

te@wise

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About Us

At teQwise we pride ourselves on our high level of customer care and support. Instead of reactively fixing problems, we are equipped to quickly identify and mitigate any potential issues before they escalate into downtime, data loss or other costly maintenance issues.

Who We Are

TeQwise is a full service Information Technology solutions firm head quartered in Brisbane Australia. From network and server system design and implementation to IT support and helpdesk, we have the technical experience and capabilities to meet your organisation's needs.

How We Work

Our expert technical staff take a proactive approach to managing your service solutions, placing an emphasis on system care and engaging high visibility performance monitoring capacities to help maximize your operational efficiency.

Our People and Our Passion

At TeQwise our staff are passionate about their work and delivering services that exceed clients expectations. We have placed a premium on industry knowledge and expertise, employing a highly skilled support team comprised of level 2 and level 3 network and system administrators and engineers, all with at least CCNA accreditation.

Our Service Offering

Our organisation has also invested in a range of specialised, in-house software and service offerings, enabling us to impart a well-structured product infrastructure and significant value-added to clients. These offerings are further supplemented through our

IT Solutions

These six steps are at the heart of all our implementation solutions and services we provide here at teQwise

Analyse

We first undertake a detailed evaluation of your existing environment, developing a strong picture of your current and forecasted business requirements and identifying the technologies that can best support your plans for growth.

Plan

Sensitive to your needs and key resource parameters, we develop a project plan addressing key tasks, risks, milestones and potential challenges in implementation.

Design

We develop a comprehensive and detailed design, informed by the preparation and planing processes, and tailored to your particular requirements and operating environment.

Implement

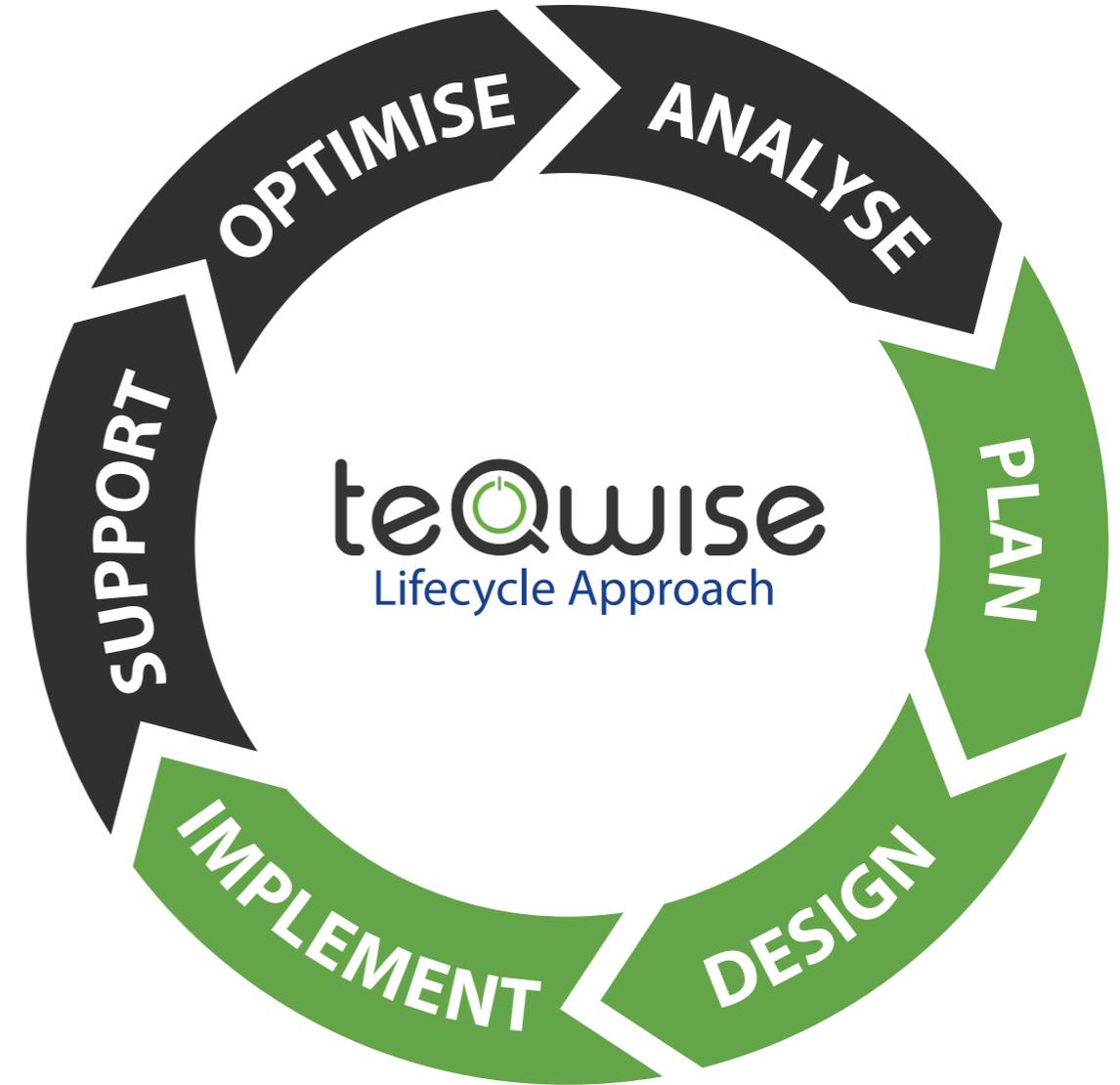
Upon your approval of our design proposal, we move to implement the new system architecture, integrating it into your network environment as seamlessly as possible. Prior to becoming live, it is thoroughly tested in a simulated environment so as to minimise disturbances and foreseeable risks.

Support

Throughout the support phase, we engage our considerable system care and support services to maintain the ongoing health of your system, proactively monitoring and managing it to maximise its operational efficiency, security and reliability.

Optimise

We engage in ongoing efforts to improve the performance and functionality of your system, regularly updating our technology strategy in line with your changing business requirements. We work with you to enhance your competitive advantage through the innovative use of new and current IT solutions.





Support and Helpdesk

The value of IT support systems is often underestimated, but investing in service continuity via a range of preventative and response measures can help maximise network uptime and provide important protection against unpredictable events.

Managed IT Support and Helpdesk

With our head office based in Brisbane, teQwise Support services can help you to get the most out of your IT infrastructure, improving incident response times and network availability and helping you manage costs to extract maximum value from your investment. From consulting services, staff training and standard business-hour helpdesk support, to our 24 hour critical support service, we have a support solution to suit your organisation's needs.

Our flexible and adaptable teQwise Managed IT Support service offers a range of system helpdesk and support options from basic and consulting services to around-the-clock critical support. Dedicated company branded helpdesk email, inbound phone numbers and private IP vLans can be established for a seamless operation, and our teQwise Agreements can also include emergency and scheduled on-site support, health-checks and structured maintenance.

Departmental IT Support and Consulting

TeQwise provides consulting services and outsourced and back-up assistance to in-house IT support teams. We are your ideal partner if you have, or are considering, adopting a more strategic approach to sourcing your IT management.

We can be your first line of support, or provide upper level issues management, allowing your IT staff to focus their time and resources more effectively by escalating complex problems to our team of experts. Our support staff can also be called in at short notice to assist in-house personnel with scheduled hardware and software rollouts, downtime issues and back up recovery, as well as during holiday periods or key staff absences when you need managed IT support.

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Network Systems

Your network is ultimately the mission-critical platform on which all operations ride and reside, and your applications and network infrastructure accordingly represent crucial tools for enhancing user productivity and increasing your organisation's ability to grow and remain competitive into the future.

Unified Networks

Whether you share files across town or across the world, connecting to a video conference or accessing cloud platforms, waiting for data to be downloaded can cause large delays and lower productivity. TeQwise specialises in providing solutions for multisite organisations, offering a wide variety of products that enable businesses to share files and information more efficiently and with a high degree of security and reliability.

Intelligent IP Design

TeQwise can determine where and why your network is operating below standard, and illustrate how to exploit latent capacity and boost system performance, allowing your business to run at peak efficiency. Drawing on our partnerships with Cisco, Juniper and Palo Alto we can integrate a number of simple, scalable mechanisms for managing your network traffic and resource allocation to ease network congestion and better respond to the divergent features and capacity demands of different applications.

Wireless Connectivity and BYOD

We can provide seamless, highly secured wireless connectivity options that help your workforce stay connected to business applications without the costs and limitations of complex wiring. Wireless IP phones and other mobile devices can also provide greater device functionality, allowing your staff to roam the office, meeting rooms or other company facilities and external sites, securely accessing company data and rapidly answering customer enquiries.

Greater Manageability

Once deployed stay in tune with your network through our automated teQwise Network Monitoring and management system which provides easy and comprehensive systems analysis, health checks and updates, and comprehensive data security.



IT Security

From extranet portal sites to SSL logins and virtual private network (VPN) tunnels, we can engage a broad variety of network options to provide your authorised partners, staff and clients with mobile access to any or all specified systems and data.

Multi-layered Network Security

Staff today increasingly access their organization's applications and data from different locations, different computers, and even different mobile devices. At teQwise, we have extensive experience in delivering highly secure, flexible and consistent remote access solutions, engineered to support the widest range of connectivity options, endpoints and platforms, in line with your changing and diverse accessibility needs.

In safeguarding your secure remote access networks, we engage a comprehensive security infrastructure, integrating extensive threat protection mechanisms to defend your network against viruses, worms, spyware, hackers and other hazards. We deploy multi-layered hardware and software-based firewalls, in-line and proxied anti-viral protection and greyware protection appliances.

Flexible Work Environments

Our secure, remote-access network solutions ensure that your employees can link up to your organisation and access critical data outside of traditional hours and from any location, boosting productive work hours. Staff members may be equipped to work from home, and contractors to work externally, potentially reducing the number and size of the office facilities required for your operations.

Security Tokens Will Help Keep Your Information Safe

We use dynamic password technologies on event-based and time-based two-factor authentication products, including options for challenge or response on two-factor tokens. These security options prevent password hacking, and constitute one of the simplest and most effective ways in which to lock down your network and safeguard intellectual property.

Adding an two-factor security token will give your system an extra level of security and send temporary one time use passwords through two-factor to authorised users. It is fast and efficient and can turn your mobile device into its own token, bringing further security in your business.

Server and Storage Systems

Recognised as standard industry practice in the cost-effective deployment of multiple server systems, servers with virtualisation and SAN systems enables organisations to consolidate their IT resources by increasing their utilisation of existing devices, and providing them with the capacity to execute multiple functions.

Understanding Compute and Storage needs

Businesses today require reliable, feature-rich server systems that provide quick and easy access to critical data at all times. Inefficient systems can substantially inhibit data utilisation and organisational efficiency and pose a significant drain on company IT resources. Drawing on the best and latest server and optimisation technologies, TeQwise will work with you to develop the right systems solution for your organisation and its current and future business needs, maximising data availability and systems efficiency.

Efficient Use of Resources

Moving to a virtualised environment allows hardware to be aggregated into a unified pool of IT resources that can be dynamically delivered to systems and applications as needed, and according to fluctuating workloads and network conditions. This enables organisations to boost their utilisation of processing power, decreasing the number of servers and hardware required and delivering savings on space, power, cooling and ongoing support costs. Virtual machines can be more easily and flexibly controlled and configured than physical systems, allowing users to introduce new systems, applications and upgrades in response to changing business needs faster than ever before. Users can provision virtual machines as required without the need for an up-front hardware purchase.

Business Continuity, Backups and Disaster Recovery

Virtualisation and SAN systems can help to safeguard your business continuity, allowing you to securely backup data and quickly recover from unplanned outages. Operating systems and applications can be backed up as a complete unit and replicated to a secondary data centre, ready to be activated in the event of a failure at the primary location.

TeQwise also offers a DR site replication through the use of our own industry leading Compute and SAN infrastructure. The system works by replicating data changes from realtime to every 5 minutes to 24 hour period to our secure data centre using Cisco network and server infrastructure and EMC storage.





Unified Communications

Eliminating network complexity and combining all forms of business communications into a single, integrated solution, teQwise's unified communications technologies enable clients to enter a world of seamless interaction, communication and collaboration.

Unified Communication and Networks

By strategically merging voice (telephone, VoIP), video and IT systems (email, chat, web, conferencing), we provide a platform for employees, business partners and customers to connect in new ways and from any location or device, conducting business in real time and across multiple workspaces. A Cisco Premier Certified, Microsoft Certified and 3CX Systems Partner, we can strategise with you and help you understand how these technologies can support your business initiatives.

Real-Time Connectivity

With unified communications, you can send a message on one medium and receive the same communication on another. Users can receive a voicemail message and choose to access it through email or a mobile device, for example, and if the sender is online and accepting calls, they can respond immediately via text chat or a video call. This multi-platform connectivity allows companies to boost connectivity and minimise response times for greater organisational efficiency and responsiveness to customers.

Enhanced Collaboration and Decision Making

Unified communications can enable users to coordinate and collaborate business activities more easily, drawing on any combinations of clients, applications and devices. Using IP based video conferencing allows medium and large organisations to host meetings across multiple locations, for considerable cost savings on travel expenses.

IP Telephony and VoIP

With an IP telephony system, phone reception duties can be shared between sites. Smaller regional offices may direct calls to head office reception for a more professional service and fewer satellite staff. This can help reduce labour costs, and implementation of new IP voice systems can also minimise cabling costs for new sites (as only one cable is required for both telephony and computers).

Cloud Services

At teQwisewe are dedicated to providing high-quality, tailored Information and Communication technology solutions that deliver measurable value for businesses. From system design and implementation to support and maintenance, we provide a full life cycle of IT infrastructure services.

Specialised Cloud Services

Using the best of breed technologies, teQwise provides an array of specialised Cloud services which provide solutions to the most common IT issues faced in mid sized business. These services complement our IT Solution Capability set allowing organisations with both internal IT resources as well as external IT to gain perspective, security, protection and data intelligence from their IT infrastructure.

Our cloud solutions are all maintained on our own infrastructure operated from two independent geographically separated data centres within adequate proximity to our field engineers ready for any event.





Network Monitoring

TeQwise's advanced, real-time network and systems monitoring services help us to ensure that every aspect of your IT environment is scrutinised for performance, availability and reliability. Leveraging the power of our specially designed teQwise system, we are able to accrue significant benefits for your organisation in terms of cost savings and improved efficiencies.

Proactive Network Monitoring

With teQwise Network Monitoring, we deploy agents (autonomous software programs) on your servers, which periodically monitor and report on the health of your system using a number of key performance indicators. This advanced but easily implemented management system helps to minimise unscheduled downtime.

Automated Alerts

If the load on a server is becoming too high, storage space is running low, or potential virus or other health problems are detected, the teQwise Network Monitoring system automatically triggers an alert, allowing your staff or our IT support centre to intervene before problems escalate into disruptions to your network.

High Visibility Management

Through our teQwise monitoring portal, you can also view easy-to-read graphs and logs of monitoring activities and corresponding performance indicators. Event driven, daily and weekly alerts and checks can also be set up to according to your specifications for a detailed, tailored management service.



Hosted Email Gateway

Drawing on industry-leading technology, our teQwise Pure Mail Gateway stops spam, viruses and other threats before they reach your mail server, protecting your vital communications and preventing disruptions to email delivery and associated productivity losses.

Efficient Mail Security

Secure and maintenance free, teQwise Pure anti spam and mail gateway system provides a comprehensive and highly efficient alternative to local server and workstation anti-spam software and time consuming junk mail filters, which are often ineffectual and subject to 'false positives' (incorrectly identifying legitimate email as spam).

Frontline Protection

All external mail is directed first through our special-purpose mail protection servers for anti-spam, anti-virus and anti-hacker filtering, before legitimate mail is forwarded on your server.

Automatic Threat Updates

On any one day, hundreds of millions of email messages are processed and checked by worldwide mail gateway systems. teQwise Pure Mail Gateway draws on the results of additional external units to automatically update our servers on any potential spam or virus risks, vigilant and ever-alert to the latest threats.

Offsite Backup



At teQwise we recognise the importance of business information being adequately protected, rapidly recoverable and highly available. teQwise Vault, our specialised online back-up and disaster recovery system, helps optimise the performance and efficiency of your business continuity strategy.

Automated Safety and Security of Critical Data

Unlike traditional backup systems, teQwise Vault Online Backup is secure, silent and maintenance free. It utilises your Internet connection to safely send data and files offsite to the Vault Online Backup services on a daily basis, for a simple and easily managed storage process.

Vault Onsite Backup

TeQwise Vault Online Backup encrypts your data to ensure your information is secure, and then compresses it to minimise backup time before sending it securely to the teQwise data centre. Data can be backed up on all operating systems and teQwise Vault also has the capabilities to connect to Exchange server mailboxes, mailstores and all major SQL packages, and to facilitate system state and bare metal and virtual (VMware and Hyper-V) backups.

Once backed-up, data can be restored at any time via our online teQwise Vault Portal. This user-friendly interface similarly helps maximise information accessibility and enables organisations with multiple sites or agents to easily administer their complete organisation-wide backup strategy.

Vault DR Site

Organisations require a precise strategy for business continuity in a disaster situation. As companies become more reliant on IT having downtime costs organisations time and resources. teQwise Vault DR offsite replication provides organisations the ability to protect active virtualised environments with replication into the teQwise data centre.

The teQwise infrastructure is built on Cisco network and servers and EMC SAN systems. Replication can occur between real-time to every 24 hours depending on recovery and bandwidth availability.

Cloud Interconnect



Interconnect operates as an independent business unit within the teQwise Group, gaining the extensive knowledge of systems integration and network security from our core business while remaining flexible in software delivery.

Cloud Middleware and Data Exchange

With the advent of migration to public and private cloud systems to enable borderless and scalable systems, the need for data transmittal between these independent cloud systems has become increasingly difficult.

Interconnect resolves the issue for data integration between core business systems. Our unique cloud interconnect enables data contained within software on premise at your office or data centre to be integrated into other applications either also on premise or hosted within public cloud infrastructure.

Interconnect allows many-to-one, one-to-many or many-to-many applications to connect while it seamlessly handles the synchronising and hand off between them.

Active Directory Synchronising

As Interconnect has been developed for true data synchronisation and cloud replication, with the use of the IC Active Directory agent, core AD user details are able to be replicated between AD domains and forests.

This allows for service providers and MSPs to synchronise Active Directory users, passwords and data between customer sites and cloud hosted environments such as Hosted Exchange or Cloud Terminal Services, providing a seamless end-user experience.

All data between agents is also encrypted at rest and in transit with unique individual keys to enable a secure exchange of data.



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