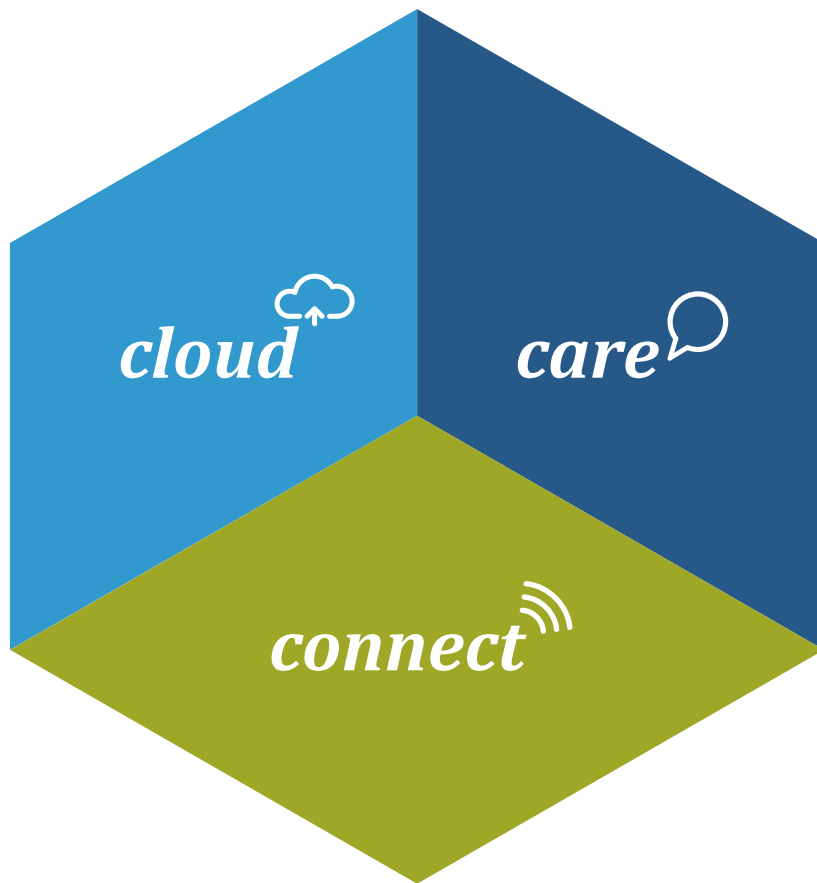intellium
TECHNOLOGY

> " Our cloud, care and connect services enable us to deliver and support all of your IT and communication. **Get smart. Go Intellium** "

Smart technology for smart business

At Intellium we have experience in the design, deployment and the support of technology both within and between businesses. We make it our business to understand yours, basing recommendations on this and our diverse experience in the development of technology roadmaps to meet industry needs.

Intellium carefully evaluates and integrates the best solution for your business, clearly defining the technology needs while providing clearly defined budgets. Connected to our New Zealand based 24/7 helpdesk service, our managed services use industry leading software to proactively report issues before they impact your business. Our care services are second to none. In fact, not only do our clients outsource their helpdesk to us, some of our competitors do too!

Intellium recognise the importance of understanding new technologies and are competitive with other global brand leaders in this space, making it easy for you to focus on what you do best.

What makes our service so good:

A market leading approach

We track, monitor and report on everything we do

We support people

A fixed monthly charge, per person, including all of their devices

Proactive hardware monitoring

We proactively monitor and manage your hardware through IntelliumCare

Real-time network monitoring

We proactively monitor and manage our internet connections

Centralised helpdesk and logistics

We combine a centralised operations centre with local onsite support

Flexible support

We make it easy for you to contact us and keep track any issue - call us, email us, chat or log online

How can we help your business?

care

Remote Desktop Control
Fast and secure access allows us to instantly respond to issues or provide an interactive user support or training session on demand

Security and Anti-virus Management
Automatic detection of missing security patches or failed anti-virus software updates. Issues can be addressed remotely anytime ensuring you are not exposed to possible virus or malware attacks

Backup Monitoring
Our monitoring system ensures your important business data is being successfully backed up and can email status updates daily

Asset Management
Report and track location, owner, supplier and purchase date across all of your business locations. Includes software licences and versions

Reporting
Outlines our levels of response to various technology support incidents and system health (performance, availability, security, software licencing) through periodic reports

cloud

Hosted Servers
Plug into our enterprise grade server hardware - secure, scalable and cost effective

Online Backup
Store all your data away from the office, allowing you access to your files from anywhere

connect

Internet service provider (ISP)
We offer a wide range of business connectivity solutions for your office, including ultra fast broadband (UFB), fibre and VDSL connections.

VoIP
Voice calling services. Our SIP trunk offering is a great alternative to ISDN, working out cheaper on a per channel basis, offering more number flexibility and being quicker to install

Wi-Fi
Smart wireless that provides retail information about your shoppers; where they walk, how often they stay, when they come back. A low monthly fee delivers all of this and enterprise grade security

Why choose Intellium?

We resolve over 93%of all issues remotely

A single point of contact for all of your technology needs; Intellium identify issues before they impact your business. Proactively monitoring both your hardware and your internet allows us to deliver the superior service we are known for, in a timely manner. Enabling faster resolution to issues, engineers staff our helpdesk – meaning no more waiting on hold or being transferred. Our team answer your call and start diagnosis immediately.

With Intellium there are no surprise costs. Working with you to generate technology roadmaps determines the technology strategy and budget, removing surprise expenses. Focus then turns to productivity and profitability.

Nationwide reach is achieved through our 24/7 helpdesk service that translates into a 99.5% uptime for all of core services under our management. Intellium has staff located in Auckland, Wellington,Christchurch and Dunedin; and no matter where you are every Intellium client is assigned a lead engineer as a familiar face to liaise with.

Our team

We've got the right people for the job.

Auckland based, Intellium's staff bring a diverse mix of skills and expertise. Our engineers are commercially experienced and hold certifications from Microsoft and Cisco, priding themselves on great customer service. Intellium also has a network of contract based engineers that are located nationwide to assist with your business's IT and communication needs.

Dale Daniels Director, Infrastructure

Dale is responsible for Intellium's networking strategy and the development of Technology Roadmaps for Intellium's key clients. These areas are diverse, from designing complex, long-range, wireless solutions to translating strategic business objectives into detailed, technical plans. Dale co-found Intellium in 2008 after successfully building and selling systems integrator Cohesive Ltd between 1994 & 2006. Dale's background affords him considerable experience in large scale network deployment and consolidation projects for iconic companies such as Mitre 10 New Zealand and Tyco.

Mark Taylor Director, Business Development

Responsible for the strategic and operational delivery of the sales and marketing function. Mark manages both the account management and new business acquisition on a day to day basis. With a extensive overseas experience in telecommunications Mark formed White Sky Communications as a joint venture with Intellium in 2011. After considerable growth, White Sky was purchased by Intellium in 2012 when Mark then became a shareholding Director at Intellium, further strengthening Intellium's Communications expertise.

Trevor Fowler Director, Professional Services

Responsible for the review of new and emerging technologies, Trevor oversees the day to day management of the Intellium helpdesk and engineering services teams as well as providing detailed technical consultancy to our client base. Having co-found Intellium in 2008, Trevor previously worked with NZ's largest Exonet Business Partner, IT Developmentz, before starting his own Technology Company in 2003. He brings with him experience from time working at PC Direct as an award winning support team member and product development team leader.

Some great companies we work with...

CITYLINK

STAPLES

MITRE 10 MEGA

HEALTHVISION NZ
home healthcare specialists

KOMATSU

Harcourts

VIDAK

AVANTI | FINANCE

Voyager
New Zealand
Maritime
Museum
The Explorative Spirit
Of A Seafaring
Nation

Goodwood Park Healthcare Group

Uniden

LAN.com

GazeBurt
we see law differently

Lumino
The Dentists

HELL

Canon

IBM Business Partner

CISCO PARTNER
Select Certified

Business Partner
hp invent

> **"** We needed an IT partner who could understand our business needs and develop a complete technology platform. Intellium had a track record delivering this and they didn't disappoint. We can't thank them enough **"**

John McFadden
CEO, Harcourts Gold Real Estate

Consisting of five residential real estate offices and a property management company in Christchurch, Harcourts is the largest Real Estate Company in NZ. With a predominantly mobile team of estate agents Harcourts Gold relies heavily on technology and connectivity. As business grew, one of the primary issues identified was the lack of strategic technology planning.

In consultation with the Harcourts Gold, Intellium developed a technology roadmap that provided a detailed course of action for technology across the wider business, including both servers and desktop deployment and support, as well as the telecommunications across the five sites. A new Microsoft Exchange Server means one location for all email and improved collaboration, while "GoldNet" network sees users across all branches connecting to the same resources by a single login. Secure and consistent access from mobile devices to GoldNet services allows email, remote file access, and printing, and a centrally managed virus and malware management policy and platform protects all connected devices. Centrally managed, IntelliumCare provides the support of all Harcourts agents and staff at a fixed price.

This deployment of technology with consideration of Harcourts' wider business has allowed them to focus on their core delivery, with the support of Intellium behind them.

intellium
T E C H N O L O G Y

Contact us today to discuss your business requirements

☎ **0508 46 46 835**

☎ **www.intellium.co.nz**