



Support

Guaranteed Fast Response Times ⁽¹⁾
Microsoft and 3rd Party Software Updates
24x7 monitoring of internet, website and infrastructure uptime
Discounted installation of new computers
Unlimited Remote Support Mon-Fri 7am - 7pm ^(2,3,4)
Unlimited Onsite Support Mon-Fri 7am - 7pm ^(2,3,4)
Monthly half day technician site visit during business hours
CEO\MD Home Technology Support
After-Hours Support ^(2,4)



Security and Risk Management

Password Management Tool ⁽⁵⁾
Desktop and Server Endpoint Detection & Response (EDR)
Multifactor Authentication App for local and cloud assets
Secure disposal and recycling of hardware
Automated Security Awareness Training
Cloud Email Antispam
Dark Web Scanning for lost credentials
Microsoft 365 Backup & Business Continuity
Backup appliance for server
Firewall with Total Security Subscription with 14 layers of protection
Internal Vulnerability Scanning
External Penetration Testing



Management

IT Documentation
Asset Tracking and Reporting
IT Policy Templates
vCIO Technology & Business Review Meeting



Supplied and Managed Hardware as a Service

Managed Business Continuity and Disaster Recovery Appliance for Server
Managed Firewall with Advanced Network Protection
Managed Network Switches
Managed Wi-Fi
Managed Uninterruptable Power Supply (UPS)



Communication

Cloud Hosted 3CX Phone System with unlimited national/mobile/13 Calls

¹ Our guaranteed fast response times are outlined in our terms and conditions <https://www.fortitech.com.au/legal/terms-conditions/>

² Refer to <https://www.fortitech.com.au/resources/supported-software/> for our supported software









³ You can send in as many requests as you like from items on our inclusion list

	ProTech Keep	ProTech Castle	ProTech Fortress
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
VIP Rates	✓	✓	✓
VIP Rates		VIP Rates	✓
VIP Rates		VIP Rates	✓
VIP Rates		VIP Rates	✓
VIP Rates		VIP Rates	✓
VIP Rates		VIP Rates	VIP Rates
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
Optional	✓	✓	✓
Optional	✓	✓	✓
Optional	✓	✓	✓
Optional	✓	✓	✓
Optional	✓	✓	✓
Optional	✓	Optional	✓
Optional	✓	Optional	✓
✓	✓	✓	✓
✓	✓	✓	✓
Optional	✓	✓	✓
Optional	Quarterly	✓	Monthly
Optional	✓	✓	✓
Optional	✓	✓	✓
Optional	✓	✓	✓
Optional	✓	✓	✓
Optional	Optional	Optional	Optional



⁴ Brisbane local times are quoted and after hours includes Brisbane public holidays





⁵ For 1 user, additional users available as required.

SUPPORT





 Microsoft and 3rd Party Software Updates ✔️✔️✔️	Keep your systems and software protected from the latest known attacks without any effort using this critical update service.
 24x7 monitoring of internet, website and infrastructure uptime ✔️✔️✔️	With 24x7 monitoring of internet, web and infrastructure uptime, you'll know instantly when your services are down... and know we'll already be investigating.
 New PC Installation ✔️✔️✔️	Discounted rates to add new PC's for newcomers or upgrade without any extra work, as we take care of purchase, installation and set-up when PC's are purchased from us.
 Unlimited Remote Support ✔️✔️	Sit back and relax while we remotely look after issues with Operating Systems, Office Suite and Browser on your laptops, desktops and servers.
 Unlimited Onsite Support ✔️	All your technology issues are tackled with a 1-hour critical response time
 Monthly Half Day Technician Site Visit ✔️	Get non-critical support tasks or problems handled by one of our techs onsite every month.
 CEO / MD Home Technology Support ✔️	Your CEO or MD's home technology is supported. As we know you keep working, whether in the office or at home.
 After Hours Support	If you need uptime of critical systems 24x7 to keep your business ticking, we'll make sure it happens at our VIP response rates

SECURITY AND RISK MANAGEMENT





 Password Management Tool ✔️✔️✔️	Forget QWERTY or Password123: maintain secure, complex passwords and good management practices with a cutting-edge tool that also allows you to share passwords with us securely.
 Desktop and Server Endpoint Detection & Response (EDR) Advanced Antivirus Software ✔️✔️✔️	FortiTech adds another layer of protection to your network with leading antivirus software that catches any malware that can cause serious damage.
 Secure Multifactor Authentication App ✔️✔️✔️	Even if your password is stolen, your data and systems stay safe with Multifactor Authentication that's practically impossible to crack
 Automated Security Awareness Training ✔️✔️	Human Error causes 66% of data breaches. Combat the risk with training to ensure your staff know how to protect your business.
 Cloud Email Antispam ✔️✔️	Improve your team's productivity by banishing spam from your inboxes and blocking malware before it ever arrives.
 Dark Web Scanning ✔️✔️	If your details are already compromised, we'll protect your business from the threat stolen credentials can present by continuously scanning the dark web.
 Microsoft 365 Backup ✔️✔️	Keep work files safe and minimise the threat of lost productivity with full backups of your Microsoft 365 email and files every day.

 Server Backup & Business Continuity ✔️✔️	80% of businesses aren't prepared for a data disaster. Stay ahead of the curve with an onsite appliance that gives you local and cloud business continuity should your server ever fail.
 Managed Firewall ✔️✔️	Keep a fortress around your business' technology, preventing malicious attacks or viruses from damaging your infrastructure and data.
 Internal Vulnerability Scanning ✔️	With continual scans of your environment to uncover potential security exploits, any vulnerabilities are fixed long before hackers find them
 External Vulnerability Scanning ✔️	Go one step beyond vulnerability scans with penetration tests that assess the full risk, so you can take swift action to protect yourself.

STRATEGY AND MANAGEMENT

 IT Documentation ✔️✔️✔️	Learn how your current technology landscape works so you can develop strategic plans that make the best use of it.
 Asset Tracking ✔️✔️✔️	Trying to keep track of all the equipment your business uses? We maintain an inventory on every device on your network, so you always know what you've got working for you.
 Technology Policy ✔️✔️	Keep your team on the same page with templates for Cyber Security, IT Acceptable Use, Social Media, Business Continuity and Notifiable Data Breaches.
 vCIO Business Strategy ✔️✔️	Leverage vCIO expertise to ensure your technology spend is efficient and aligned with business strategy, while staying ahead of technology trends.

MANAGED HARDWARE AS A SERVICE

 Managed Business Continuity and Disaster Recovery Appliance for Server ✔️✔️	80% of businesses aren't prepared for a data disaster. Stay ahead of the curve with an onsite appliance that gives you local and cloud business continuity should your server ever fail.
 Managed Firewall With Advanced Network Protection ✔️✔️	Keep a fortress around your business' technology, preventing malicious attacks or viruses from damaging your infrastructure and data.
 Managed Network (including Switches & Wi-Fi) ✔️✔️	Leave your network to us and focus on your business. Updates, failures and outages are all covered by with 24x7 management and maintenance.
 Managed Uninterruptable Power Supply (UPS) ✔️✔️	Stop the shock of surges or power outages to your business with surge protection and battery backup, so you can gracefully and safely shutdown your systems without losing everything.

COMMUNICATIONS

 Cloud Hosted 3CX Phone System with unlimited national/mobile/13 Calls	FortiTech has got you covered with our 3CX VoIP Phone Systems. With the ability to have from 4 lines to 1,000, whether you have 1 site or 50, our 3CX systems offer ultimate levels of flexibility, at a price you will love. Plus, why pay thousands of dollars upfront when you can have it all bundled together in one monthly cost including hosting, hardware, calls and support.
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