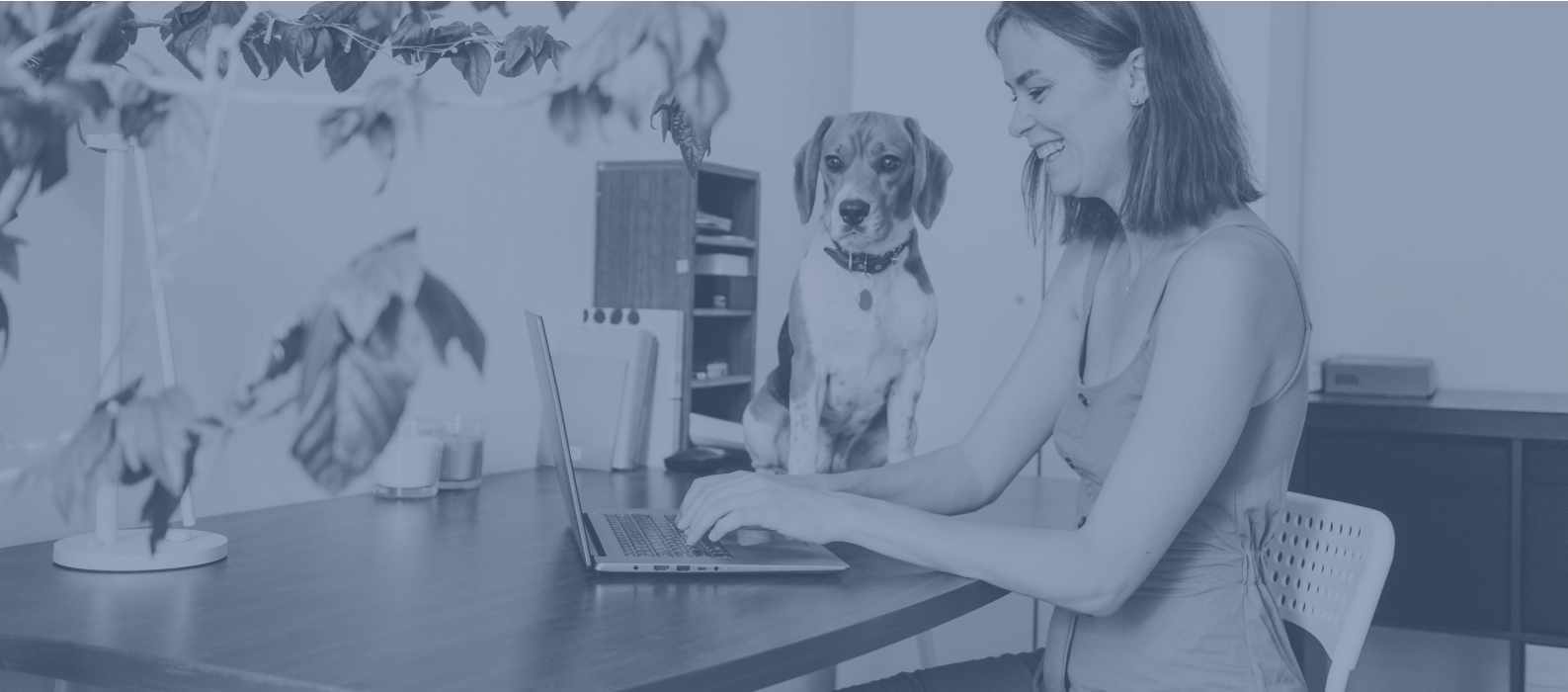
Work From Home with ✖ splashtop®

All business owners and work from home professionals appreciate the value of a reliable and pragmatic work from home arrangement and thats why Spectrum has partnered with Splashtop to enable our clients to access professional and secure Remote Computer Access instantly, anywhere.

Work from home with Splashtop allows a Spectrum Pro account holder to use Spectrums secure IT authorization to access any Spectrum Pro or Basic client machine through a secure tunnel, instantly with no handshake required.

*Please note this service is only available to the account holder and authorized personnel.

SPLASHTOP

✓ No Handshake

✓ Priority Bandwidth

✓ Secure Tunnel

✓ No Lock-in Terms

✓ $8 per month

Contact Us

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SUMMARY:

✓ Sign up with as little as one machine.

✓ No hidden fees, month to month, unsubscribe anytime.

✓ Leading software solutions and a dedicated Melbourne based team.